

FILE Sprint

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C. Emma Danielson

Relay Program Manager
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Date: September 30, 2009

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. 08-439-TP-COI

The information provided reflects Ohio Relay Service Traffic reports from July 2009 – August 2009 to follow the new contract dates.

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

Sincerely,



C. Emma Danielson

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Sprint

Relay Ohio Traffic Report

FY-2009

Case No. 08-439-TP-COI

To: **Public Utilities Commission**
 Address: **Beeth Blackmer**
 190 East Broad Street
 Columbus, OH 43215

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

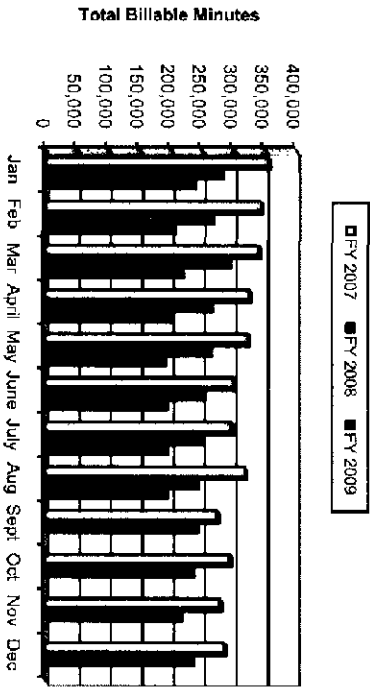
TOTAL CALL VOLUME (Outbound)	2008						2010						TOTAL
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY- Baudot	16,173	16,723											31,896
Turbo Code	7,626	7,712											15,337
ASCII	91	148											239
Voice	8,396	8,519											16,915
VCO	10,245	11,062											21,307
HCO	642	750											1,392
Dead/Blind ASCII													
Dead/Blind Baudot	10	3											13
Speech to Speech	669	556											1,225
Spanish Calls	1	5											6
TOTAL	44,152	44,470											88,622
% PERCENTAGE OF CALLS													AVERAGE
TTY	36.89%	35.81%											36.25%
Turbo Code	17.75%	17.56%											17.66%
ASCII	0.21%	0.34%											0.28%
Voice	19.05%	19.40%											19.23%
VCO	24.38%	25.17%											24.78%
HCO	1.31%	1.71%											1.51%
Dead/Blind ASCII	0.00%	0.00%											0.00%
Dead/Blind Baudot	0.02%	0.01%											0.02%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	29,308	29,156											58,464
Intrastate (Intrastate)	164	151											315
Intrastate (Intrastate)	401	386											787
Intrastate Calls	1,113	1,178											2,291
Toll Free	2,980	3,080											6,060
Directory Assistance	153	124											277
900 (Attempted)													
International	13	68											81
Marine (Attempted)													
Other Calls													
TOTAL COMPLETED	34,132	34,151											68,283
Busy Ring No Answer	9,980	9,776											19,756
TOTAL OUTBOUND	44,082	43,907											87,989
General Assistance	25,446	25,166											50,612
TOTAL Relayed Calls	69,528	68,063											138,591

FY 2009 Relay Ohio Charts

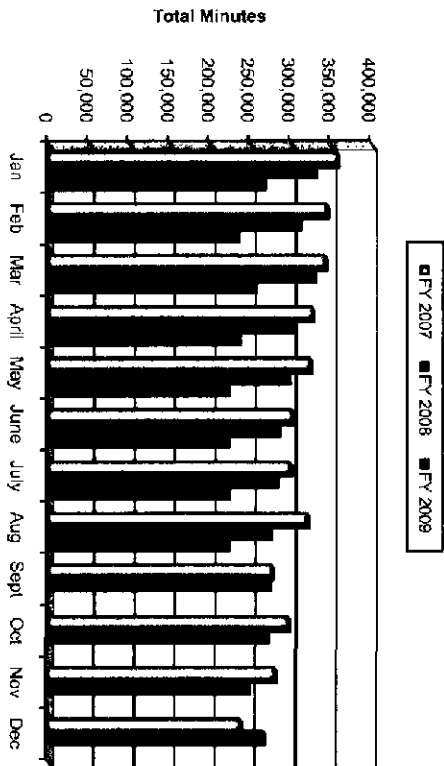
Average Percentage of Relay Usage



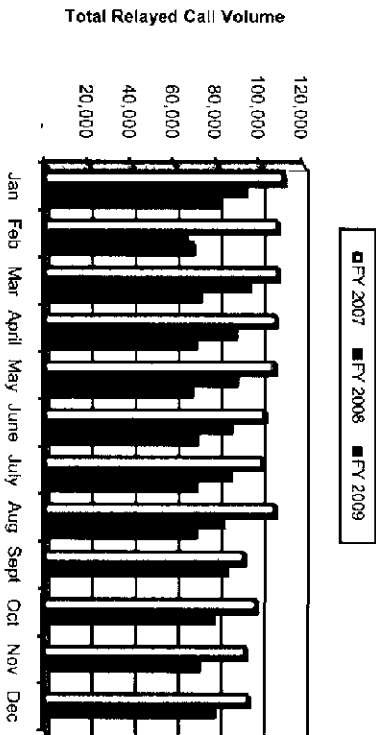
Total Billable to Ohio Minutes



Relay Ohio Total Minutes



Total Call Volume



Relay Usage

	2009					2010							
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	36.25%	36.69%	35.81%										
Turbo Code	17.66%	17.75%	17.56%										
ASCII	0.28%	0.21%	0.34%										
Voice	19.23%	19.05%	19.40%										
VCO	24.78%	24.39%	25.17%										
HCO	1.81%	1.91%	1.71%										
Deadblind ASCII	0.00%	0.00%	0.00%										
Deadblind Beaufort	0.02%	0.02%	0.01%										

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	297,615	319,169	274,660	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	289,156	246,240	265,802
FY 2009	255,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527				

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,928	344,295	342,207	327,175	324,984	301,735	296,577	319,307	275,890	296,327	280,555	287,672
FY 2008	281,075	266,287	293,952	285,651	264,882	253,779	251,388	242,796	242,773	236,426	217,538	236,973
FY 2009	237,108	204,666	219,351	202,052	191,289	192,976	194,508	193,095				

Total Relayed Call Volume

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	110,733	107,517	108,087	107,042	106,447	101,761	100,500	106,807	92,178	98,185	93,408	94,155
FY 2008	92,531	84,679	94,004	87,867	88,361	85,062	85,880	82,055	83,973	78,112	71,282	78,337
FY 2009	79,949	68,564	71,894	69,021	67,242	70,132	69,528	69,093				