

Relay Ohio Traffic Report

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

2010

2011

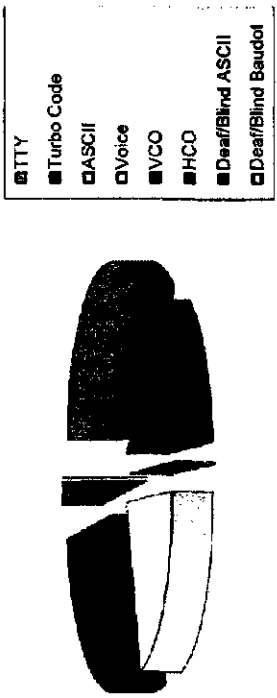
TOTAL CALL VOLUME (Outbound)	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
TTY-Baudot	11,188	9,894	10,460										31,642
Turbo Code	5,168	4,987	4,644										14,799
ASCII	85	61	21										167
Voice	7,304	6,952	5,967										20,223
VCO	8,844	8,812	8,584										26,240
HCO	674	735	644										2,053
Deaf/Blind ASCII													
Deaf/Blind Baudot	15	8	8										31
Speech to Speech	251	288	402										951
Spanish Calls	1	1	4										6
TOTAL	33,630	31,748	30,734										96,912
% PERCENTAGE OF CALLS													AVERAGE
TTY	33.82%	31.48%	34.49%										33.19%
Turbo Code	15.53%	15.85%	15.31%										15.57%
ASCII	0.26%	0.19%	0.07%										0.17%
Voice	21.95%	22.11%	19.57%										21.24%
VCO	26.58%	28.02%	28.30%										27.63%
HCO	2.03%	2.34%	2.12%										2.16%
Deaf/Blind ASCII	0.00%	0.00%	0.00%										0.00%
Deaf/Blind Baudot	0.05%	0.03%	0.03%										0.04%
TOTAL NUMBERS OF COMPLETED RELATED CALLS													TOTAL
Local	21,458	20,271	19,054										60,783
Intrastate (Intralata)	126	101	138										365
Intrastate (Interlata)	435	476	224										1,135
Interstate Calls	868	671	609										1,948
Toll Free	2,135	2,236	2,560										6,931
Directory Assistance	100	83	73										256
S00 (Attempted)													
International	3	4	11										18
Marine (Attempted)													
Other Calls													
TOTAL COMPLETED	24,925	23,842	22,868										71,635
Busy Ring No answer	8,353	7,507	7,460										23,420
TOTAL OUTBOUND	24,925	31,449	30,328										86,702
General Assistance	20,259	19,978	19,054										59,291
TOTAL Retrayed Calls	45,184	51,427	48,882										145,993

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 Technician *SW* Date Processed **NOV-04-2010**

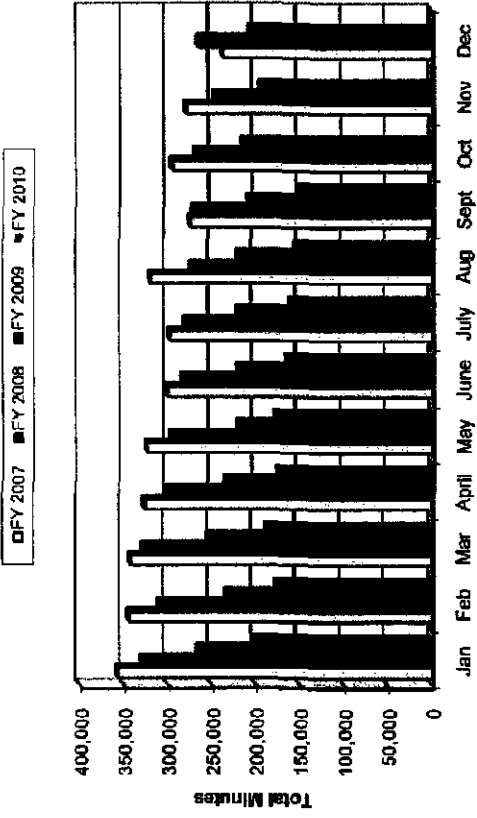


FY 2010-2011 Relay Ohio Charts

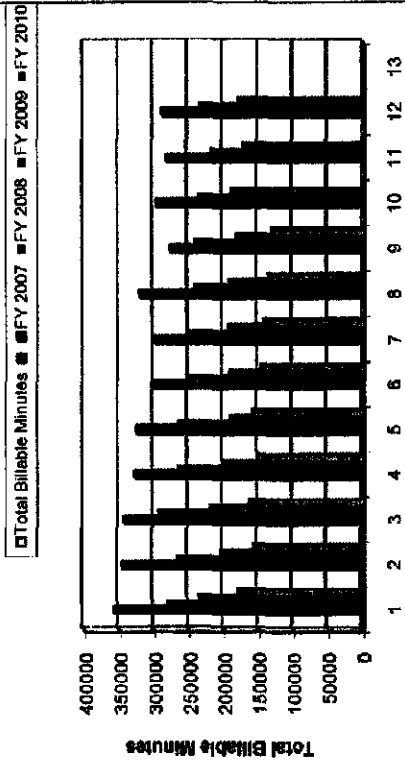
Average Percentage of Relay Usage



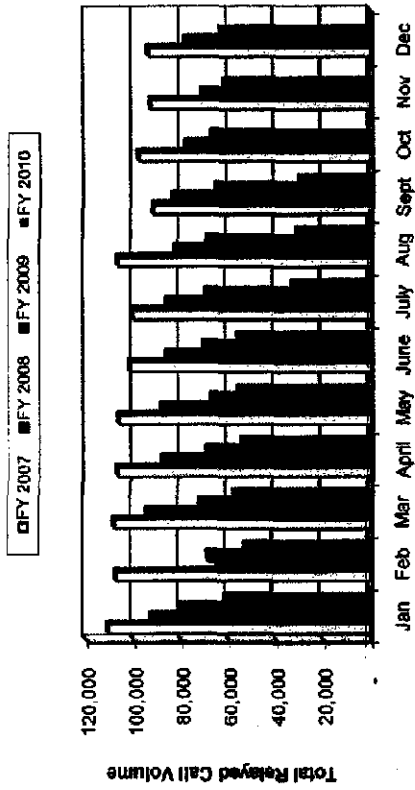
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



Relay Usage

2011

2010

Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	33.19%	31.46%	34.49%									
Turbo Code	15.57%	15.86%	15.31%									
ASCII	0.17%	0.19%	0.07%									
Voice	21.24%	22.11%	19.67%									
VCO	27.63%	28.02%	28.30%									
HCO	2.16%	2.34%	2.12%									
Deaf/Blind ASCII	0.00%	0.00%	0.00%									
Deaf/Blind Braille	0.04%	0.05%	0.03%									

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	295,669	279,829	237,316
FY 2008	328,519	309,401	327,137	300,773	296,301	263,363	281,090	274,619	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	187,957	175,866	178,617	164,745	160,777	155,319	150,477			

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,296	342,207	327,175	324,984	301,736	298,577	319,907	275,690	296,327	280,565	287,572
FY 2008	281,075	266,297	293,962	265,651	264,882	263,779	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	194,509	193,096	183,731	189,973	172,765	180,605
FY 2010	179,619	157,123	163,594	152,767	159,304	147,708	142,946	137,351	131,536			

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	92,831	64,679	94,004	87,867	88,361	86,062	85,860	82,056	83,973	78,112	71,232	78,337
FY 2009	79,849	68,554	71,594	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	31,748	30,734			

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
 2056 W. Iles Avenue, Suite D
 Springfield, IL 62704

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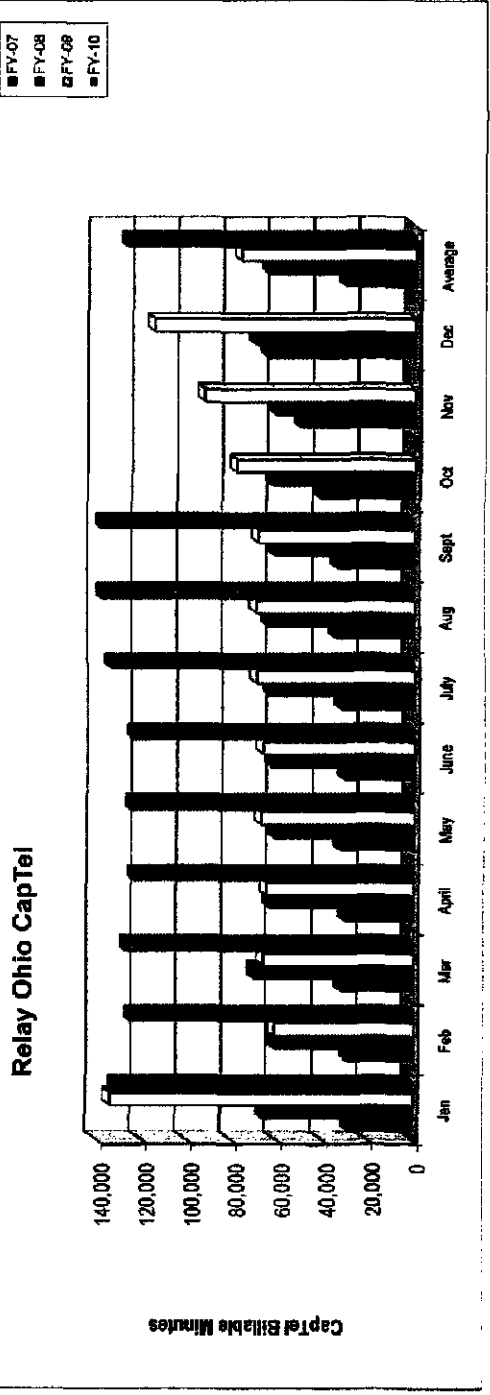
2010

Ohio Contract calls for Session Minutes

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	134,871.86	134,796.54	134,957.25											
Spanish Billable Minutes	0	0	0											0
Average Per Min Per User	1.38	1.39	1.44											923
Average Per Min Per User Billed to State	1.38	1.39	1.33											711
Number of CapTel Activated	67	72	58											103
Number of CapTel Shipped	28	82	58											3178
Number of CapTels NOT Activated	11	10	-2											72
Number of Users/Participants	975	989	968											981
Number of New Users/Participants	44	24	-31											1852
Occupancy % User	56%	20%	-55%											1382%
Average Per call Length Per User	2.53	2.69	2.46											3.51
CapTel Traffic Patterns														
Call In	42,614	44,625	42,324											Average Total
Voice In	10,946	10,770	9975											43,188
Total of Calls	53,100	53,396	52,299											10,430
														26,809
														160,854
Total Session Min														
800 Calls	0	0	0											0
Answer Machine	745.21	867.12	725.50											745
General Assistance	3112.89	2,819.20	2,537.38											3,113
In 2 Line	10,867.64	11,091.31	11,770.95											10,968
International	82.73	183.97	184.95											83
Intestate	22,016.34	19,904.92	19,457.74											22,016
Intra-state	113,417.89	117,180.21	116,540.74											113,418
Others	2,488.14	2,161.73	1,912.32											2,488
Toll Free	10,561.54	11,938.23	13,008.49											10,562
Total of Session Min	163,292.58	166,136.01	166,938.09											82,727
Number of Calls by each Traffic Pattern														Average Total
800 Call	0	1	0											0
Answer Machine	603	583	576											603
General Assistance	7,921	8,096	7,621											7,921
In 2 Line	2,917	3,116	2,968											2,917
International	26	51	26											26
Intestate	3,568	3,241	3,076											3,568
Intra-state	35,023	35,811	34,648											35,023
Others	974	1,314	1,048											974

Distribution	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Inter-state Billable Min	22,016.34	19,904.92	19,457.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,819.89	61,279.00
Less International Session Min	82.73	153.97	784.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	60.18	451.65
Less Toll Free	5,386.59	6,057.48	7,041.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,057.26	18,513.39
2 Line Session Min (11%)	1,195.46	1,218.94	11,770.95										4,728.45	14,185.35
Billable to OH	134,611.86	138,739.70	128,461.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	44,648.07	491,832.66
NECA Billable Minutes	32,887.08	29,842.30	28,175.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,211.82	91,806.36

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,596	32,043	31,302	32,690	34,500	34,048	41,810	56,657	65,168	30,843.62	444,524
FY-08	64,470	61,780	70,888	62,484	62,040	63,056	63,047	64,538	67,693	82,901	61,477	70,811	64,647.60	772,279
FY-09	134,812	61,595	66,515	65,106	67,747	66,946	69,386	69,834	68,792	79,975	93,345	115,488.83	77,070.31	958,882
FY-10	133,145	125,673	127,493	124,371	125,538	124,652	134,612	131,740	138,957				127,823.45	1,173,162

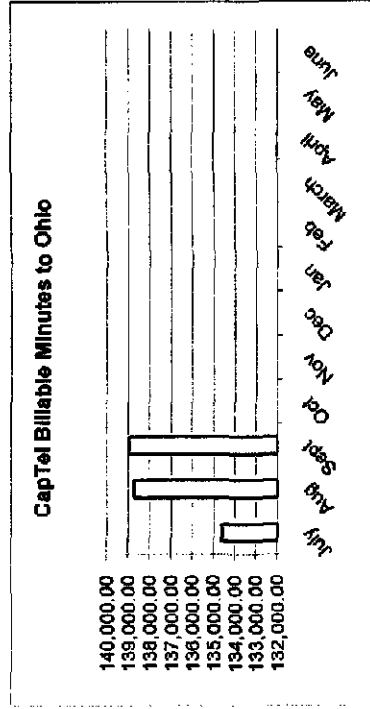
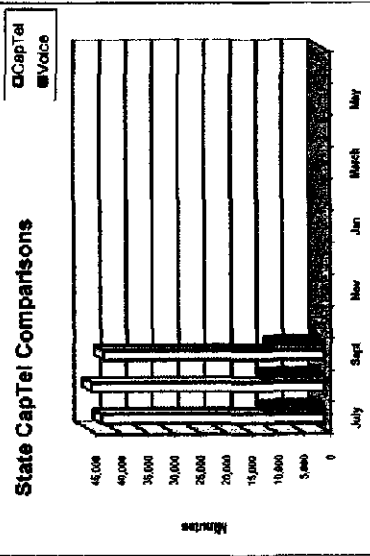
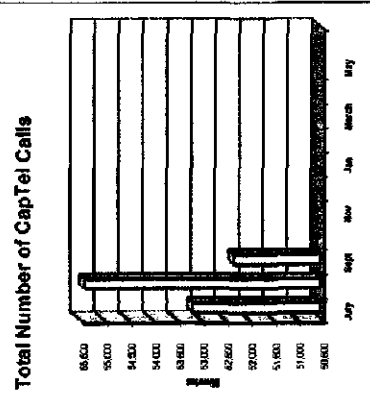


FY-2009-2010 Ohio CapTel Statistic Charts

Total Number of Calls	
July	53,161
Aug	56,395
Sept	52,299
Oct	
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	

CapTel		Voice	
July	42,614	10,547	
Aug	44,925	10,770	
Sept	42,324	9,976	
Oct			
Nov			
Dec			
Jan			
Feb			
March			
April			
May			
June			

Billable Minutes to State	
July	134,611.88
Aug	138,739.54
Sept	138,967.25
Oct	
Nov	
Dec	
Jan	
Feb	
March	
April	
May	
June	



Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-2009-10 - 2011

Speech to speech



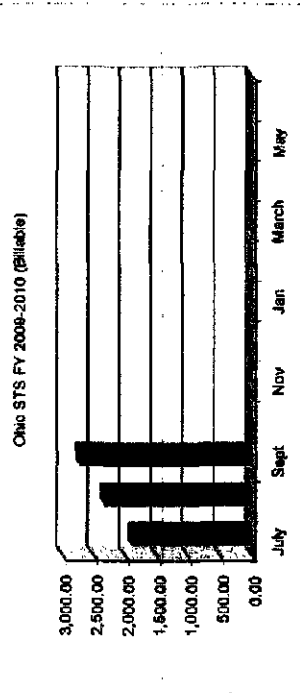
To: **Public Utilities Commission**
 Address: **Beth Blackmer**
 180 East Broad Street
 Columbus, OH 43215

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

Contact for Session Minutes	2010												Total
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Speech to Speech Minutes	2,476.24	2,878.43	3,568.03										8,922.7
Total Session Min	1,287.30	1,353.00	1,919.08										4,559.38
Less													
Interstate Session Minutes of Use	21.25	21.08	57.07										102.38
Interstate Session Minutes of Use	0.00	0.25	0.00										0.25
Interstate Toll Free Session Minutes of Use	657.54	660.14	717.92										1,995.60
Interstate Toll Free Session Minutes of Use	0.00	0.00	0.00										0.00
900 Session Minutes of Use	0.00	0.00	0.00										0.00
Total Eligible Speech to Speech	1,624.42	2,031.45	2,741.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,397.13

Number of Calls Made
 Average Length of Call

Total Numbers of Completed Calls, Speech to Speech (STS) Calls	2010												Total
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Local	138	155	264										457
Interstate	4	6	1										11
Interstate	3	3	5										11
Directory Assistance	13	19	28										60
General Assistance	0	0	0										0
International	0	1	0										1
900	0	0	0										0
Mobile Calls	65	55	73										193
Other Calls	0	0	0										0
Busy Ring/No Answer	0	0	0										0
Total STS Calls	2,415	2,412	3,141										7,968
Total STS Session Minutes	2,415	2,876	3,568										8,859
Total STS Eligible Minutes	1,624	2,031	2,741										6,396
Ohio STS	1,804.47	2,231.45	2,741.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,777.18





To: Public Utilities Commission

Emma Danfelson

2055 W. Iles Avenue, Suite D
Springfield, IL 62704Beth Blackmer
180 East Broad Street
Columbus, OH 43216

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	CSDOH 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
Sep-10								
9/5/2010	Potential New CapTel User	Columbus	1 potential CapTel Customer	1	Demonstration	CapTel	Yes	Educated potential new CapTel user

9/11/2010	Deaf Awareness Day	Dayton	Deaf, Hard of Hearing Customers, professionals, students and	500	Exhibit	CapTel & Relay Ohio	YES	More people aware of Relay Ohio & CapTel
9/11/2010	Hearing Loss Association of America--Dayton Chapter Open House	Dayton	HLAA Members	25	Exhibit	CapTel	YES	More future CapTel customers, especially with the 800
9/12/2010	Ohio School for the Deaf Alumni Association's Columbus Colony - 33rd Annual Fall Festival	Westerville	Senior Citizens, residents, community, professionals, students, general	350	Exhibit	CapTel & Relay Ohio	YES	Educated a lot of people about Relay Ohio and CapTel
9/21/2010	University Hospital/Conneaut Medical Center	Conneaut	Staff	11	Presentation	CapTel & Relay Ohio	YES	Educated staff about Relay Ohio & CapTel
9/22/2010	U.S. Postal Service Health Fair	Columbus	Staff, families, professionals	60	Exhibit	CapTel & Relay Ohio	YES	Educated new population about CapTel & Relay Ohio
9/23/2010	CapTel Training	Columbus	CapTel Trainers	9	Presentation	CapTel	YES	All Relay Ohio/CapTel trainers are updated with 800 and 800i information
9/24/2010	Make a Differences Workshop - Parents & Teens	Columbus	Parents, high school students, BVR Counselors, college recruiters, professionals	120	Exhibit	CapTel & Relay Ohio	Yes/No	Educated some people on Relay Ohio & CapTel
9/25/2010	Beethoven's Nightmare Concert in conjunction with Make a Differences Workshop	Columbus	Deaf, Hard of Hearing and their families and general public	520	Exhibit	CapTel & Relay Ohio	YES	Many people learned about CapTel & Relay Ohio
9/26/2010	Make a Differences Workshop - Parents & Teens	Columbus	Hearing and their families, parents, professionals and general public	90	Presentation/demonstration	CapTel & Relay Ohio	YES	Many people learned about CapTel & Relay Ohio
9/29/10 & 9/30/10	Expo for Adults with Aging Parents	Tower City Center, Cleveland, OH	Families, Caregivers, professionals	300	Exhibit	CapTel	Yes	Educated more people about CapTel