



Relay Ohio Traffic Report

FY-2011-2012

To: **Public Utilities Commission**
 Address: **Beth Blackmer**
 180 East Broad Street
 Columbus, OH 43215

From: **Sprint**
 Address: **Emma Danielson**
 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

TOTAL CALL VOLUME (Outbound)											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	June
TTY-Baudot	6,143	6,055									
Turbo Code	2,672	2,465									
ASCI	97	15									
Voice	4,256	4,102									
VCO	5,840	5,745									
HCO	300	306									
Deaf/Blind ASCII	0	0									
Deaf/Blind Baudot	27	6									
Speech to Speech	163	150									
Spanish Calls	2	1									
TOTAL	19,900	19,845									
% PERCENTAGE OF CALLS											
TTY	31.77%	32.39%									
Turbo Code	13.82%	13.19%									
ASCI	0.50%	0.08%									
Voice	22.01%	21.94%									
VCO	30.20%	30.73%									
HCO	1.55%	1.64%									
Deaf/Blind ASCII	0.00%	0.00%									
Deaf/Blind Baudot	0.14%	0.03%									
TOTAL NUMBERS OF COMPLETED RELAYED CALLS											
Local	12,463	12,034									
Intrastate (Intra)	182	242									
Intrastate (Inter)	741	425									
Interstate Calls	474	464									
Toll Free	1,645	1,894									
Directory Assistance	92	63									
900 (Attempt)	0	0									
International	0	8									
Marine (Attempt)	0	0									
Other Calls	0	0									
TOTAL COMPLETED	16,587	16,127									
Busy Ring No answer	37,405	3,567									
TOTAL OUTBOUND	19,335	18,694									
General Assistance	17,070	16,358									
TOTAL Relayed Calls	38,405	35,052									

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RECEIVED-SOCKETING DIV
 2012 OCT -3 AM 11:36

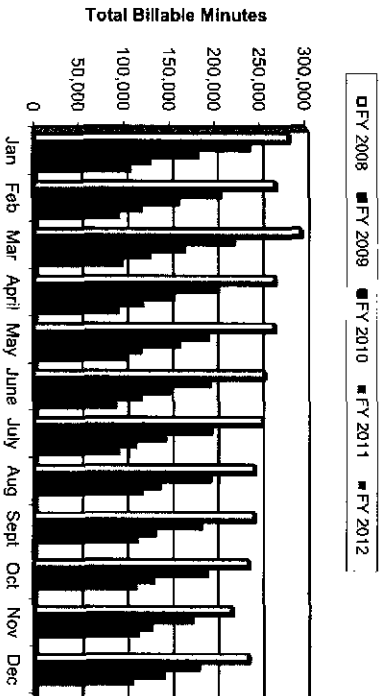
MINUTES OF SERVICE										TOTAL
Total Conversation Minutes	71,136.20	71,164.12								142,290.32
Total Session Minutes	105,975.47	105,229.83								211,205.30
Less Instate	4,265.38	3,722.00								7,987.38
Less International	0.87	79.45								80.32
Less 800 Toll-Free	9,250.13	10,710.58								19,960.71
Less Directory Session Min	37.35	0.68								38.03
Less 300 Assistant Min	0.00	0.00								0.00
Billed Minutes	92,421.74	90,717.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	183,138.86
Billed Minutes (STS)	887.31	865.96								1,753.27
NUMBER OF CALLS TO RELAY										TOTAL
Offered	32,063	30,917								62,980
Answered	31,106	30,080								61,186
In Queue	32,063	30,917								62,980
Abandoned in Queue	957	837								1,794
AVERAGE NUMBER OF CALLS - STS not included										AVERAGE
Weekend	871	731								771.00
Weekday	1,323	1,270								1296.50
AVERAGE NUMBER OF CALLS IN SESSION MINUTES										AVERAGE
Session Minutes	3.39	3.49								3.44
Conversation Minutes	2.27	2.36								2.32
Avg. Length of Completed Calls	6.82	6.96								6.89
AVERAGE SPEED OF ANSWER										AVERAGE
Service Level	96.0%	96.0%								96.00%
ASA	1.2	1.1								115.00%
CUSTOMER CONTACTS										TOTAL
Complaints	2	1								3
Commodations	6	9								15
Inquiries/Other	335	238								573
Total	343	248								591
Relay Conference Captioning										
RCC Minutes (effective 7/1/2009)	525	930								1455

FY 2012-2013 Relay Ohio Charts

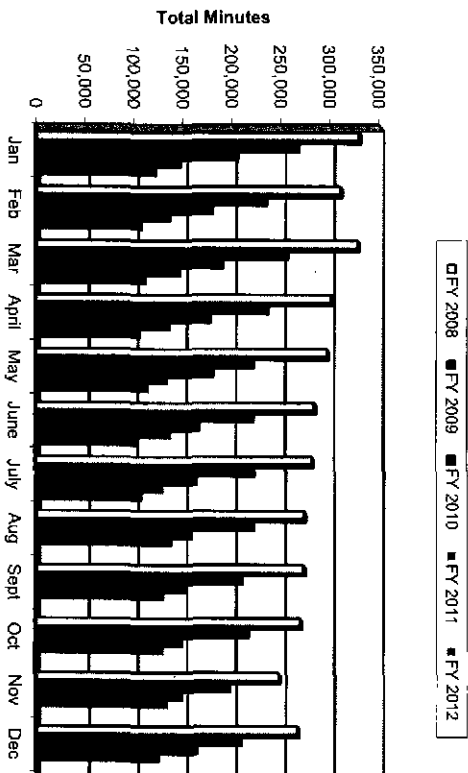
Average Percentage of Relay Usage



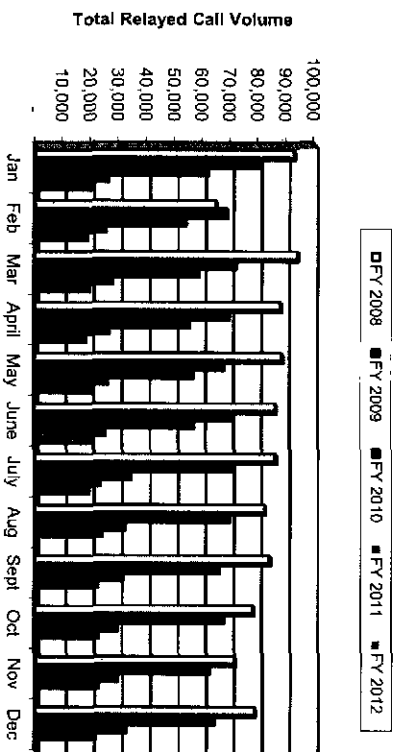
Total Billable to Ohio Minutes



Relay Ohio Total Minutes



Total Call Volume



Relay Usage												
	2012						2013					
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
TTY	5.35%	31.77%	32.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Turbo Code	2.25%	13.82%	13.19%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ASCII	0.05%	0.50%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Voice	3.66%	22.01%	21.94%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
VCO	5.08%	30.20%	30.73%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
HCO	0.27%	1.55%	1.64%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DeadBlind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DeadBlind Baudot	0.01%	0.14%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Total Minutes												
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	265,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,798	194,367	206,853
FY 2010	202,844	177,451	187,967	175,866	178,617	164,745	160,777	155,319	150,477	146,604	145,989	161,343
FY 2011	146,155	135,061	145,456	134,562	132,403	135,270	127,094	135,918	128,089	127,873	131,270	123,434
FY 2012	120,750	106,681	110,427	104,743	112,988	102,862	105,975					

Total Billable Minutes												
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	281,075	266,297	293,962	265,651	264,882	253,779	251,388	242,796	242,773	236,426	217,536	235,873
FY 2009	237,108	204,666	219,351	202,062	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,605
FY 2010	179,519	157,123	163,584	152,767	159,304	147,708	142,946	137,351	131,536	130,163	127,286	141,275
FY 2011	128,148	117,729	127,326	119,519	117,337	118,646	111,551	118,729	113,366	111,965	113,775	107,709
FY 2012	106,087	92,515	97,071	92,578	99,554	89,127	92,422					

Total Delayed Call Volume												
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	92,631	64,679	94,004	87,867	88,361	86,062	85,860	82,065	83,873	78,112	71,232	78,337
FY 2009	79,849	68,554	71,564	69,021	67,242	70,132	69,528	69,093	65,558	67,187	61,736	63,390
FY 2010	61,496	53,361	58,144	54,806	56,096	56,370	53,530	51,748	50,734	29,012	26,746	32,015
FY 2011	26,093	25,284	27,864	26,591	26,121	25,085	23,178	23,780	22,308	22,550	22,396	21,356
FY 2012	20,134	18,813	19,463	18,052	20,185	19,894	19,335					



FY-12/13 Ohio CapTel Service Patterns Case No. 08-439-TP-COI

To: **Public Utilities Commission**
Address: **Beth Blackmer**
180 East Broad Street
Columbus, OH 43215

From: **Sprint**
Address: **Emma Danielson**
2055 W. Iles Avenue, Suite D
Springfield, IL 62704

Ohio Contract calls for Session Minutes

2012

2013

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Session Minutes	180,774.42	163,339.08											162,033.25	324,066.50
Spanish Bilingual Minutes	0	0											0	0
Average Per Min. Per User	142	145	#DIV/0!	#DIV/0!	161	163	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	923
Average Per Min. Per User billed to State	127	130	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	711
Number of CapTel Activated	2,724	2,761											2,743	103
Number of CapTel Shipped	2893	2928											2,909	3176
Number of Users/Participants	1,128	1,124											1,126	1852
Occupancy % User	39%	38%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	39%	
Average Per call Length Per User	2.76	2.79	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.57	

CapTel Traffic Patterns

Call In	46,517	46,798											Average	Total
Voice In	11,665	11,827											11,746	23492
Total of Calls	58,182	58,625	0	0	0	0	0	0	0	0	0	0	19,408	116,807

Total Session Min

900 Calls	0.4	1											Average	Total
Answer Machine	1042.82	1,205.18											1,124	2,248
General Assistance	2887.5	2,739.76											2,814	5,627
In 2 Line	7,612.86	8,308.71											7,961	15,821
International	23.06	46.67											35	70
Intrastate	18,122.05	18,330.26											18,256	36,512
Interstate	142,723.69	143,979.07											143,351	286,703
Others	1,123.55	1,261.70											1,193	2,385
Toll Free	12,600.54	13,792.43											13,196	26,393
Total of Session Min	186,136.26	189,724.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	31,322	315,801

Number of Calls by each Traffic Pattern

900 Call	1	1											Average	Total
Answer Machine	816	896											857	1,714
General Assistance	8,113	7,915											8,014	16,028
2 Line	2,406	2,463											2,435	4,869
International	33	52											43	85
Interstate	3,025	3,157											3,091	6,182
Intrastate	40,788	40,779											40,784	81,567
Others	581	588											584	1,167
Toll Free	2,419	2,774											2,597	5,193
Total	58,182	58,625	0	0	0	0	0	0	0	0	0	0	58,182	116,807

Distribution												
Inter-state Billable Min	18,122.05	18,390.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Average Total
Less International Session Min	23.06	46.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,042.69
Less Toll Free	6,426.28	7,034.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.81
2 Line Session Min (11%)	18,122.05	18,390.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,121.70
Billable to OH	143,442.85	145,863.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,042.69
NECA Billable Minutes	27,024.31	27,448.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	24,108.83
												289,305.91
												4,539.42
												54,473.07

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	26,746	29,956	32,215	30,596	32,842	31,392	32,690	34,500	34,049	41,810	50,657	65,160	30,943.02	444,534
FY-08	66,470	61,780	70,580	63,494	62,040	63,038	63,847	64,538	61,803	62,991	61,477	70,511	64,567.00	772,279
FY-09	61,535	61,535	66,513	65,106	67,747	66,945	69,858	69,834	68,792	79,075	93,345	115,489.83	64,896.03	885,775
FY-10	133,148	125,673	127,483	124,371	125,530	124,652	134,672	138,740	138,957	142,236	142,785	164,612.85	127,923.65	1,622,776
FY-11	163,946	147,374	184,805	145,878	142,895	138,330	145,407	147,950	134,612	145,999	152,862	160,122	152,376.35	1,898,080
FY-12	154,225	154,225	164,312	154,045	154,735	151,318	160,727						166,226.09	1,093,587

Relay Ohio CapTel



FY-2012-2013 Ohio CapTel Statistic Charts

Total Number of Calls

July	58,182
Aug	58,625
Sept	0
Oct	0
Nov	0
Dec	0
Jan	0
Feb	0
March	0
April	0
May	0
June	0

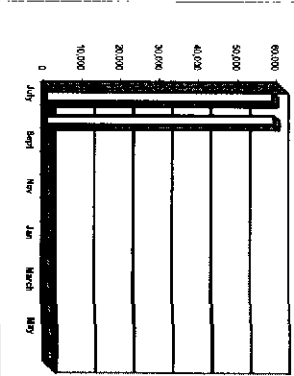
CapTel

	CapTel	Voice
July	46,517	11,665
Aug	46,798	11,827
Sept	0	0
Oct	0	0
Nov	0	0
Dec	0	0
Jan	0	0
Feb	0	0
March	0	0
April	0	0
May	0	0
June	0	0

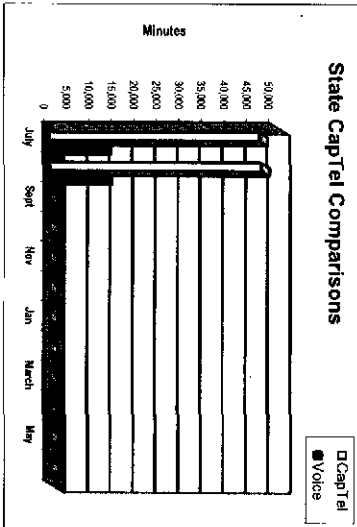
Billable Minutes to State

July	160,727.42
Aug	163,339.08
Sept	0.00
Oct	0.00
Nov	0.00
Dec	0.00
Jan	0.00
Feb	0.00
March	0.00
April	0.00
May	0.00
June	0.00

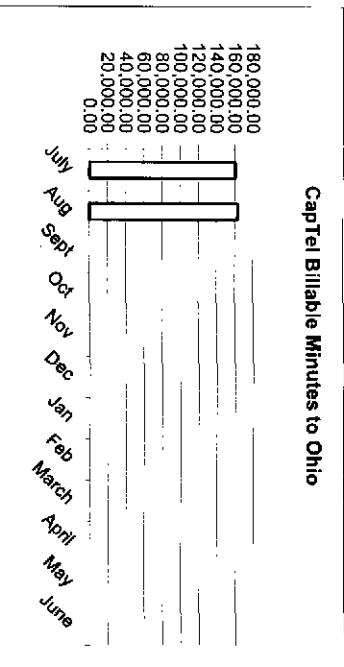
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio





Sprint
Relay
Ohio

Relay Ohio Traffic Report for Case No. 08-439-TP-COI

FX-2012-2013

To: Public Utilities Commission
Address: Beah Bladen
180 East Broad Street
Columbus, OH 43215

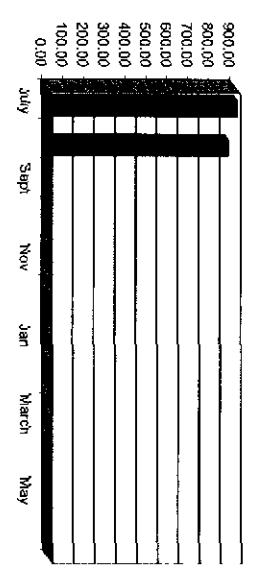
From: Sprint
Address: 2055 W. Iles Avenue, Suite D
Springfield, IL 62704

Speech to Speech Minutes												
Contact for Session Minutes												
Speech to Speech Minutes	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Total Session Min	1,140.01	1,094.41									1,117.23	2234.43
Total Conversation Min	608.12	623.40									620.76	1241.52
Local												
Interstate Session Minutes of Use	9.78	6.38									7.78	15.56
Interstate Session Minutes of Use	0.00	0.00									0.00	0
Interstate Toll Free Session Minutes of Use 51%	218.36	225.35									221.87	443.72
Interstate Toll Free Session Minutes of Use	14.46	6.31									18.39	20.77
900 Session Minutes of Use 51%	0.00	0.00									0.00	0
900 Session Minutes of Use	887.89	856.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	146.28	1754.37
Total Billable Speech to Speech												

Number of Calls Made
Average Length of Call

Total Numbers of Completed Calls Speech to Speech (STS) Calls												
Speech (STS) Calls	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Local	79	81									160	
Interstate	0	0									0	
Interstate	2	1									3	
Directory Assistance	13	17									30	
General Assistance	0	0									0	
International	0	0									0	
900	0	0									0	
Long Toll-Free	33	42									75	
Marion Calls	0	0									0	
Buy Back/No Answer	0	0									0	
Other Calls	0	0									0	
Total STS Calls	127	141									268	
Total STS Session Minutes	1,140	1,094									2234.43	
Total STS Billable Minutes	887	856									1752.77	
											0	
Ohio STS	697.99	856.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Ohio STS FY 2011-2012 (Billable)





To: Public Utilities Commission

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

Emma Danielson
2065 W. Iles Avenue, Suite D
Springfield, IL 62704

Ohio Relay Outreach Report - 7-2011 to 6-2012

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
7/5-6/2012	National Association of the Deaf Convention	Louisville, KY	NAD Convention attendees, professionals, families	3000	Exhibit	Relay Ohio/CapTel 840i	YES	Reached out new customers that haven't seen/met in Ohio
7/6/2012	Customer Training	Wheelersburg, WV/A	Kes Keene	3	1-1 training	CapTel brochure and flyers	YES	New CapTel customer
7/13/2012	CapTel Training	Columbus	Relay Ohio/CapTel trainers	10	Presentation/Demonstration	CapTel packets, 840i flyers, PowerPoint presentations from the Denver, CO training	YES	All Relay Ohio/CapTel trainers are now updated with 840i and other technical issues for Relay Ohio.
7/14/2012	CSDHH Picnic	Lake White	Deaf and Hard of Hearing individuals and their families and friends	130	Presentation	Flyers on CapTel and Relay Ohio were passed out	YES	Possible new CapTel customers. Will follow up
7/28/2012	Deaf Black Advocates Conference	Middlesburg Heights	Deaf and Hard of Hearing individuals and their families and friends	60	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Did a lot of CapTel phone demonstrations as requested. May get new CapTel phone users
Aug-12								
8/4/2012	HLAA Ohio Chapter Leaders Conference	Newark	HLAA leaders, trainers and members	50	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated new people and answered questions about the new 840i phone

8/14/2012	Rally for Wellness Health Fair	The Ohio State University- Columbus	OSU students, staff, professionals in health industries, Hospital reps	2,500	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated a lot of new customers and even have some new leads to follow up.
8/22/2012	One-on-One Training	Smithville	2 people	2	Demonstration	CapTel brochure and order forms	YES	Considering purchasing a new CapTel phone