



Relay Ohio Traffic Report

FY-2010-2011

Case No. 08-439-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

2010

2011

TOTAL CALL VOLUME (Outbound)	2010						2011						TOTAL
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY- Baudot	11,188												11,188
Turbo Code	5,168												5,168
ASCII	85												85
Voice	7,304												7,304
VCO	8,544												8,544
HCO	674												674
Deaf/Blind ASCII	-												-
Deaf/Blind Baudot	15												15
Speech to Speech	251												251
Spanish Calls	1												1
TOTAL	33,530												33,530
% PERCENTAGE OF CALLS													AVERAGE
TTY	33.62%												33.62%
Turbo Code	15.53%												15.53%
ASCII	0.26%												0.26%
Voice	21.95%												21.95%
VCO	26.58%												26.58%
HCO	2.03%												2.03%
Deaf/Blind ASCII	0.00%												0.00%
Deaf/Blind Baudot	0.05%												0.05%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	21,458												21,458
Intrastate (Intralata)	126												126
Intrastate (Interlata)	435												435
Interstate Calls	668												668
Toll Free	2,135												2,135
Directory Assistance	100												100
900 (Attempted)	-												-
International	3												3
Marine (Attempted)	-												-
Other Calls	-												-
TOTAL COMPLETED	24,925												24,925
Busy Ring No answer	8,353												8,353
TOTAL OUTBOUND	24,925												24,925
General Assistance	20,259												20,259
TOTAL Relayed Calls	45,184												45,184

RECEIVED-DOCKETING DIV
 2010 SEP -2 PM 12: 35
 PUCO

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 Technician SM Date Processed SEP 02 2010

9

MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	105,760.00												105,760.00
Total Session Minutes	160,777.22												160,777.22
Auto-Answer	0,073.38												6,006.08
Auto-Answered	21.60												21.60
Auto-Answered (STS)	3,727.36												11,727.36
Auto-Answered (STS)	75.98												75.98
Auto-Answered (STS)	0.00												0.00
Billable Minutes	142,946.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	142,946.20
Billable Minutes (STS)	1,894.12												1,894.12
NUMBER OF CALLS TO RELAY													TOTAL
Offered	45,106												45,106
Answered	43,992												33,249
In Queue	45,106												45,106
Abandoned in Queue	1,114												1,114
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	1,193												1193.00
Weekday	1,945												1945.00
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													AVERAGE
Session Minutes	3.65												3.65
Conversation Minutes	2.4												2.40
Avg. Length of Completed Calls	6.54												6.54
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	95.0%												95.00%
ASA	1.5												150.00%
CUSTOMER CONTACTS													TOTAL
Complaints	9												9
Commendations	5												5
Inquiries/Other	592												592
Total	606												606
Relay Conference Captioning													
RCC Minutes (effective 7/1/2009)	0												

Sprint



FY-10/11 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

PUCO

2010 SEP -2 PM 12:36
 RECEIVED-DOCKLING DIV

Ohio Contract calls for Session Minutes

2010

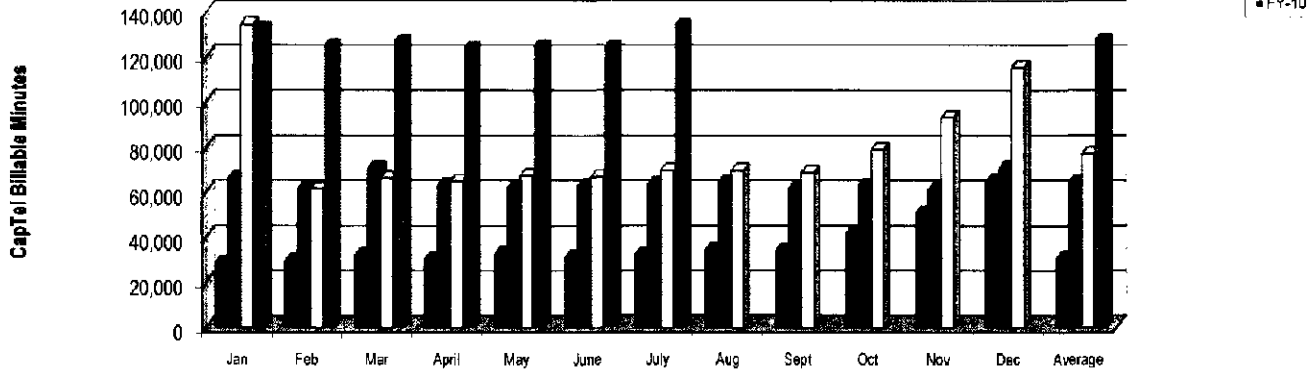
2011

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	134,611.68													
Spanish Billable Minutes	0												0	0
Average Per Min Per User	138	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	923
Average Per Min Per User billed to State	138	#DIV/0!	#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	67												67	103
Number of CapTel Shipped	1801												1,801	3178
Number of Users/ Participants	975												975	1852
Occupancy % User	54%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	54%	
Average Per call Length Per User	2.53	#DIV/0!	#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													Average	Total
Call In	42614												42,614	42614
Voice In	10546												10,546	10546
Total of Calls	53,160	0	0	0	0	0	0	0	0	0	0	0	3,860	53,160
Total Session Min													Average	Total
900 Calls	0												0	0
Answer Machine	745.21												745	745
General Assistance	3112.89												3,113	3,113
In 2 Line	10,867.84												10,868	10,868
International	82.73												83	83
Interstate	22,016.34												22,016	22,016
Intra-state	113,417.89												113,418	113,418
Others	2,488.14												2,488	2,488
Toll Free	10,561.94												10,562	10,562
Total of Session Min	163,292.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	27,215	163,293
Number of Calls by each Traffic Pattern													Average	Total
900 Call	0												0	0
Answer Machine	603												603	603
General Assistance	7,921												7,921	7,921
2 Line	2,917												2,917	2,917
International	25												25	25
Inter-state	3,568												3,568	3,568
Intra-state	35,023												35,023	35,023
Others	974												974	974
Toll Free	2,130												2,130	2,130
Total	53,161	0	0	0	0	0	0	0	0	0	0	0	53,161	96,998

Distribution													Average	Total
Inter-state Billable Min	22,016.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,446.26	22,016.34
Less International Session Min	82.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	9.19	82.73
Less Toll Free	5,386.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	598.51	5,386.59
2 Line Session Min (11%)	1,195.46												1,195.46	1,195.46
Billable to OH	134,611.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14,956.87	134,611.86
NECA Billable Minutes	32,887.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,654.12	32,887.08

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,958	32,215	30,596	32,842	31,302	32,690	34,500	34,049	41,810	50,667	65,160	30,943.02	444,534
FY-08	66,470	61,780	70,580	63,494	62,040	63,038	63,647	64,538	61,603	62,961	61,477	70,511	64,567.00	772,279
FY-09	134,612	61,535	66,513	65,106	67,747	66,945	69,858	69,834	68,792	79,075	93,345	115,489.83	77,076.31	958,852
FY-10	133,145	125,673	127,483	124,371	125,530	124,652	134,612						127,923.65	895,466

Relay Ohio CapTel



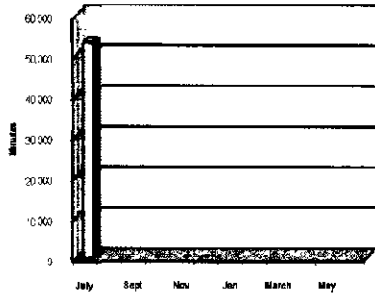
FY-2009-2010 Ohio CapTel Statistic Charts

Total Number of Calls	
July	53,161
Aug	
Sept	
Oct	
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

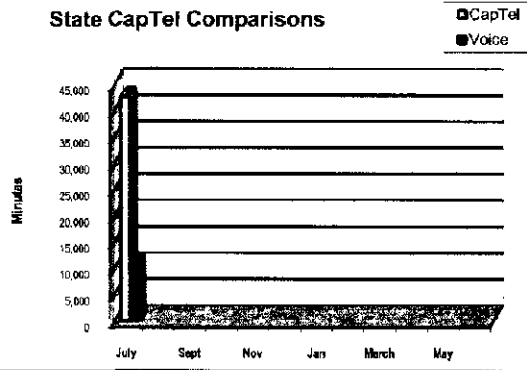
	CapTel	Voice
July	42,814	10,547
Aug		
Sept		
Oct		
Nov		
Dec		
Jan		
Feb		
March		
April		
May		
June		

Billable Minutes to State	
July	134,611.86
Aug	
Sept	
Oct	
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

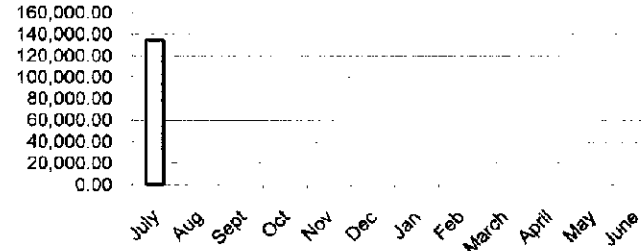
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio





Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-2010 - 2011

Speech to Speech



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

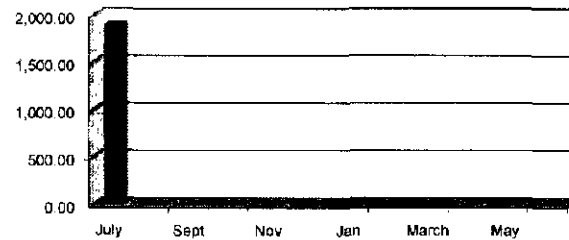
From: Sprint
Address: Emma Danielson
2055 W. lies Avenue, Suite D
Springfield, IL 62704

Contract for Session Minutes	2010												2011												Average	Total	
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June			
Speech to Speech Minutes																											
Total Session Min	2,476.24																								2,476.24	2476.24	
Total Conversation Min	1,287.30																									1,287.30	1287.3
<i>Loss</i>																											
Interstate Session Minutes of Use	94.23																									24.23	24.23
International Session Minutes of Use	0.00																									0.00	0
Interstate Toll Free Session Minutes of Use																											0
51%	557.54																									557.54	557.54
Interstate Toll Free Session Minutes of Use	0.00																									0.00	0
500 Session Minutes of Use 51%	0.00																									0.00	0
Total Billable Speech to Speech	1,894.47	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	157.87	1894.47	

Number of Calls Made
Average Length of Call

Average Length of Call	2010												2011												Average	Total	
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June			
Total Numbers of Completed Calls Speech to Speech (STS) Calls																											
Local	138																										138
Interstate	4																										4
International	3																										3
Directory Assistance	13																										13
General Assistance	0																										0
International	0																										0
Long	0																										0
Loss Toll-Free	55																										55
Missing Calls	0																										0
Busy Ring/No Answer	0																										0
Other Calls	0																										0
Total STS Calls	213																										213
Total STS Session Minutes	2,476																										2476.24
Total STS Billable Minutes	1,894																										1894.47
																											0
Ohio STS	1,894.47	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Ohio STS FY 2009-2010 (Billable)



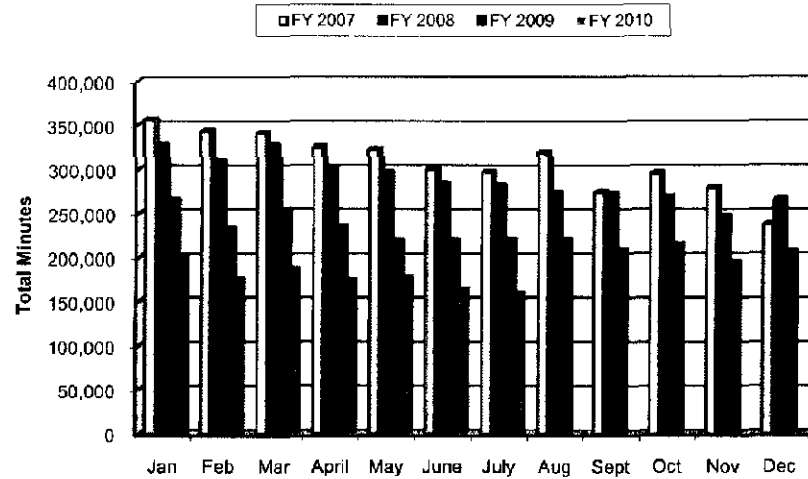
FY 2010-2011 Relay Ohio Charts

Average Percentage of Relay Usage

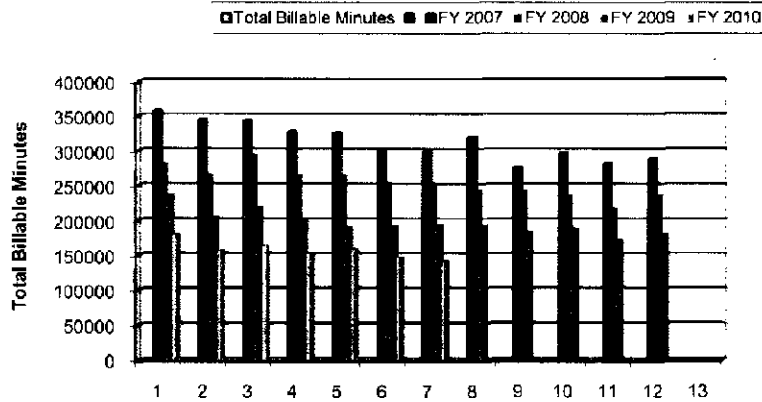


- TTY
- Turbo Code
- ASCII
- Voice
- VCO
- HCC
- Deaf/Blind ASCII
- Deaf/Blind Baudot

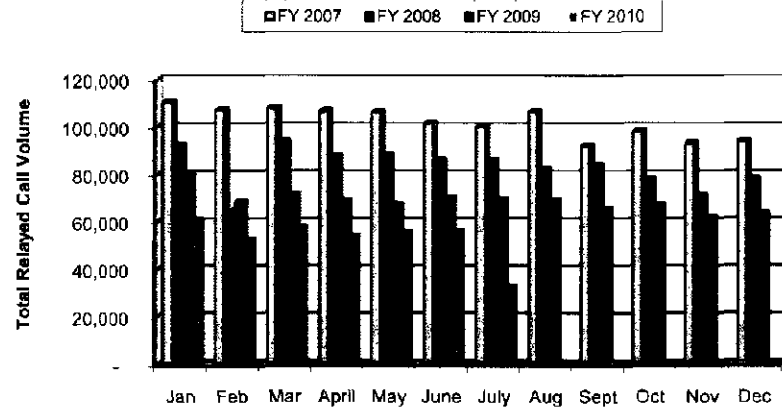
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



Relay Usage

	2010						2011						
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	33.62%	33.62%											
Turbo Code	15.53%	15.53%											
ASCII	0.26%	0.26%											
Voice	21.95%	21.95%											
VCO	26.58%	26.58%											
HCO	2.03%	2.03%											
Deaf/Blind ASCII	0.00%	0.00%											
Deaf/Blind Baudot	0.05%	0.05%											

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	274,650	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	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	214,788	194,367	206,253
FY 2010	202,844	177,451	187,967	175,866	178,617	164,745	160,777					

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,295	342,207	327,175	324,984	301,735	298,577	319,907	275,590	296,327	280,555	287,672
FY 2008	281,075	266,297	293,952	265,651	264,882	253,779	251,388	242,796	242,773	236,426	217,538	235,973
FY 2009	237,108	204,666	219,351	202,052	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,605
FY 2010	179,619	157,123	163,584	152,767	159,304	147,708	142,946					

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	106,607	92,178	98,165	93,408	94,155
FY 2008	92,631	64,679	94,004	87,867	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
FY 2009	79,849	68,554	71,584	69,021	67,242	70,132	69,528	69,093	65,558	67,187	61,736	63,390
FY 2010	61,496	53,381	58,144	54,606	56,096	56,370	33,530					



To: Public Utilities Commission

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

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

Ohio Relay Outreach Report - 7-2010 to 6-2011

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
Jul-10								
7/11/2010	CSDDH Portsmouth Picnic	Portsmouth	Customers, Deaf and HH Communities	130	Exhibit	CapTel & Relay Ohio brochures	YES	Exposure to many new potential customers there about our services