

Vermont Statewide NJUNS Priority Codes

For Pole Transfer or Joint Use Tickets

When creating a ticket, the Priority field must include a number from 0-9. This number informs others of the type and importance of the ticket. Please refer to the list below to determine the appropriate code.

1. Dual Pole

Input by FairPoint Communications Dual Pole Initiative indicating the results of a field survey or audit. This ticket may or may not require work by another utility.

2. Severe

Pole requires immediate attention because of field conditions. (i.e. severely damaged pole, severely deteriorated pole, etc.). Requires personal contact be made with the party being requested to perform work.

3. Priority Change Out

The condition of the pole is such that work on this ticket receives priority above a routine transfer, but does not require immediate attention. (i.e. pole found during field inspection requires replacement within a reasonable amount of time, cables temporarily attached safely but require permanent attachment). This is not intended for use to meet a condensed time schedule for make ready, rushed road widening projects, etc. unless the condition the pole is the cause for the work.

4. Routine

Regular Pole Change out or work at same pole location. Old pole is to be removed from the field.

5. Make Ready

At the request of an attacher, provide additional pole space.

6. Make Right/Safety

NESC violation corrections required for existing attachments. (No new attachments to the pole)

7. Relocation/Removal

Pole change out - new pole will be located more than 10 feet away from original pole location. Old pole is to be removed from the field.

8. Customer Request

Work to be performed at the request of a customer/customer complaint. This is not to include custom work orders which are billable and/or trackable. This is to alleviate a situation that was created by a member utility and can be corrected with little to no engineering involvement.

9. Open

0. Other - User Defined - "Clarify with comments for the benefit of others".

Special circumstances not covered by the any of the above. Ticket Creator must add comments in the Remarks field to describe the circumstances of a priority 0 ticket.

Step Update Guidelines - When updating a job step, only change the status from Pending to Complete if all of the work has been completed in the field. If the member code is wrong or the work cannot be completed, notify the pole owner either by phone, email or through the use of the Comments function. If the member code is wrong and you know what the correct code is, please correct it to the proper member code out of courtesy. If you do not know the correct member code, then change the member code to the pole owner and place comments in the Remarks field explaining the attachment does not belong to your company and the member code was incorrect. Remember that once you change the member code you no longer have access to make any changes on that job step.