

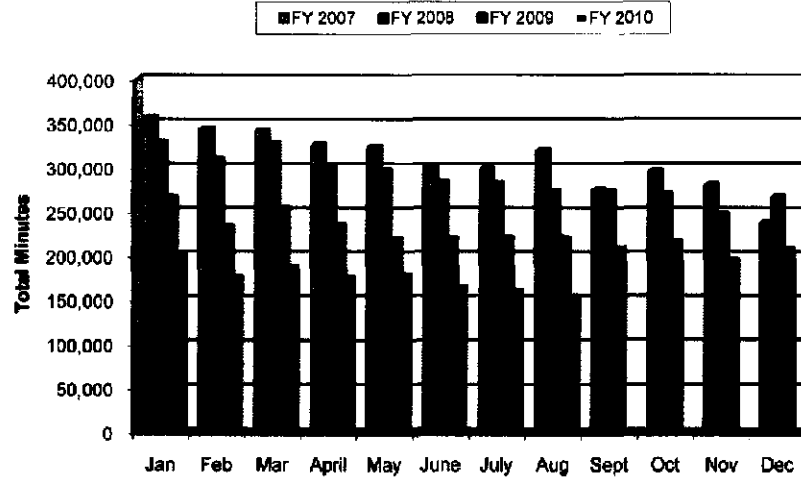
MINUTES OF SERVICE													
Total Call Center Minutes	105,760.00	105,078.78											210,838.78
Total Session Minutes	160,777.22	155,319.37											316,096.59
Less Interstate	6,006.00	5,312.82											11,318.90
Less International	21.80	26.80											48.40
Less 800 Toll-Free	11,727.36	12,595.79											24,323.15
Less Directory Session Min	75.90	33.38											109.36
Less 900 Assistant Min	0.00	0.00											0.00
Billable Minutes	142,946.20	137,350.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	280,296.78
Billable Minutes (\$78)	1,894.12	2,331.08											4,226.20
NUMBER OF CALLS TO RELAY													
Offered	45,106	43,877											88,983
Answered	43,992	42,759											33,249
In Queue	45,106	43,877											88,983
Abandoned in Queue	1,114	1,118											2,232
AVERAGE NUMBER OF CALLS PER SESSION													
Weekend	1,193	1,152											1172.00
Weekday	1,945	1,866											1905.50
AVERAGE LENGTH OF CALLS IN SESSION MINUTES													
Session Minutes	3.65	3.54											3.65
Conversation Minutes	2.4	2.46											2.43
Avg. Length of Completed Calls	6.54	6.51											6.58
AVERAGE SPEED OF ANSWER													
Service Level	95.0%	95.0%											95.00%
ASA	1.5	1.5											158.00%
CALLS FROM CONTACTS													
Complaints	9	1											10
Commendations	5	3											8
Inquiries/Other	592	450											1,042
RCC Minutes (effective 7/1/2009)	0	0											

FY 2010-2011 Relay Ohio Charts

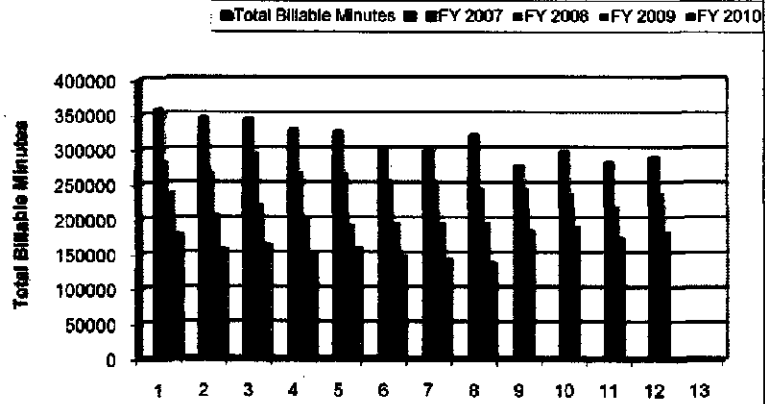
Average Percentage of Relay Usage



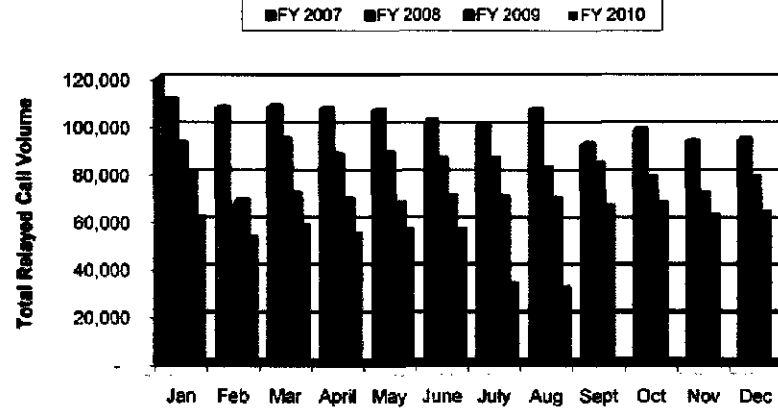
Relay Ohio Total Minutes



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	32.54%	33.62%	31.46%										
Video Code	15.70%	15.53%	15.86%										
ASOS	0.23%	0.26%	0.19%										
Voice	22.03%	21.95%	22.11%										
VDO	27.30%	26.58%	28.02%										
DO	2.19%	2.03%	2.34%										
Other (ASOS)	0.00%	0.00%	0.00%										
Other (VDO)	0.04%	0.05%	0.03%										

Total Minutes	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
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
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
2009	255,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,788	194,367	206,253
2010	202,844	177,451	187,967	175,866	178,617	164,745	160,777	155,319				

Total Eligible Minutes	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
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
2008	281,075	266,297	293,952	265,651	264,862	253,779	251,388	242,796	242,773	236,426	217,536	235,973
2009	237,108	204,666	218,351	202,052	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,605
2010	179,619	157,123	163,584	152,787	159,304	147,708	142,948	137,351				

Total Received Call Volume	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
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
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
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
2010	61,486	53,381	58,144	54,606	56,096	56,370	33,530	31,748				

Sprint

FY-10/11 Ohio CapTel Service Patterns
Case No. 08-439-TP-COI



To: Public Utilities Commission
 Address: Seth Blackmer
 160 East Broad Street
 Columbus, OH 43215

From: Sprint
 Address: 4000 N. Lincoln Ave., Suite D
 Springfield, IL 62704

Ohio Contract calls for Session Minutes

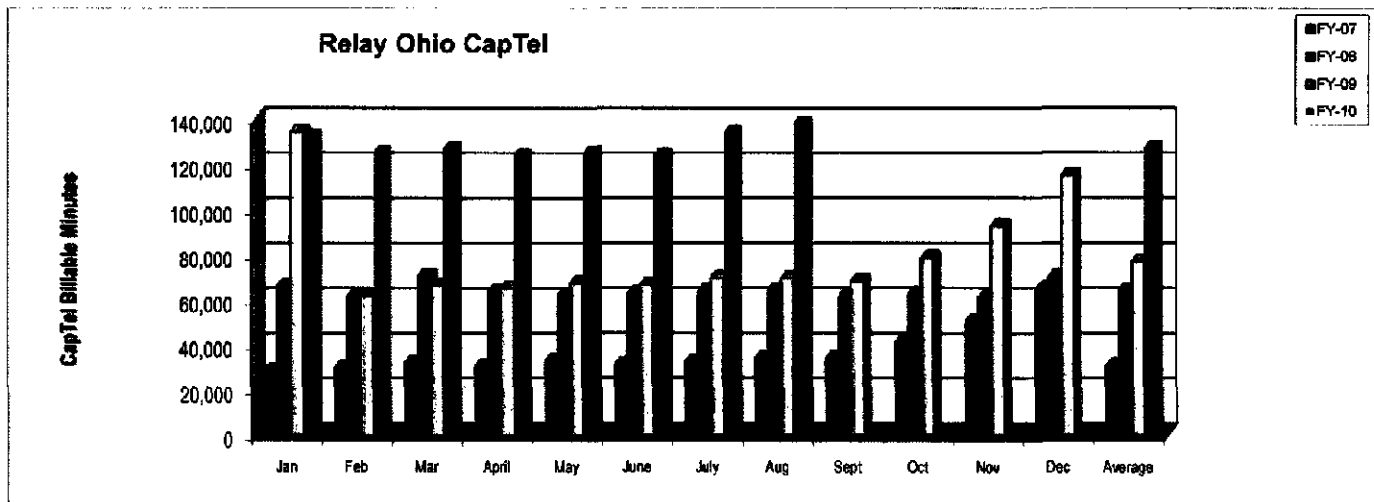
2010

2011

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	134,611.86	138,739.54												
Spanish Billable Minutes	0	0											0	0
Average Per Min Per User	138	139	#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	139	#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	72											70	103
Number of CapTel Shipped	1801	1858											1,830	3176
Number of Users/ Participants	975	999											987	1852
Occupancy % User	54%	54%	#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	2.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.61	
CapTel Calls														
Call In	42,614	44,625											43,620	87239
Voice In	10,548	10,770											10,658	21316
Total of Calls	53,162	55,395	0	0	0	0	0	0	0	0	0	0	54,278	108555
Session Minutes														
800 Calls	0	0											0	
Answer Machine	745.21	867.12											745	1,612
General Assistance	3112.89	2,819.20											3,113	5,932
In 2 Line	10,867.84	11,081.31											10,868	21,949
International	82.73	183.97											83	267
Interstate	22,016.34	19,904.92											22,016	41,921
Intrastate	113,417.89	117,180.21											113,418	230,599
Others	2,488.14	2,181.73											2,488	4,869
Toll Free	10,561.94	11,936.23											10,562	22,498
Total of Session Min	163,292.98	165,195.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	163,293	328,488
Call Detail														
800 Call	0	1											0	1
Answer Machine	803	593											803	1,196
General Assistance	7,821	8,098											7,821	16,019
2 Line	2,917	3,116											2,917	6,033
International	26	51											26	77
Inter-state	3,588	3,241											3,588	6,829
Intra-state	35,023	36,811											35,023	71,834
Others	974	1,314											974	2,288
Toll Free	2,130	2,170											2,130	4,300

Inter-state Billable Min	22,016.34	19,904.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,657.92	41,921.26
Less International Session Min	82.73	183.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	29.63	266.70
Less Toll Free	5,386.59	6,087.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,274.90	11,474.07
2 Line Session Min (11%)	1,195.46	1,218.94												1,207.20	2,414.40
Billable to OH	134,611.86	138,739.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	30,372.40	273,351.56
NECA Billable Minutes	32,887.08	29,842.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,969.93	62,729.38

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,596	32,842	31,302	32,690	34,580	34,049	41,610	50,867	65,180	30,943.02	444,534
FY-08	66,470	61,760	70,580	63,494	82,040	63,033	63,847	64,536	61,603	62,981	61,477	78,511	64,567.08	772,379
FY-09	134,612	61,535	66,513	65,108	67,747	66,845	68,858	68,834	68,792	79,075	93,345	115,489.83	77,876.31	968,882
FY-10	133,145	125,673	127,483	124,371	125,530	124,652	134,612	138,740					127,923.85	1,054,265



FY-2009-2010 Ohio CapTel Billable Minutes

Total Number of Calls

July	53,161
Aug	55,395
Sept	
Oct	
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

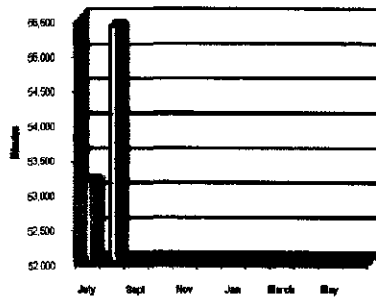
Called by CapTel or Voice Caller

	CapTel	Voice
July	42,614	10,547
Aug	44,625	10,770
Sept		
Oct		
Nov		
Dec		
Jan		
Feb		
March		
April		
May		
June		

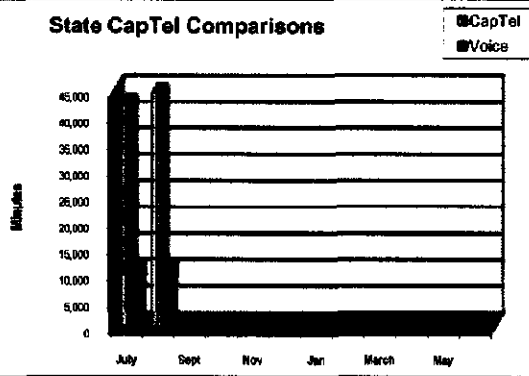
CapTel Billable Minutes

July	134,611.86
Aug	138,739.54
Sept	
Oct	
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

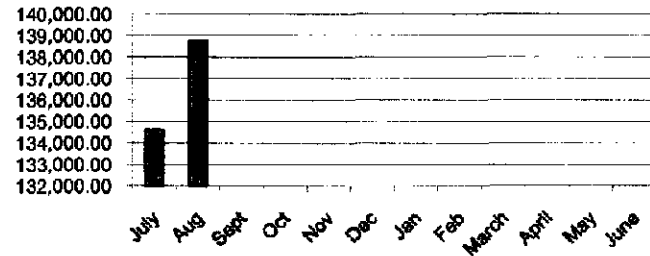
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



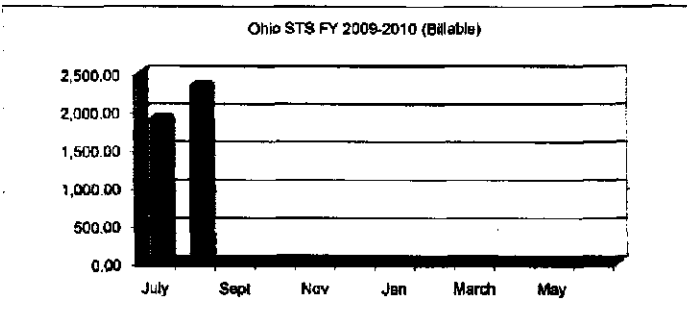


Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY 2010 - 2011

Contract for Session Minutes	2010		2011										Total					
	Loc	Av	Sum	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept		Oct	Nov	Dec		
Speech to Speech Minutes																		
Total Session Min	2,476.24	2,876.43															2,876.34	5352.57
Total Conversation Min	1,287.80	1,333.60															1,310.49	2620.8
Loss																		
Interstate Session Minutes of Use	24.23	21.09															22.65	45.31
International Session Minutes of Use	0.00	9.35															4.68	9.35
Interstate Toll Free Session Minutes of Use																		
51%	557.54	509.16															533.35	1066.7
Interstate DA Session Minutes of Use	0.00	5.39															2.79	5.39
900 Session Minutes of Use 51%	0.00	0.00															0.00	0
Total Billable Speech to Speech	1,894.47	2,331.45	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	352.15	4225.92

Number of Calls Made
 Average Length of Call

Total Numbers of (Completed) Calls Speech to Speech (STS) Calls	2010		2011										Total					
	Loc	Av	Sum	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept		Oct	Nov	Dec		
Local	138	166																294
Interstate	4	8																12
International	3	3																6
Directory Assistance	13	19																32
General Assistance	0	0																0
International	0	1																1
800	0	0																0
Less Toll-Free	65	55																110
Marine Calls	0	0																0
Busy Ring/No Answer	0	0																0
Other Calls	0	0																0
Total STS Calls	213	242																455
Total STS Session Minutes	2,476	2,876																5358.67
Total STS Billable Minutes	1,894	2,331																4225.19
																		0
Ohio STS	1,894.47	2,331.45	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 Relay Outreach Report - 7-2010 to 6-2011

Date	Event	City	Target Audience	Number of Participants	Present/Demo/Exhibit	Will materials be distributed?	Follow up plan?	Comments
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
Aug-10								
8/11/2010	University Hospital/Geneva Medical Center	Geneva	Office & Medical Staff	12	Presentation	CapTel & Relay Ohio	YES	Got several new customers. One actually brought a CapTel.
8/23/2010	Columbus State Community College	Columbus	ASL Students & Instructor	10	Presentation	CapTel	YES	Educated the students and instructor about CapTel
8/23/2010	Ohio School for the Deaf/Registration Day	Columbus	Parents, students and professionals	30	Exhibit	CapTel & Relay Ohio	YES	More educated parents and children consider CapTel as an option
8/27/2010	Ohio School for the Deaf/Kick off Rally	Columbus	Students & Staff	50	Exhibit	CapTel & Relay Ohio	YES	More educated students and staff aware of Relay Ohio & CapTel