



Sprint Nextel
2055 W. Iles Avenue, Suite D
Springfield, IL 62704
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C. Emma Danielson
Relay Program Manager
Emma.danielson@sprint.com

Date: November 4, 2008

To: Public Utilities Commission of Ohio Staff
Alan Schriber Dan Fullin Lisa Colosimo
PUCO Docketing Division Beth Blackmer

Public Utilities Commission of Ohio Advisory Board Group
Laura Gold Richard Huebner John Bradley, Jr.

From: C. Emma Danielson, Sprint Relay Program Manager

Subject: Relay Ohio Traffic Report
Case No. 01-2945-TP-COI

The information provided reflects Ohio Relay Service Traffic reports from
January - July 2008.

Please contact me with any questions or comments you may have regarding this report.

Sincerely,

C. Emma Danielson

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PUCO

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

TOTAL CALL VOLUME (Outbound)													
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
TTY- Baudot	23,148	20,911	23,794	25,202	24,794	23,361	23,531	22,123	22,329				209,193
Turbo Code	19,580	19,945	18,910	11,205	10,282	9,955	9,592	9,189	9,968				118,796
ASCII	92	110	57	12	9	18	1	3	4				306
Voice	13,052	12,535	13,908	11,442	11,240	10,477	10,441	9,528	8,147				100,770
VCO	10,680	10,343	11,255	12,381	13,704	13,659	13,184	12,856	13,368				111,440
HCO	784	712	504	553	743	724	548	687	752				6,005
Dead/Blind ASCII	-	-	-	-	-	-	-	-	-				-
Dead/Blind Baudot	-	4	9	21	44	84	41	46	54				303
Speech to Speech	125	119	187	249	222	231	134	188	231				1,586
Spanish Calls	23	8	6	11	6	14	-	2	-				70
TOTAL	67,764	64,687	68,631	61,086	61,044	58,533	57,460	54,601	54,763	-	-	-	548,569
% PERCENTAGE OF CALLS													
TTY	34.23%	32.36%	34.77%	41.43%	40.77%	40.08%	41.09%	40.88%	40.95%				AVERAGE
Turbo Code	29.36%	30.89%	27.63%	18.42%	18.91%	17.10%	16.71%	16.59%	18.10%				21.33%
ASCII	0.14%	0.17%	0.08%	0.02%	0.01%	0.03%	0.00%	0.01%	0.01%				0.05%
Voice	19.30%	19.42%	20.32%	18.81%	18.48%	17.97%	18.21%	17.51%	14.94%				18.33%
VCO	15.80%	16.02%	16.45%	20.37%	22.53%	23.43%	23.00%	23.63%	24.51%				20.64%
HCO	1.17%	1.10%	0.74%	0.91%	1.22%	1.24%	0.95%	1.23%	1.40%				1.11%
Dead/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Dead/Blind Baudot	0.00%	0.01%	0.01%	0.03%	0.07%	0.14%	0.07%	0.08%	0.10%				0.06%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													
Local	44,913	43,592	45,037	37,585	38,877	36,831	36,387	35,888	35,286				354,177
Intrastate (Intralata)	375	379	392	249	247	193	159	189	213				2,396
Intrastate (Interlata)	892	807	1,919	875	613	878	742	501	607				7,632
Interstate Calls	2,209	1,869	1,081	1,195	994	968	948	853	916				11,033
Toll Free	5,002	4,210	4,323	4,317	4,133	4,022	4,019	3,889	3,754				37,679
Directory Assistance	205	192	184	186	304	201	222	267	248				2,009
900 (Attempted)	-	-	-	-	-	-	-	-	-				-
International	9	15	8	22	27	35	10	13	10				149
Marine (Attempted)	-	-	-	-	-	-	-	-	-				-
Other Calls	-	-	-	-	-	-	-	-	-				-
TOTAL COMPLETED	53,605	51,094	52,944	44,429	45,155	42,726	42,487	41,611	41,014	-	-	-	415,075
Busy Ring No answer	14,011	13,466	15,494	16,397	15,682	15,563	14,839	12,800	13,518				131,750
TOTAL OUTBOUND	67,616	64,560	68,438	60,826	60,827	58,289	57,326	54,411	54,532	-	-	-	546,825
General Assistance	25,015	23,769	25,596	27,041	27,257	27,773	28,534	27,644	29,341				241,940
TOTALelayed Calls	92,631	88,329	94,904	87,857	88,084	86,062	85,560	82,055	83,872	-	-	-	788,765

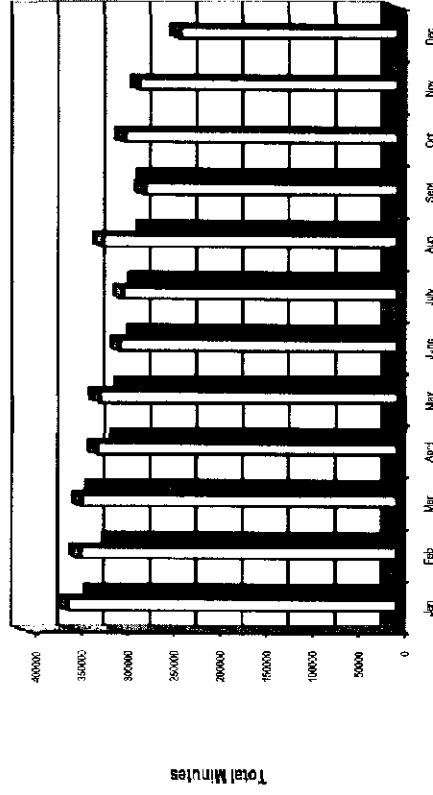
MINUTES OF SERVICE														TOTAL
Total Conversation Minutes														1,851,229.31
Total Session Minutes														2,671,148.14
Less Incomplete														100,725.96
Less International														1,925.84
Less 800 Toll Free														208,229.12
Less Direct to Seasonal														567.59
Less 900 Assistance														0.00
Billable Minutes														2,352,124.73
Billable Minutes (STS)														13,080.74
NUMBER OF CALLS TO RELAY														TOTAL
Offered														628,251
Answered														33,249
In Queue														626,161
Abandoned in Queue														5,973
AVERAGE NUMBER OF CALLS - STS not Included														AVERAGE
Weekend														2100.22
Weekday														3188.78
AVERAGE NUMBER OF CALLS IN SESSION MINUTES														AVERAGE
Session Minutes														4.31
Conversation Minutes														2.98
Avg. Length of Completed Calls														6.51
AVERAGE SPEED OF ANSWER														AVERAGE
Service Level														94.78%
ASA														177.78%
CUSTOMER CONTACTS														TOTAL
TTS														123
Complaints														71
Communications														3,118
Inquiries/Other														3,312
Total														460

FY 2008 Relay Ohio Charts

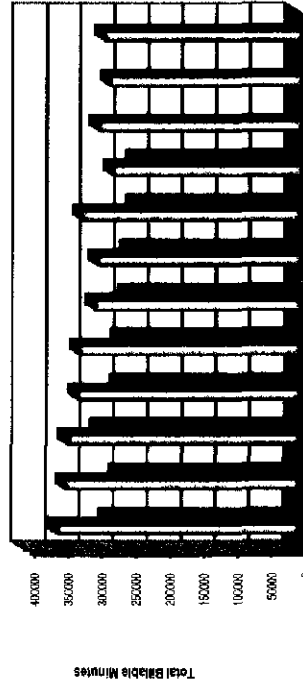
Average Percentage of Relay Usage



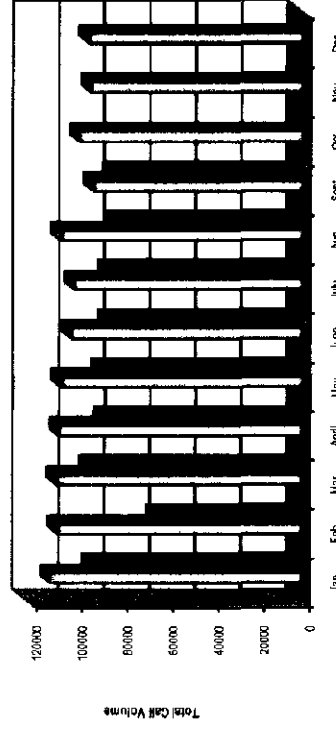
Relay Ohio Total Minutes



Total Billable To Ohio Minutes



Total Call Volume



Relay Usage

	Average	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
TTY	38.48%	34.23%	32.36%	34.77%	41.43%	40.77%	40.08%	41.05%	40.88%	40.95%			
Turbo Code	21.33%	29.36%	30.89%	27.63%	18.42%	16.91%	17.10%	16.71%	16.89%	18.10%			
ASCII	0.05%	0.14%	0.17%	0.08%	0.02%	0.01%	0.03%	0.00%	0.01%	0.01%			
Voice	18.33%	19.30%	19.42%	20.37%	18.81%	18.48%	17.97%	18.21%	17.51%	14.94%			
VCO	20.64%	15.80%	16.02%	16.45%	20.37%	22.53%	23.43%	23.00%	23.63%	24.51%			
HCO	1.11%	1.17%	1.10%	0.74%	0.91%	1.22%	1.24%	0.85%	1.23%	1.40%			
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Deaf/Blind Braildot	0.05%	0.00%	0.01%	0.01%	0.03%	0.07%	0.14%	0.07%	0.06%	0.10%			

Total Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,355	343,570	341,527	325,417	323,206	300,820	297,515	319,169	274,650	295,689	279,829	237,316
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922			

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,296	342,207	327,175	324,984	301,735	298,577	319,307	275,590	296,327	280,555	287,672
FY 2008	281,075	266,297	293,952	265,651	264,882	253,779	251,385	242,786	242,773			

Total Relayed Call Volume

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	110,793	107,517	108,087	107,042	106,447	101,761	100,500	106,607	92,178	98,165	93,408	94,155
FY 2008	92,531	64,679	94,004	87,867	88,351	86,062	85,880	82,055	83,873			

FY-08 Ohio CapTel Service Patterns Case No. 01-2945-TP-COI



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

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

Ohio Contract calls for Session Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Billable Minutes	66,476.82	81,780.29	70,589.00	62,491.63	62,840.00	63,038.00	63,547.69	64,533.01	61,603.51					
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	226	228	247	224	215	215	219	169	166	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	923
Average Per Min Per User billed to State	186	170	185	170	154	168	170	171	188	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	711
Number of Capital Activated	23	23	20	15	22	10	9	8	11				16	103
Number of Capital Shipped	618	618	629	647	684	682	690	695	706				661	3179
Number of Users/Participants	357	363	381	373	378	375	380	392	371				373	1852
Occupancy % User	59%	59%	61%	58%	57%	55%	55%	55%	53%	#DIV/0!	#DIV/0!	#DIV/0!	56%	
Average Per call Length Per User	2.97	3.81	2.71	4.15	3.98	5.19	2.51	3.41	2.59	#DIV/0!	#DIV/0!	#DIV/0!	3.51	
CapTel Traffic Patterns														
Call In	19639	19091	22371	20587	20282	21054	22142	22126	20416				Average	Total
Voicemail	3585	3528	3714	3285	3426	3368	3330	3660	3363				20,858	188078
Total of Calls	23,194	22,619	26,086	24,372	23,708	24,412	25,472	25,686	23,789	0	0	0	3,460	31139
Total Session Min														
900 Calls	0.00	0.00	0	0	0	0	0	0	0				Average	Total
Answer Machine	334.43	311.92	447.52	378.92	395.56	430.80	441.94	464.26	454.38				334	3,480
General Assistance	982.51	887.46	1,055.16	944.04	865.89	842.04	968.46	958.00	842.46				983	8,347
In 2 Line	5,413.67	5,937.98	7,844.27	7,290.58	6,745.85	7,622.73	7,578.54	7,834.64	7,721.72				6,414	64,802
International	63.13	81.70	48.33	206.79	180.31	143.89	87.95	30.40	187.93				63	1,830
Intrastate	18,700.54	17,010.94	19,379.22	18,978.65	18,230.46	16,365.66	16,919.61	18,698.57	16,617.92				18,701	181,702
Interstate	54,078.71	50,892.84	57,244.43	50,638.41	50,344.33	50,064.99	50,931.91	52,173.90	49,894.94				54,079	486,564
Others	783.04	710.46	826.40	937.19	768.19	1,107.17	1,179.71	1,130.30	1,032.08				793	8,483
Toll Free	7,892.77	6,203.32	6,951.96	6,115.80	5,855.59	6,062.18	7,126.02	5,732.05	5,118.33				7,893	57,068
Total of Session Min	89,259.00	82,936.82	94,177.28	85,799.36	83,488.67	82,639.46	86,334.16	87,352.14	81,609.67	0.00	0.00	0.00	86,222	771,766
Number of Calls by each Traffic Pattern														
900 Call	0	0	0	0	0	0	0	0	0				Average	Total
Answer Machine	293	270	334	295	306	341	349	353	336				293	2,878
General Assistance	2,812	2,658	3,146	2,820	2,725	2,620	2,876	2,900	2,708				2,812	25,965
2 Line	1,447	1,506	1,888	1,867	1,770	1,948	1,950	2,069	2,028				1,447	16,473
International	9	9	15	24	14	5	8	16	23				9	124
Intrastate	2,959	2,280	2,540	2,446	2,293	2,305	2,395	2,297	2,004				2,969	21,131
Intrastate	14,552	14,515	16,407	15,187	15,163	15,504	16,053	15,363	15,146				14,552	138,902
Others	422	427	648	647	493	662	597	678	614				422	6,186
Toll Free	1,800	954	1,108	984	942	1,027	1,135	1,012	908				1,890	9,159
Total	23,194	22,619	26,086	24,372	23,708	24,412	25,472	25,686	23,789	0	0	0	23,194	96,998

Distribution														Average	Total
Inter-state Billable Min	18,700.54	17,070.94	18,978.65	18,230.46	16,365.65	16,919.61	18,898.67	16,617.92	0.00	0.00	0.00	0.00	0.00	17,966.84	161,701.56
Less International Session Min	63.13	81.70	48.33	180.31	143.88	87.95	30.40	187.83	0.00	0.00	0.00	0.00	0.00	114.48	1,030.33
Less Toll Free	4,025.31	3,163.69	3,496.60	3,037.35	3,091.72	3,634.27	2,923.35	2,610.35	0.00	0.00	0.00	0.00	0.00	3,233.85	29,104.69
2 Line Session Min (11%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Billable to OH	66,470.02	61,780.29	70,580.13	62,040.55	63,038.20	64,692.33	65,356.82	62,453.57	0.00	0.00	0.00	0.00	0.00	64,436.87	579,948.80
NECA Billable Minutes	27,926.93	25,428.00	29,817.37	27,343.70	24,528.71	25,298.17	28,186.27	24,948.63	0.00	0.00	0.00	0.00	0.00	26,885.07	241,965.65

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,996	32,842	31,302	32,690	34,500	34,049	41,810	50,667	65,160	39,943.02	444,534
FY-08	66,470	61,780	70,580	63,494	62,040	63,038	63,848	64,538	61,804	0	0	0	64,567.05	577,382

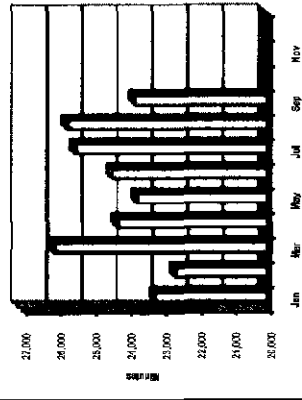


FY-2008 Ohio CapTel Statistic Charts

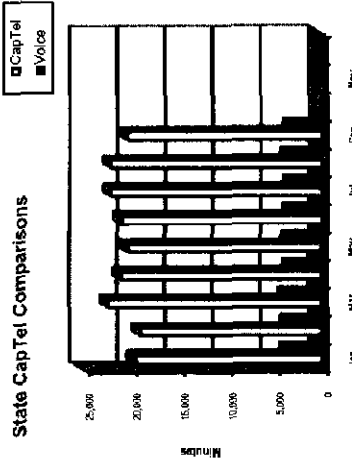
Total Number of Calls

Jan	23,194
Feb	22,619
Mar	26,085
Apr	24,272
May	23,708
Jun	24,412
Jul	25,472
Aug	25,686
Sep	23,789
Oct	
Nov	
Dec	

Total Number of CapTel Calls



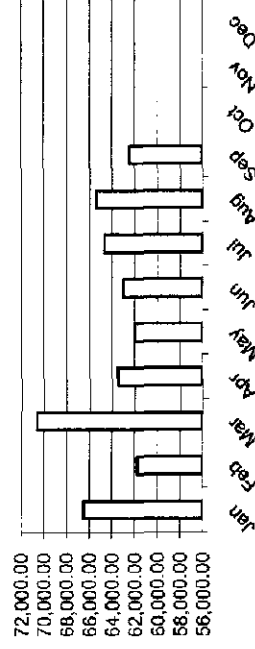
State CapTel Comparisons



Billable Minutes to State

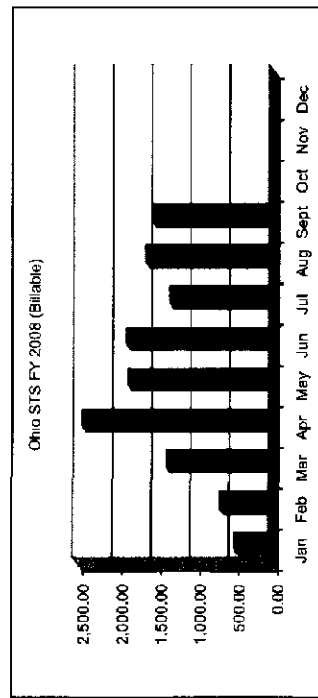
Jan	66,470.02
Feb	61,780.28
Mar	70,580.00
Apr	63,494.88
May	62,040.55
Jun	63,038.20
Jul	64,692.33
Aug	65,399.82
Sep	62,453.67
Oct	
Nov	
Dec	

CapTel Billable Minutes to Ohio



Contract for Speech Minutes												
Speech to Speech Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total Speech Min	671.52	1,093.87	1,894.43	3,474.44	2,703.40	2,549.00	1,917.06	2,713.86	2,344.86			
Total Conversation Min	435.42	743.90	1,219.56	2,398.12	1,748.18	1,771.53	1,371.23	2,108.49	1,699.11			
Local												
Interstate	66.44	100.28	265.24	154.13	29.95	0.00	4.49	7.66	0.00			
International	0.00	0.00	0.00	0.00	0.00	0.00	0.00	23.49	0.00			
Interstate Toll Free Speech Minutes of Use 51%	125.91	295.11	508.13	890.23	836.09	486.11	605.12	1,005.36	810.96			
Interstate Toll Free Speech Minutes of Use 51%	4.89	3.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
400 Speech Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Total Billable Speech to Speech	471.38	664.21	1,893.05	2,427.04	1,583.06	1,862.69	1,307.44	1,622.14	1,536.02	0.00	0.00	0.00
Number of Calls Made												
Average Length of Call												

Number of Calls Made												
Average Length of Call												
Total Number of Completed Calls Speech to												
Speech (STS) Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Local	62	64	74	101	83	112	92	61	83			
Interstate	0	6	5	1	1	0	0	0	0			
Interstate	10	11	1	11	1	0	4	1	0			
Directory Assistance	18	16	17	19	7	23	17	14	30			
General Assistance	0	0	0	0	0	0	0	0	0			
International	0	0	0	0	0	0	0	0	0			
400	0	0	0	0	0	0	0	0	0			
Long Toll Free	17	26	66	98	74	62	95	90	79			
Marine Calls	0	0	0	0	0	0	0	0	0			
Ring Ring No Answer	0	0	0	0	0	0	0	0	0			
Other Calls	0	0	0	0	0	0	0	0	0			
Total STS Calls	106	113	166	235	169	197	198	169	182			
Total STS Speech Minutes	971.52	1,043	1,894	3,474	2,703	2,549	1,917	2,713	2,344			
Total STS Billable Minutes	471.38	664.21	1,893.05	2,427.04	1,583.06	1,862.69	1,307.44	1,622.14	1,536.02			
Ohio STS	471.38	664.21	1,893.05	2,427.04	1,583.06	1,862.69	1,307.44	1,622.14	1,536.02	0.00	0.00	0.00



1



Case No. 01-2945-TP-COI

Public Utilities Commission
Address

Beth Blackmer
180 East Broad Street

Emma Danleison
2055 W. Iles Avenue, Suite D
Springfield, IL 62704

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180 East Broad Street

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List of Outreach Activities in 2008

JANUARY	NAME OF THE ACTUAL EVENT	LOCATION	DATE	NUMBER OF ATTENDEES	Relay 711, CapTel, or Both	AUDIENCE: Deaf (D), Hard of Hearing (H) or Both (B)
February						
March						
Sent Relay Out brochures to Rehabilitation services, Community Emergency Preparedness Information Network training						
April		OSD	3/31/08	40	711 and CapTel	10% deaf and the rest were hearing
May						
Consumer Advisory Group Meeting	ORCC Meeting	Columbus OH	6/6/08	9	711 and CapTel	8 deaf and 1 hearing
June						
None						
July						
Mailed 25 copies of the 711 Brochures					Relay 711	
August						
September						
Received approximately 15 requests for Capital and WebCapTel literature					CapTel/WebCapTel	
October						
November						