

FILE



Sprint Nextel
2055 W. Iles Avenue, Suite D
Springfield, IL 62704
Office: 800.315.5309 Fax: 866.410.4260
TTY: 877.698.5520

C. Emma Danielson
Relay Program Manager
Emma.danielson@sprint.com

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2009 DEC -7 PM 5:02
PUCO

Date: December 3, 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 – October 2009 to follow the new contract date.

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

Sincerely,

C. Emma Danielson

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Technician D.R. Date Processed 12-7-09



Relay Ohio Traffic Report

FY-2009

Case No. 08-439-TP-COI

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

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

	2010												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY- Baudot	16,173	15,723	14,737	14,869									
Turbo Code	7,825	7,712	7,413	6,706									
ASCII	91	148	40	101									
Voice	8,396	8,519	7,951	7,906									
VCO	10,745	11,052	11,207	11,732									
HCO	842	750	979	762									
Deaf/Blind ASCII	-	-	-	-									
Deaf/Blind Baudot	10	3	74	11									
Speech to Speech	669	558	443	273									
Spanish Calls	1	5	3	5									
TOTAL	44,752	44,470	42,847	42,365									
% PERCENTAGE OF CALLS													
TTY	36.69%	35.81%	34.76%	35.33%									
Turbo Code	17.75%	17.56%	17.48%	15.93%									
ASCII	0.21%	0.34%	0.09%	0.24%									
Voice	19.05%	19.40%	18.75%	18.78%									
VCO	24.38%	25.17%	26.43%	27.88%									
HCO	1.91%	1.71%	2.31%	1.81%									
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%									
Deaf/Blind Baudot	0.02%	0.01%	0.17%	0.03%									
TOTAL NUMBERS OF COMPLETED RELATED CALLS													
Local	29,308	29,156	28,476	28,004									
Intrastate (Intralata)	164	151	179	125									
Intrastate (Interlata)	401	386	366	375									
Interstate Calls	1,113	1,178	1,115	905									
Toll Free	2,980	3,080	2,842	3,071									
Directory Assistance	153	124	110	120									
900 (Attempted)	-	-	-	-									
International	13	56	200	38									
Marine (Attempted)	-	-	-	-									
Other Calls	-	-	-	-									
TOTAL COMPLETED	34,132	34,131	33,288	32,638									
Busy Ring No answer	9,950	9,776	9,113	9,449									

RECEIVED
 DEC 07 2009
 DOCKETING DIVISION
 Public Utilities Commission of Ohio

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TOTAL OUTBOUND	44,082	43,907	42,401	42,087															
General Assistance	25,446	25,186	23,157	24,742															

	149,152.13	147,911.07	144,536.68	146,827.00					
	219,882.56	219,526.83	208,348.13	214,788.50					
Less Interstate	9,021.82	8,998.88	8,328.60	7,711.07					
Less International	87.98	392.60	822.67	257.43					
Less 800 Toll-Free	16,195.77	16,977.99	15,389.96	16,738.21					
Less Directory Session Min	68.38	61.17	75.83	107.95					
Less 900 Assistant Min	0.00	0.00	0.00	0.00					
Offered	57,926	58,058	55,182	55,778					
Answered	55,985	55,892	52,824	53,952					
In Queue	57,926	58,058	55,182	55,778					
Abandoned In Queue	1,941	2,166	2,358	1,826					
Weekend	1,502	789	1,439	1,473					
Weekday	2,500	1,269	2,457	2,435					
Session Minutes	3.92	3.92	3.94	3.97					
Conversation Minutes	2.66	2.64	2.73	2.72					
Avg. Length of Completed Calls	6.63	6.55	6.32	6.66					
Service Level	94.0%	92.0%	92.0%	93.0%					
ASA	1.8	2.1	2.3	1.9					
Complaints	4	9	-	11					
Commendations	3	9	2	10					
Inquiries/Other	159	222	241	389					
RCC Minutes (effective 7/1/2009)	0	0	0	0					

TOTAL	61,502	114,944
	29,656	619
	380	1,528
	32,772	4,311
	44,736	11,973
	3,333	507
	.	.
	98	307
	1,943	.
	14	.
		134,180
		38,288
	35.65%	
	17.18%	
	0.22%	
	19.00%	
	25.97%	
	1.94%	
	0.00%	
	0.06%	

172,477
98,531

588,426.88
862,546.01
34,060.37
1,560.68
65,301.93
313.33
0.00
226,944
33,249
226,944
8,291
1300.75
2165.25
3.94
2.69
6.54
92.75%
202.50%
24
24
1,011