

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

2011

2010

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	9,513	9,528								50,583
Turbo Code	5,168	4,987	4,644	4,083	4,279								23,141
ASCII	85	81	21	118	31								316
Voice	7,304	6,952	5,967	5,088	5,907								32,218
VCO	8,844	8,812	8,384	8,333	8,243								42,516
HCO	674	735	644	673	595								3,322
Deaf/Blind ASCII	-	-	-	-	-								-
Deaf/Blind Baudot	15	8	8	8	3								42
Speech to Speech	251	298	402	214	154								1,319
Spanish Calls	1	1	4	2	5								13
TOTAL	33,530	31,748	30,734	28,012	28,746								153,770
% PERCENTAGE OF CALLS													AVERAGE
TTY	33.62%	31.46%	34.49%	33.04%	33.33%								33.19%
Turbo Code	15.53%	15.86%	15.31%	14.11%	14.97%								15.16%
ASCII	0.25%	0.19%	0.07%	0.41%	0.11%								0.21%
Voice	21.95%	22.11%	19.67%	21.14%	20.86%								21.11%
VCO	26.58%	28.02%	28.30%	28.94%	28.83%								28.13%
HCO	2.03%	2.34%	2.12%	2.34%	2.08%								2.18%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
Deaf/Blind Baudot	0.05%	0.03%	0.03%	0.03%	0.01%								0.03%
TOTAL NUMBERS OF COMPLETED RELATED CALLS													TOTAL
Local	21,458	20,271	19,054	19,448	18,941								99,172
Intrastate (Intralata)	126	101	138	127	222								714
Intrastate (Interlata)	435	476	224	205	261								1,601
Interstate Calls	668	671	609	505	673								3,127
Toll Free	2,135	2,236	2,550	2,150	2,150								11,250
Directory Assistance	100	83	73	77	68								401
900 (Attempted)	-	-	-	-	-								-
International	3	4	11	7	2								27
Marine (Attempted)	-	-	-	-	-								-
Other Calls	-	-	-	-	-								-
TOTAL COMPLETED	24,925	23,842	22,668	22,539	22,317								116,491
Busy Ring No answer	8,353	7,607	7,450	6,257	6,270								35,947
TOTAL OUTBOUND	24,925	31,449	30,328	28,796	28,687								144,085
General Assistance	20,259	19,978	19,054	19,817	19,975								99,083
TOTAL Relayed Calls	45,164	51,427	49,382	48,613	48,662								243,168

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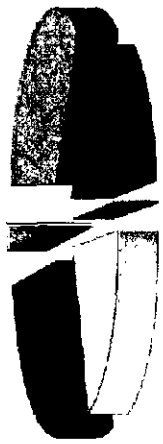
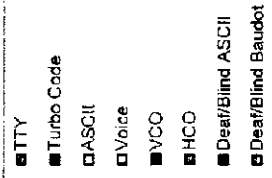
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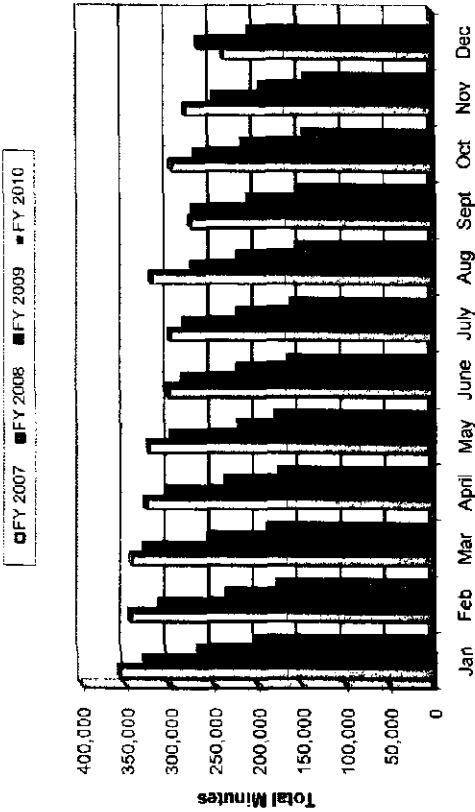
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FY 2010-2011 Relay Ohio Charts

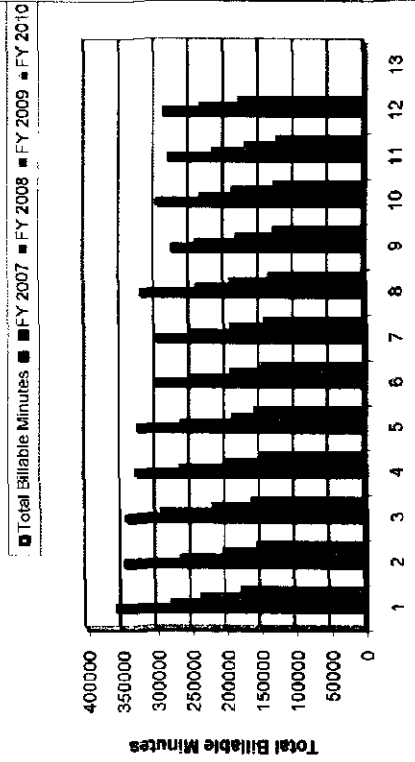
Average Percentage of Relay Usage



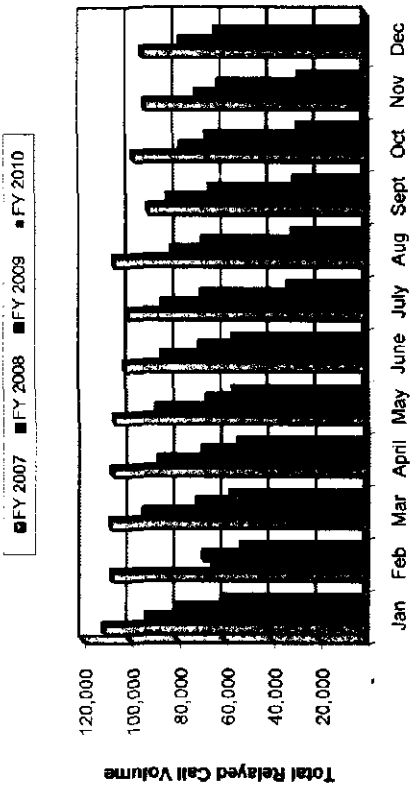
Relay Ohio Total Minutes



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%	31.48%	34.48%	33.04%	33.33%							
Turbo Code	15.16%	15.65%	15.31%	14.11%	14.97%							
ASCII	0.21%	0.26%	0.07%	0.41%	0.11%							
Voice	21.11%	21.95%	19.67%	21.14%	20.65%							
VCO	26.13%	26.58%	28.02%	28.94%	28.83%							
HCO	2.18%	2.03%	2.34%	2.34%	2.08%							
DeafBlind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%							
DeafBlind Braille	0.03%	0.03%	0.03%	0.03%	0.01%							

Total Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FT 2007	366,355	343,570	341,527	325,417	323,206	300,820	297,615	319,169	274,650	295,889	279,829	237,318
FT 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	265,902
FT 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,892	219,527	208,348	214,788	194,357	206,253
FT 2010	207,844	177,451	187,967	175,866	178,617	164,745	160,777	155,319	150,477	146,604	145,589	

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FT 2007	355,926	344,295	342,207	327,175	324,984	301,735	298,577	319,907	275,590	296,327	280,555	287,672
FT 2008	281,075	265,297	293,952	265,651	264,882	253,779	251,388	242,795	242,773	236,426	217,538	235,973
FT 2009	237,108	204,666	219,351	202,952	191,288	192,976	194,508	193,095	183,731	189,973	172,765	180,805
FT 2010	173,619	157,123	163,584	152,767	159,304	147,708	142,946	137,351	131,536	130,163	127,286	

Total Relayed Call Volume

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FT 2007	110,733	107,517	108,087	107,042	106,447	101,761	100,500	105,607	92,178	98,165	95,408	94,156
FT 2008	92,631	84,679	94,004	87,867	86,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
FT 2009	79,849	68,554	71,584	69,021	67,242	70,132	69,528	69,093	65,588	67,187	61,736	63,390
FT 2010	61,498	53,381	58,144	54,608	56,096	56,370	33,530	31,748	30,734	29,012	28,748	

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

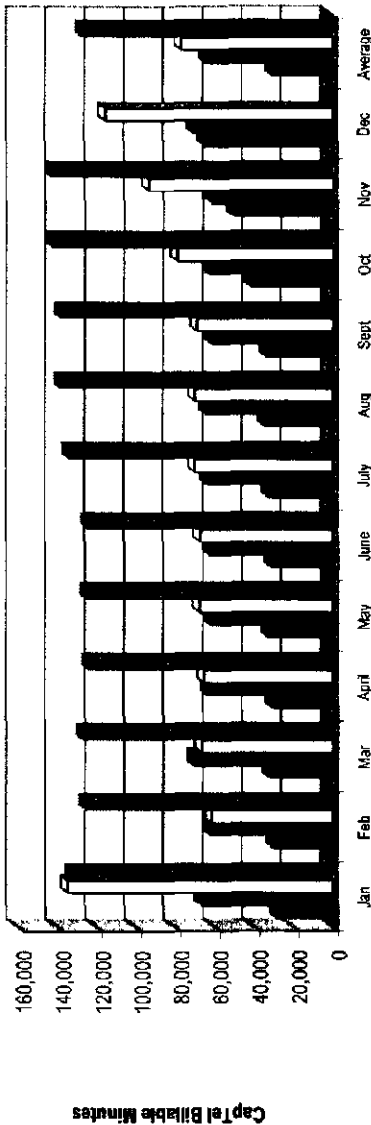
Ohio Contract calls for Session Minutes 2010 2011

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	134,611.96	138,179.54	138,937.25	142,235.95	142,765.37									
Spanish Billable Minutes	0	0	0	0	0									0
Average Per Min Per User	138	139	144	143	141									0
Average Per Min Per User billed to State	139	138	133	133	132									923
Number of CapTel Activated	67	72	58	56	58									62
Number of CapTel Shipped	78	82	59	60	63									72
Number of CapTels NOT Activated	11	10	-2	4	25									0
Number of Users/Participants	975	996	968	992	1,010									989
Number of New Users/Participants	44	24	-31	24	18									0
Occupancy % User	56%	29%	55%	40%	22%									1377%
Average Per call Length Per User	2.53	2.50	2.66	2.59	2.73									3.51
CapTel Traffic Patterns														
Call to	42,614	44,825	42,324	44,282	42,208									43,207
Voice In	10,546	10,770	9975	10,656	10,143									10,398
Total of Calls	53,160	55,595	52,299	54,938	52,351									44,871
Call Statistics														
900 Calls	0	0	0	0	0									0
Answer Machine	745.21	867.12	725.50	964.99	813.50									745
General Assistance	3112.89	2,819.20	2,537.36	2,745.74	2,657.20									3,113
In 2 Line	10,887.84	11,081.31	11,770.96	11,224.68	10,958.16									10,868
International	82.73	163.97	184.96	161.00	159.85									83
Interstate	22,016.34	19,904.92	19,457.74	17,976.96	17,854.12									22,016
Intrastate	113,417.89	117,180.21	118,540.74	120,901.02	121,711.27									113,418
Others	2,488.14	2,161.73	1,912.32	1,899.27	1,208.48									2,488
Toll Free	10,561.94	11,936.23	13,806.49	11,703.96	13,492.00									10,562
Total of Session Min	163,292.98	166,133.01	168,938.05	167,577.45	168,875.05									138,803
900 Call	0	1	0	0	5									0
Answer Machine	603	593	578	723	528									603
General Assistance	7,921	8,098	7,821	8,142	7,785									7,921
2 Line	2,917	3,116	2,966	2,913	2,637									2,917
International	25	51	28	37	36									26
Intra-state	3,988	3,241	3,075	3,008	2,807									3,568
Inter-state	35,023	35,811	34,648	35,652	35,151									35,023
Others	974	1,314	1,048	988	705									974

Distribution	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total	
Interstate Billable Min	22,016.34	19,904.92	19,457.74	17,975.96	17,854.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10,801.12	97,210.08
Less International Session Min	82.73	183.97	184.95	161.00	169.85	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	86.94	782.50
Less Toll Free	5,306.59	6,087.48	7,041.31	5,969.03	6,880.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3,485.04	31,365.33
Z Line Session Min (11%)	1,185.46	1,218.94	11,770.96	11,224.68	10,958.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7,273.64	36,388.19
Billable to OH	134,611.86	138,739.70	129,481.10	132,245.98	133,012.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	74,121.18	667,090.54
MECA Billable Minutes	32,887.08	29,842.30	29,176.98	26,946.67	26,772.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	16,180.61	145,625.52

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	26,956	32,215	30,596	32,842	31,392	32,650	34,500	34,949	41,810	50,967	65,160	30,943.02	444,534
FY-08	66,470	61,760	70,580	63,494	62,040	63,038	63,847	64,538	61,603	62,901	61,477	70,511	64,497.00	772,279
FY-09	134,612	138,740	129,481	132,246	133,012	0.00	0.00	0.00	0.00	0.00	0.00	0.00	77,076.31	958,952
FY-10	133,145	125,673	127,483	124,371	125,530	124,652	134,612	133,740	138,937	142,336	142,765	115,489.83	127,923.85	1,458,164

Relay Ohio CapTel

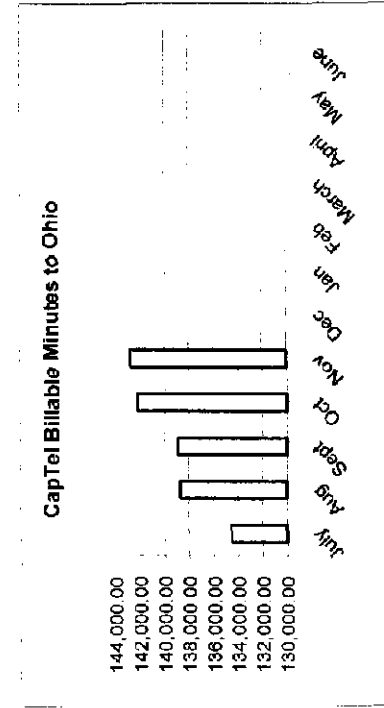
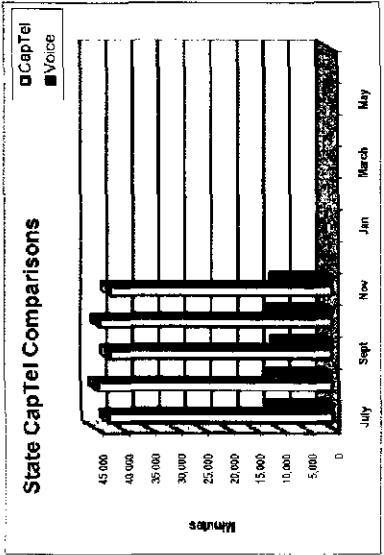
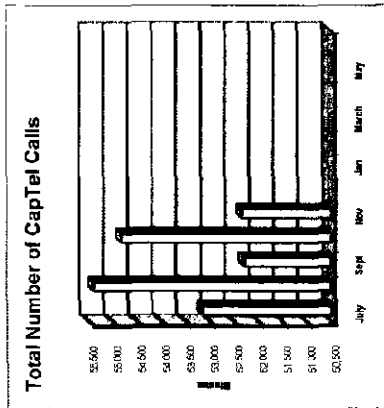


FY-2009-2010 Ohio CapTel Statistic Charts

Total Number of Calls	
July	53,161
Aug	55,395
Sept	52,299
Oct	54,818
Nov	52,351
Dec	
Jan	
Feb	
March	
April	
May	
June	

	CapTel	Voice
July	42,614	10,547
Aug	44,825	10,770
Sept	42,324	9,975
Oct	44,282	10,556
Nov	42,208	10,143
Dec		
Jan		
Feb		
March		
April		
May		
June		

Billable Minutes to State	
July	134,611.86
Aug	138,739.54
Sept	138,957.25
Oct	142,235.95
Nov	142,765.37
Dec	
Jan	
Feb	
March	
April	
May	
June	



Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY 20010 - 2011

From: Sprint
To: Public Utilities Commission
Address: Emma Dentelstein
 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

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

Contract for Session Minutes Speech to Speech Minutes	2010												2011											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Session Min	2,472.24	2,876.43	3,528.00	2,653.29	1,726.12								1,884.47	2,331.45	2,741.26	2,061.21	1,375.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Conversation Min	1,887.50	1,383.50	1,910.00	1,056.00	1,015.00								1,884.47	1,383.50	1,910.00	1,056.00	1,015.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	24.23	21.08	37.07	30.35	73.02								507.54	509.16	717.30	958.19	286.43							
Long Distance	0.00	0.00	0.00	0.00	0.00								0.00	0.00	0.00	0.00	0.00							
International	0.00	0.00	0.00	0.00	0.00								0.00	0.00	0.00	0.00	0.00							
Other	0.00	0.00	0.00	0.00	0.00								0.00	0.00	0.00	0.00	0.00							
Total	2,472.24	2,876.43	3,528.00	2,653.29	1,726.12								1,884.47	2,331.45	2,741.26	2,061.21	1,375.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Number of Calls Made
 Average Length of Call

Final Numbers of Completed Calls Speech to Speech (STS) Calls	2010												2011											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Local	138	156	204	112	08								138	156	204	112	08							
Long Distance	4	8	1	1	1								4	8	1	1	1							
International	3	2	5	2	2								3	2	5	2	2							
Other	13	15	28	13	12								13	15	28	13	12							
Total	0	0	0	0	0								0	0	0	0	0							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
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Total	165	179	238	138	33								165	179	238	138	33							
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Other	0	0	0	0	0								0	0	0	0	0							
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Other	0	0	0	0	0								0	0	0	0	0							
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Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
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Other	0	0	0	0	0								0	0	0	0	0							
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Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165	179	238	138	33							
Other	0	0	0	0	0								0	0	0	0	0							
Total	165	179	238	138	33								165</											

Emma Danielson
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Springfield, IL 62704

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

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	CSDH 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	Deaf, Hard of 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
Oct-10								

10/1/2010	Battelle Disability Awareness Day	Columbus	Battelle employees and general public	40	Exhibit	CapTel & Relay Ohio	Yes	Educated more people about CapTel & Relay Ohio
10/2/2010	Eliza Bryant Village (Retirement Center)	Cleveland	Senior Citizens, Residents & Caregivers	30	Exhibit	CapTel & Relay Ohio	Yes	Educated more people about CapTel & Relay Ohio
10/9/2010	HLAA Northern Ohio	Painesville	HLAA Members, Audiologists, & Hearing Aid users	15	Exhibit	CapTel & Relay Ohio	Yes	Educated more people about CapTel
10/9/2010	Avon Home Depot Safety Fair	Avon	General Public with emphasis on Health and technology	1500	Exhibit	CapTel & Relay Ohio	Yes	Many people learned about CapTel & Relay Ohio
10/16/2010	Ohio Association of the Deaf	Columbus	OAD members	20	Presentation	CapTel & Relay Ohio	Yes	Many people learned about CapTel & Relay Ohio
10/27/2010	DFAS Disability Awareness Day	Columbus	DFAS (Federal Government) employees	30	Exhibit	CapTel & Relay Ohio	Yes	Many people learned about CapTel & Relay Ohio
Nov-10								
11/4/2010	1 High School Student interested in CapTel	Lancaster	1 potential CapTel customer	2	Presentation/Technical Support	CapTel	Yes	Learned more about CapTel & its features. Seriously consider purchasing one.
11/5/2010	Universal Newborn Hearing Screening Board Meeting	Pickerington	UNHS Board, Professionals in Audiology, medical fields and Speech/Language	32	Presentation	CapTel/Relay Ohio	Yes	Learned more about Relay Ohio & CapTel & its features
11/8/2010	1 interested CapTel User @ Harbor Career Connections	Maumee	1 potential CapTel Customer	2	Demonstration /Technical Support	CapTel	Yes	Helped with the decision between 800 and 800i. They decided to go with 800i.
11/9/2010	1 interested CapTel User	Toledo	1 potential CapTel Customer	2	Demonstration /Technical Support	CapTel	Yes	Got user up to speed with the CapTel phone.
11/9/2010	Harmony Village Senior Center	Columbiana	1 potential CapTel Customer	3	Presentation/demonstration	CapTel	Yes	Learned more about CapTel & its features
11/10/2010	Potential New CapTel User	Columbus	1 potential CapTel Customer	1	Demonstration	CapTel	Yes	Seriously considering it now.
11/13/2010	HLAA @ Jewish Center	Cincinnati	HLAA Chapter		Presentation	CapTel	Yes	HLAA members learned more about the new CapTels

11/18/2010	Youngstown Hearing and Speech Center	Youngstown	Staff	8	Presentation/demonstration	CapTel	Yes	Staff now updated on both 800 CapTels
11/30/2010	1 Potential New CapTel User	Bexley	1 potential CapTel user	1	Demonstration	CapTel	Yes	Considering purchasing one now.
11/30/2010	Potential New CapTel User	Columbus	1 new possible CapTel user	1	Demonstration	CapTel	Yes	Considering her options now.