



RECEIVED-DOCKETING DIV.
2010 MAR -1 PM 1:49
PUCO

	2009	2010	Jan	Feb	Mar	Apr	May	June	Total
TTY-Baudot	16,173	14,737	14,869	13,480	13,467	13,385			101,884
Turbo Code	7,827	7,413	6,706	5,972	5,778	5,634			47,040
ASCII	91	40	101	99	53	132			684
Voice	8,396	7,951	7,908	7,088	7,379	7,775			55,814
VCO	10,745	11,207	11,732	11,248	11,571	9,189			75,724
HCC	842	979	782	883	1,027	1,222			6,465
Deaf/Blind ASCII	-	-	-	-	-	-			-
Deaf/Blind Baudot	10	3	11	56	12	-			166
Speech to Speech	669	443	273	378	420	429			3,170
Spanish Calls	1	5	3	4	2	1			21
TOTAL	77,558	82,470	82,477	77,707	77,707	77,707			617,007
% OF TOTAL CALLS									
TTY	36.60%	33.81%	36.33%	34.74%	34.26%	35.86%			36.36%
Turbo Code	17.75%	17.56%	15.93%	15.36%	14.71%	15.09%			16.37%
ASCII	0.21%	0.34%	0.24%	0.25%	0.13%	0.35%			0.23%
Voice	19.05%	19.40%	18.79%	18.25%	18.79%	20.83%			18.12%
VCO	24.38%	25.17%	27.89%	28.96%	29.46%	24.56%			26.69%
HCC	1.91%	1.71%	1.81%	2.27%	2.61%	3.27%			2.27%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Deaf/Blind Baudot	0.02%	0.01%	0.03%	0.14%	0.05%	0.00%			0.08%
TOTAL CALLS BY TYPE (EXCLUDING TTY)									
Local	29,306	28,476	28,004	26,153	26,536	24,925			182,558
Intrastate (Intralata)	164	179	125	169	231	400			1,359
Intrastate (Interlata)	401	366	375	365	360	276			2,529
Interstate Calls	1,113	1,178	905	714	784	681			6,498
Toll Free	2,990	3,060	3,071	2,782	2,943	2,860			20,558
Directory Assistance	153	110	120	85	101	94			797
900 (Attempted)	-	-	-	-	-	-			-
International	13	56	38	10	2	13			332
Mainline (Attempted)	-	-	-	-	-	-			-
Other Calls	-	-	-	-	-	-			-
TOTAL COMPLETED	34,132	34,131	32,638	30,228	30,957	29,249			224,623
Busy Ring No answer	9,950	9,775	9,449	8,698	8,330	8,078			63,304
TOTAL OUTBOUND	44,082	43,907	42,087	38,536	39,287	37,327			287,927
General Assistance	25,446	25,188	23,157	22,900	24,103	24,169			169,703
TOTAL Relayed Calls	68,628	68,603	65,244	61,736	63,390	61,296			517,007

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Technician _____ Page Processed MAR-01-2010

COURTESY SERVICE												
Call Type	148,182.13	147,911.07	144,536.88	146,827.00	131,567.60	142,238.32	141,101.83					1,003,434.63
Less: Incomplete	9,021.82	8,908.86	8,324.60	7,711.07	6,306.47	9,107.40	6,874.33					56,383.57
Less: International	87.98	382.60	822.67	237.43	68.38	28.79	74.85					1,730.89
Less: 800 Toll-Free	18,166.77	18,977.89	15,398.96	18,738.21	35,082.94	16,488.60	16,306.35					113,179.22
Less: Directory Session Min.	68.30	61.17	74.83	107.96	56.32	23.13	28.78					419.49
Less: 900-Assistant Min.	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0.00
Available Minutes (AMTS)												
Available Minutes (AMTS)												
COURTESY SERVICE												
Offered	57,926	56,068	55,182	55,778	50,734	52,989	51,462					382,128
Answered	55,985	55,892	52,824	53,932	49,850	52,067	50,498					33,249
In Queue	57,926	58,068	55,182	55,778	50,734	52,989	51,462					382,128
Abandoned in Queue	1,941	2,166	2,358	1,826	875	922	964					11,062
COURTESY SERVICE												
Weekend	1,502	789	1,439	1,473	1,392	1,378	1,315					1346.86
Weekday	2,500	1,269	2,457	2,436	2,343	2,277	2,302					2226.14
COURTESY SERVICE												
Session Minutes	3.92	3.92	3.94	3.97	3.88	3.96	4					3.94
Conversation Minutes	2.66	2.64	2.73	2.72	2.63	2.72	2.78					2.70
Avg. Length of Completed Calls	6.63	6.56	6.32	6.66	6.49	6.82	7.02					6.64
COURTESY SERVICE												
Service Level	94.0%	92.0%	92.0%	93.0%	96.0%	97.0%	97.0%					94.43%
ASA	1.8	2.1	2.3	1.9	1.2	1.0	1.2					164.29%
COURTESY SERVICE												
Complaints	4	9	-	11	2	5	5					36
Communications	3	8	2	10	12	10	20					66
Inquiries/Other	189	222	241	369	111	591	331					2,044
COURTESY SERVICE												
RCC Minutes (effective 7/1/2009)	0	0	0	0	0	0	0					0

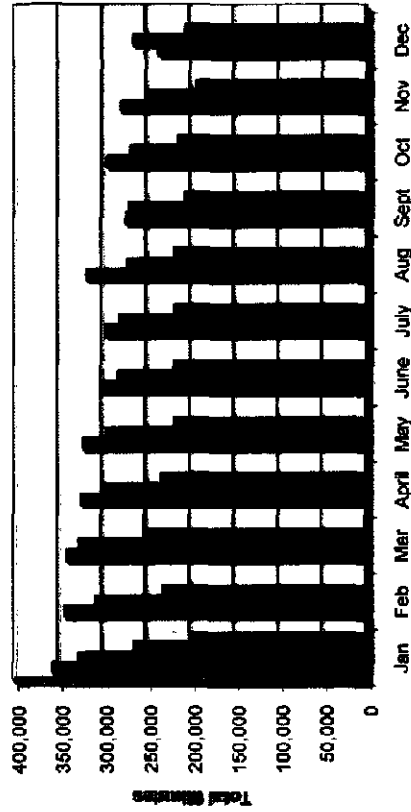
Average Percentage of Relay Usage

- TTY
- Turbo Code
- ASCII
- Voice
- VCO
- HCO
- Dead/Blind ASCII
- Dead/Blind Baudot



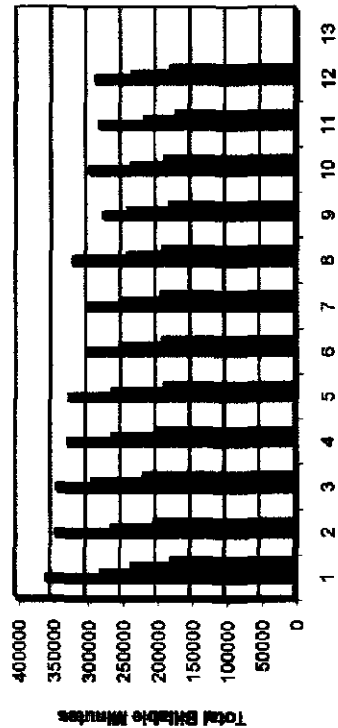
Relay Ohio Total Minutes

- FY 2007
- FY 2008
- FY 2009
- FY 2010



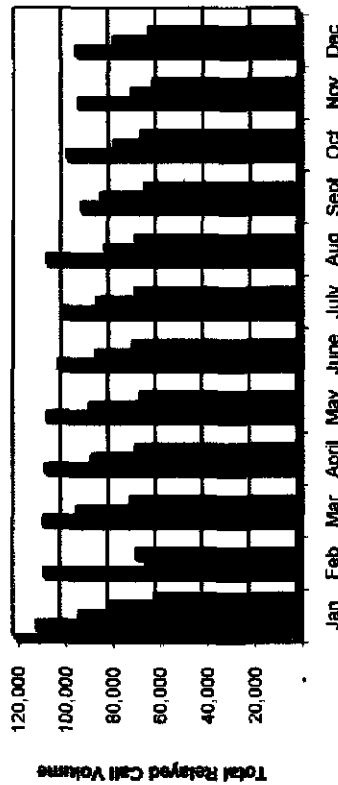
Total Billable to Ohio Minutes

- Total Billable Minutes
- FY 2007
- FY 2008
- FY 2009
- FY 2010



Total Call Volume

- FY 2007
- FY 2008
- FY 2009
- FY 2010



Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
36.38%	36.68%	36.81%	34.76%	35.33%	34.74%	34.28%	35.68%																		
16.27%	17.75%	17.56%	17.48%	15.93%	15.36%	14.71%	15.09%																		
0.23%	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%	0.35%																		
19.12%	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%	20.83%																		
26.69%	24.38%	25.17%	26.43%	27.88%	28.96%	29.45%	24.56%																		
2.27%	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%	3.27%																		
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%																		
0.06%	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%	0.00%																		

Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
356,355	343,570	341,527	325,417	323,206	300,820	297,515	319,169	274,650	296,689	279,829	237,316
328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	265,802
265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,627	208,348	214,788	194,367	206,253
202,844											

Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
366,926	344,286	342,207	327,175	324,984	301,735	298,577	319,907	275,550	296,327	280,555	287,672
281,075	266,297	293,962	265,651	264,882	253,779	251,388	242,796	242,773	236,428	217,536	235,973
237,108	204,666	219,351	202,052	191,288	182,976	184,506	193,096	183,791	189,973	172,765	180,605
179,619											

Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
110,733	107,517	108,087	107,042	106,447	101,761	100,500	106,607	92,178	98,165	93,408	94,155
92,631	64,679	94,004	87,867	88,361	86,062	85,860	82,056	83,873	78,112	71,232	78,337
79,849	68,654	71,584	69,021	67,242	70,132	69,528	69,093	66,568	67,187	61,736	63,390
61,496											

FY-09/10 Ohio CapTel Service Patterns
Case No. 08-439-TP-COI



Ohio Contract calls for Session Minutes

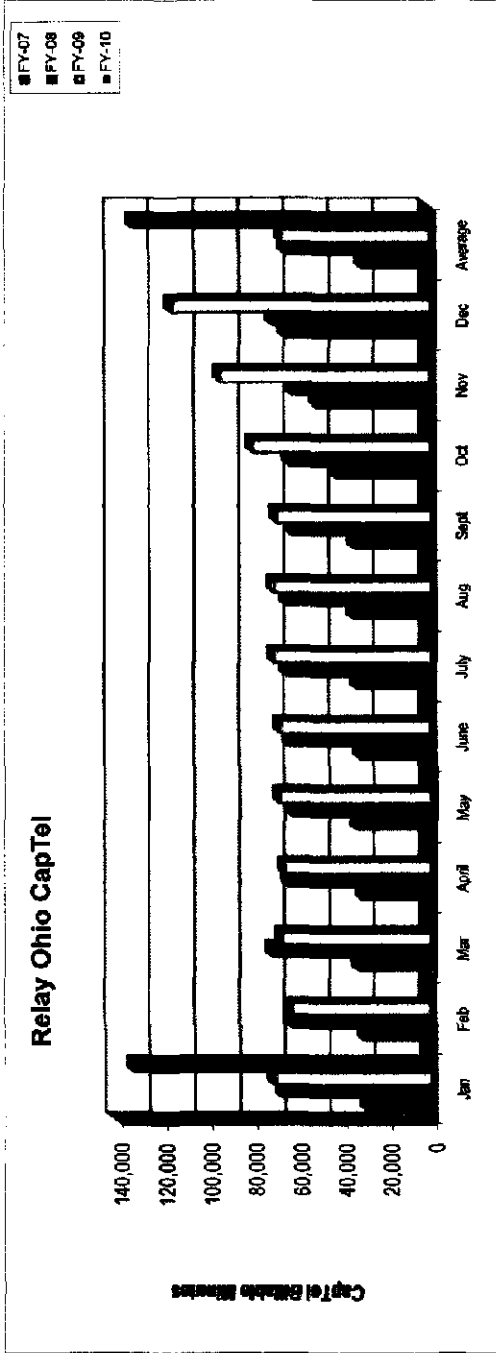
2009

2010

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	83,983.57	88,925.55	42,693.67	74,051.28	53,288.47	114,285.18	133,144.74							
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	207	209	205	188	172	165	152						185	823
Average Per Min Per User billed to State	189	187	185	159	141	135	122						135	711
Number of Capital Activated	21	19	13	99	161	103	103						82	102
Number of Capital Shipped	823	839	855	1026	1206	1482	1482						1,060	3176
Number of Usual Participants	413	418	416	517	661	855	878						684	1852
Occupancy % User	50%	50%	49%	50%	50%	50%	60%						56%	
Average Per call Length Per User	2.82	2.57	2.74	2.72	2.79	2.84	2.81						3.51	
Call In	23036	22830	21112	24266	27864	36887	39083						27,861	183560
Voice In	3877	3939	3627	4437	5783	7369	8252						5,296	37074
Total of Calls	26,713	26,769	24,739	28,703	33,647	44,256	47,335						30,660	220,634
900 Calls	0	0.00	0	0	0	0	0						0	0
Answer Machine	571.75	481.20	627.62	739.58	690.40	701.38	580.11						572	4,272
General Assistance	1,358.99	1,212.51	991.35	1,198.19	1,649.68	2,361.42	2,596.92						1,369	11,259
In 2 Line	9,716.24	8,178.43	10,057.44	9,310.26	9,590.95	10,224.11	10,969.88						9,716	83,073
International	119.48	20.07	94.49	155.80	154.13	193.17	146.68						119	824
Intrastate	14,382.29	17,828.41	16,274.02	17,517.16	19,425.34	25,419.70	26,822.99						14,382	137,676
Interstate	54,943.01	55,722.19	52,829.31	62,859.93	75,198.51	96,115.13	112,798.46						64,943	510,498
Others	1,379.52	1,691.14	1,848.87	1,687.11	1,946.15	1,467.34	1,881.36						1,389	11,701
Toll Free	6,036.43	5,205.22	5,198.78	6,894.53	8,697.26	9,429.49	11,667.54						6,036	52,948
Total of Session Min	83,983.57	88,925.55	42,693.67	74,051.28	53,288.47	114,285.18	133,144.74						105,075	797,375
800 Call	0	0	0	0	0	0	0						0	0
Answer Machine	421	374	336	492	452	494	428						421	2,997
General Assistance	3,587	3,153	2,718	3,262	4,177	6,060	6,687						3,587	29,884
2 Line	2,344	2,242	2,160	2,167	2,266	2,583	2,540						2,344	18,282
International	7	7	11	10	38	38	37						7	188
Intra-state	2,354	2,795	2,552	3,180	3,010	3,762	3,892						2,364	21,548
Inter-state	16,348	15,572	15,367	17,746	21,068	28,025	31,039						16,348	148,184
Others	610	631	664	734	772	658	701						610	4,770
Toll Free	1,042	985	931	1,107	1,161	1,616	2,031						1,042	10,853
Total	26,713	26,769	24,739	28,703	33,647	44,256	47,335						26,713	220,634

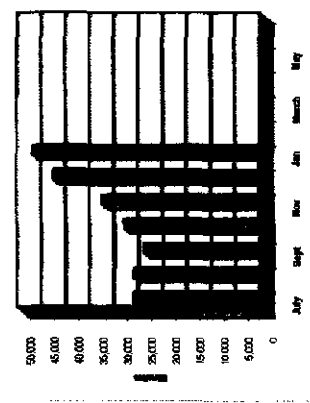
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Average
Interstate Billable Min	14,382.29	17,828.41	16,274.02	17,517.19	19,425.34	25,419.70	26,822.95	0.00	0.00	0.00	0.00	0.00	15,296.66	127,669.93
Less International Session Min	119.48	20.07	94.49	155.90	154.13	193.17	146.69	0.00	0.00	0.00	0.00	0.00	98.20	883.93
Less Toll Free	3,075.58	2,654.00	2,551.38	3,414.21	4,435.80	4,809.04	5,980.65	0.00	0.00	0.00	0.00	0.00	3,000.46	27,004.12
2 Line Session Min (1%)	1,065.79	0.00	0.00	0.00	0.00	0.00	1,208.89	0.00	0.00	0.00	0.00	0.00	253.08	2,271.88
Billable to OH	69,858.67	69,833.97	68,791.95	79,075.41	93,345.35	115,469.83	133,144.73	0.00	0.00	0.00	0.00	0.00	69,946.87	629,339.85
NECA Billable Minutes	21,949.09	20,594.40	24,342.78	26,266.40	29,097.89	38,068.52	44,112.95	0.00	0.00	0.00	0.00	0.00	22,890.23	206,012.03

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Average
FY-07	23,745	28,956	32,215	30,896	32,442	31,302	32,990	34,500	34,048	41,810	59,667	66,160	31,845.02	444,534
FY-08	66,410	61,780	70,880	63,494	61,048	61,036	63,847	64,838	61,603	62,961	67,477	70,511	64,987.00	772,279
FY-09	69,859	61,535	66,513	65,496	67,747	66,346	69,608	69,834	68,792	79,075	93,345	115,469.83	66,374.56	694,699
FY-10	133,143												133,144.73	433,448



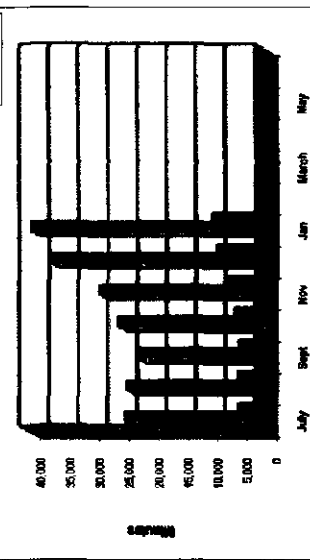
Month	Total Number of Calls
July	28,713
Aug	26,769
Sept	24,739
Oct	28,695
Nov	33,137
Dec	43,246
Jan	47,335
Feb	
March	
April	
May	
June	

Total Number of CapTel Calls



Month	Called by CapTel or Voice Caller
July	23,036
Aug	22,830
Sept	21,112
Oct	24,268
Nov	27,354
Dec	36,887
Jan	39,083.00
Feb	
March	
April	
May	
June	

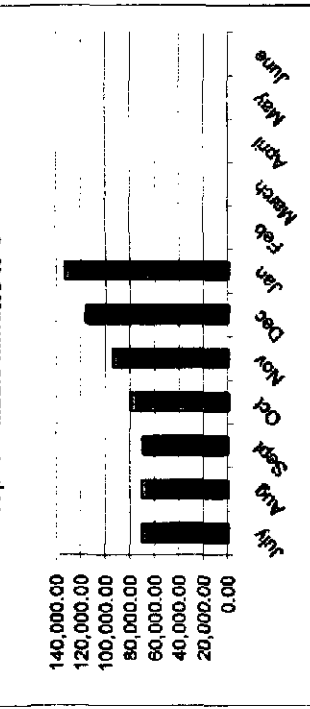
Called by CapTel or Voice Caller



State CapTel Comparisons

Month	CapTel Billable Minutes to Ohio
July	69,858.57
Aug	89,833.97
Sept	68,791.99
Oct	79,075.41
Nov	93,345.35
Dec	115,489.83
Jan	133,144.73
Feb	
March	
April	
May	
June	

CapTel Billable Minutes to Ohio



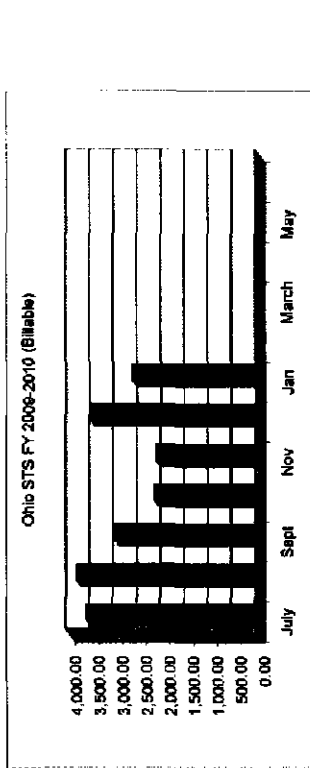
Relay Ohio Traffic Report for Case No. 08-439-TP-CO-FY-2009-2010



	2009		2010	
Speech to Speech Minutes				
Total Session Min	6,652.06	4,586.85	2,347.31	2,014.59
Total Conversation Min	3,807.21	2,438.41	1,805.59	1,778.04
Interstate Session Minutes of Use	1,867.02	242.08	3.87	14.29
International Session Minutes of Use	20.15	0.00	0.00	0.00
Interstate Toll Free Session Minutes of Use	1,467.02	877.29	682.19	702.53
611	51.82	53.11	0.00	0.00
800 Session Minutes of Use 57%	0.00	0.00	0.00	0.00
Total Billable Speech to Speech	3,614.66	3,456.85	2,180.78	2,150.32

	2009		2010	
Number of Calls Made				
Average Length of Call				

	2009		2010	
Total Numbers of Completed Calls - Speech to Speech (S778) Calls				
Local	310	276	104	197
Interstate	0	1	4	5
International	53	15	0	0
Director Assistance	38	36	16	17
General Assistance	0	0	0	0
International	1	0	0	0
800	0	0	0	0
Less Toll-Free	132	119	67	89
Ministry Calls	0	0	0	0
Busy Ring/No Answer	0	0	0	0
Other Calls	0	0	0	0
Total S778 Calls	668	428	240	324
Total S778 Session Minutes	6,632	4,590	2,847	2,916
Total S778 Billable Minutes	3,617	2,438	2,180	2,150
Ohio STS	3,619.06	3,606.03	2,180.73	2,150.32





Ohio Relay Outreach Report - 7-2009 to 6-2010

Date	Event	City	Target Audience	Number of Participants	Program	Pr/Demo	PP Present	Success	Reasons?
Jul-09	Contractor training	Columbus	Trainers	5	Pr/Demo		PP Present	Yes	
7/23/2009	Contractor training	Columbus	Trainers	7	Pres		PP Present	Yes	Trainers ready to go and educate Ohioans @ Relay Ohio and CapTel
Aug-09									
8/31/2009	Franklin County Fall Kickoff	Columbus	Franklin County employees and downtown employees	200	Exhibit /Demo		Relay Ohio Materials	Yes	CapTel and Relay Ohio materials were distributed. Showed demos on how CapTel worked.
8/31/2009	Contractor training	Columbus	Trainer	1	Pr/Demo		Relay Ohio Materials	Yes	6th trainer on board now with emphasis on hard of hearing community and CapTel
Sep-09									
9/1/2009	CapTel Training	Columbus	1 New CapTel User	1	Demo		CapTel	Yes	Client needed assistance on how to use CapTel. New CapTel User.
9/12/2009	HLAA Northern Ohio Chapter	Painesville	HLAA Members		Pr/Demo		CapTel	Yes	CapTel and Relay Ohio materials were distributed. CapTel 800i generated a lot of interest
9/13/2009	Columbus Colony's Annual Fall Festival	Westerville	Deaf and Hard of Hearing Senior Citizens	150	Exhibit		Relay Ohio & CapTel Materials	Yes	CapTel and Relay Ohio materials were distributed. CapTel 800i generated a lot of interest

9/14/2009	Wayne Manor Assisted Living	Wooster	Senior Citizens						CapTel and RRC generated a lot of interest	Yes		CapTel and RRC generated a lot of interest
9/15/2009	Ohio Rehabilitation Services Commission	Worthington	Providers	35	Exhibit			Relay Ohio & CapTel Materials	CapTel and RRC generated a lot of interest	Yes		CapTel and RRC generated a lot of interest
9/16/2009	A T Workshop	Lancaster	Independent Living Centers and Providers	88	Exhibit/ Demo			Relay Ohio & CapTel Materials	Has a large population of people with speech impairments. CapTel was main focus but Relay Ohio was covered too.	Yes		Has a large population of people with speech impairments. CapTel was main focus but Relay Ohio was covered too.
9/19/2009	HLAA Wayne & Holmes County Chapter	Wooster	HLAA Members	5	Present/Demo			Relay Ohio/CapTel	Increased awareness about CapTel services.	Yes		Increased awareness about CapTel services.
9/21/2009	HLAA Wayne & Holmes County Chapter	Orrville	HLAA Members	11	Present/Demo			Relay Ohio/CapTel	CapTel generated a lot of interest and gave CapTel News from website too	Yes		CapTel generated a lot of interest and gave CapTel News from website too
9/28/2009	Wesley Glen Retirement Center	Columbus	Senior Citizens	24	Present			CapTel & Relay Ohio	Several Seniors plans to purchase CapTel phones to use the services.	Yes		Several Seniors plans to purchase CapTel phones to use the services.
Oct-09												
10/1/2009	CapTel Training	Columbus	1 New CapTel Trainer	1	Present/Demo			PP Present, CapTel & Relay Ohio	8th trainer on board now with capacity to travel around the State of Ohio to do Relay Ohio and CapTel	Yes		8th trainer on board now with capacity to travel around the State of Ohio to do Relay Ohio and CapTel
10/15/2009	Wesley Glen Retirement Center	Columbus	Senior Citizens	14	Exhibit			CapTel & Relay Ohio	More possible CapTel buyers and users	Yes		More possible CapTel buyers and users
10/27/2009	Walmart Distribution Center	Grove City	Managers	9	Present			CapTel & Relay Ohio	Increased knowledge about CapTel and Relay Ohio services for their employees	Yes		Increased knowledge about CapTel and Relay Ohio services for their employees
10/29/2009	Huntington Bank Disability Fair	Easton	Huntington Bank Employees	22	Exhibit /Demo			CapTel & Relay Ohio	Increased knowledge about CapTel and Relay Ohio services for their employees	Yes		Increased knowledge about CapTel and Relay Ohio services for their employees
10/29/2009	South Range School District	North Lima	School Nurse & Superintendent	4	Present/Demo			CapTel	School district is buying for their employee to help her retain her job	Yes		School district is buying for their employee to help her retain her job
10/31/2009	Akron General Health & Wellness Center - West	Akron	Hard of Hearing and Senior Citizens	30	Present/Demo/ Exhibit			CapTel	Educated more people about CapTel and its features	Yes		Educated more people about CapTel and its features

