



Relay Ohio Traffic Report
Case No. 08-439-TP-COI

FY-2012-2013

To: Public Utility Commission
Address: 100 East Broad Street
Columbus, OH 43215

From: Sprint
Address: 2055 W. 1st Avenue, Suite D
Springfield, IL 62704

2012

2013

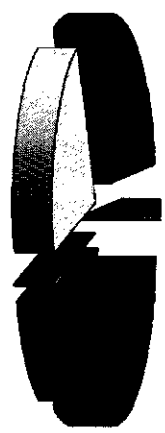
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
TTY-Beaurel	6,143	6,055	6,151	5,532									23,881
Tuho Code	2,672	2,465	2,150	2,104									9,391
ASCI	97	15	29	103									244
Voice	4,236	4,102	4,036	4,842									17,036
VCD	5,840	5,745	5,066	5,800									22,351
HCO	300	306	245	414									1,265
Deaf/Blind ASCI	0	0	0	0									0
Deaf/Blind Beaurel	27	6	14	1									48
Speech to Speech	163	150	238	864									1,435
Spanish Calls	2	1	0	1									4
TOTAL	19,506	16,445	17,945	19,261									75,585
AVERAGE													
TTY	31.77%	32.39%	34.77%	30.07%									32.25%
Tuho Code	13.82%	13.19%	12.15%	11.44%									12.85%
ASCI	0.50%	0.09%	0.16%	0.56%									0.33%
Voice	22.01%	21.94%	22.81%	25.23%									23.00%
VCD	30.29%	30.73%	28.64%	30.44%									30.00%
HCO	1.55%	1.84%	1.39%	2.25%									1.71%
Deaf/Blind ASCI	0.00%	0.00%	0.00%	0.00%									0.00%
Deaf/Blind Beaurel	0.14%	0.03%	0.08%	0.01%									0.07%
TOTAL	12,453	12,034	11,529	14,970									50,986
Intrastate (Intrastate)	182	242	235	261									920
Intrastate (Intrastate)	741	425	432	402									2,000
Interstate Calls	474	464	380	524									1,822
Toll Free	1,845	1,394	1,557	2,144									7,240
Directory Assistance	92	80	36	93									281
900 (Attempted)	0	0	0	0									0
International	0	8	-	2									10
Mainline (Attempted)	0	0	0	0									0
Other Calls	0	0	0	0									0
TOTAL COMPLETED	15,587	15,127	14,149	14,804									59,467
Busy Ring No answer	37,405	3,567	3,542	3,792									48,306
TOTAL OUTBOUND	19,335	18,694	17,691	18,396									74,116
General Assistance	17,070	16,358	16,003	17,211									66,642
TOTAL Received Calls	38,496	35,452	33,644	35,807									149,798

RECEIVED-DOCKETING DIV
2012 DEC -5 AM 10:19

PUCO

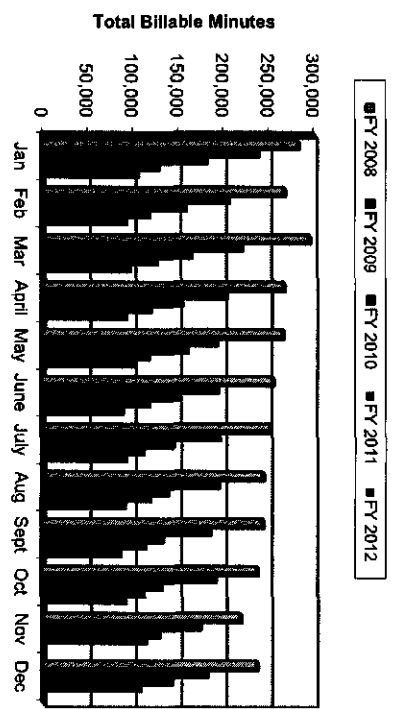
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Technician ANV Date Processed 12/5/12

Average Percentage of Relay Usage

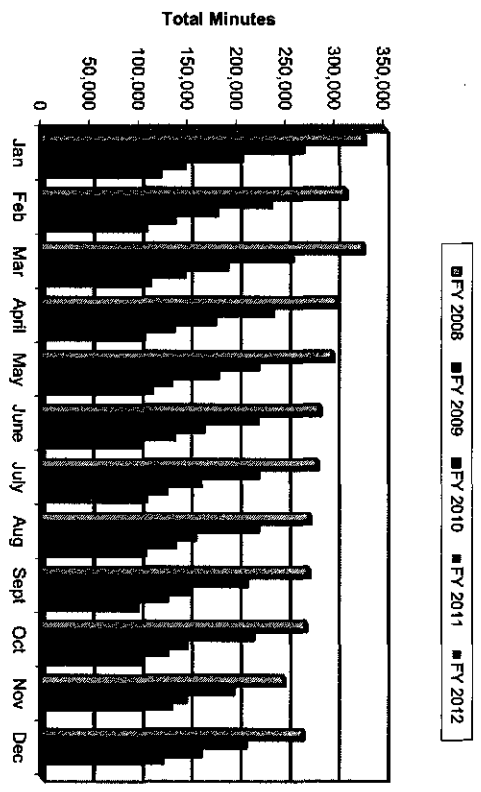


- TTY
- Turbo Code
- ASCLL
- Voice
- VCO
- HCO
- Dead/Blind ASCII
- Dead/Blind Baudot

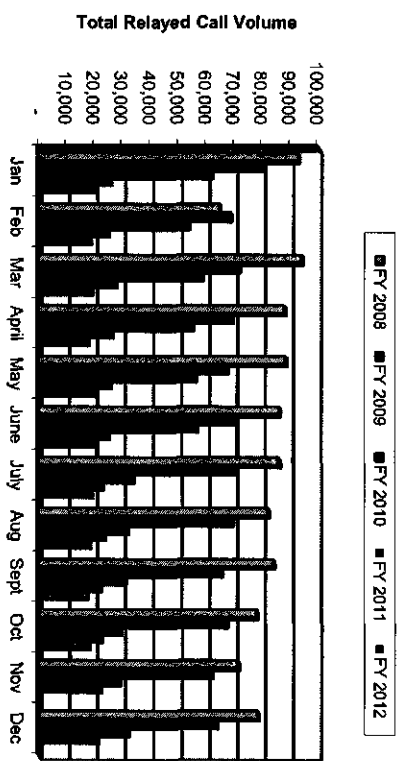
Total Billable to Ohio Minutes



Relay Ohio Total Minutes



Total Call Volume



Relay Usage	2012						2013						
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Relay Usage	10.75%	31.77%	32.39%	34.77%	30.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Relay Usage	4.22%	13.82%	13.19%	12.15%	11.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Relay Usage	0.11%	0.50%	0.08%	0.16%	0.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Relay Usage	7.67%	22.01%	21.94%	22.81%	25.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Relay Usage	10.00%	30.20%	30.73%	28.64%	30.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Relay Usage	0.57%	1.55%	1.84%	1.38%	2.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Relay Usage	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%
Relay Usage	0.02%	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Total Minutes	2012						2013					
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total Minutes	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	265,802
Total Minutes	265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,788	194,367	206,253
Total Minutes	202,844	177,451	187,967	175,866	176,617	164,745	160,777	155,319	150,477	146,604	145,589	161,343
Total Minutes	146,155	135,061	145,456	134,562	132,403	135,270	127,094	135,918	128,069	127,873	131,270	123,434
Total Minutes	120,750	106,681	110,427	104,743	112,988	102,882	105,975	105,230	97,854	103,481		

Total Ringed Call Volume	2012						2013					
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total Ringed Call Volume	281,075	286,297	293,952	265,651	264,882	253,779	251,388	242,796	242,773	236,426	217,538	235,973
Total Ringed Call Volume	237,108	204,666	219,351	202,052	191,288	192,976	194,508	193,096	183,731	189,973	172,795	180,605
Total Ringed Call Volume	179,619	157,123	163,584	152,767	159,304	147,708	142,946	137,351	131,536	130,163	127,286	141,275
Total Ringed Call Volume	128,148	117,729	127,326	119,519	117,337	118,646	111,551	118,729	113,369	111,965	113,775	107,709
Total Ringed Call Volume	106,087	92,515	97,071	92,578	99,554	89,127	92,422	90,717	86,347	90,951		

Total Ringed Call Volume	2012						2013					
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total Ringed Call Volume	92,631	64,679	94,004	87,367	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
Total Ringed Call Volume	79,849	68,554	71,584	69,021	67,242	70,132	69,528	69,093	65,538	67,187	61,738	63,390
Total Ringed Call Volume	67,495	53,381	58,144	54,606	56,096	56,370	53,530	51,748	50,734	29,012	28,746	32,015
Total Ringed Call Volume	26,093	25,284	27,664	26,351	26,121	25,065	23,178	23,780	22,308	22,550	22,396	21,358
Total Ringed Call Volume	20,134	18,813	19,463	18,052	20,185	19,894	19,335	18,694	17,691	18,396		



FY-12/13 Ohio CapTel Service Patterns

Case No. 08-439-TP-COI

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

From: Sprint
 Address: 2065 W. Joe Avenue, Suite D
 Springfield, IL 62774

Ohio Contract calls for Session Minutes

Relay Number	2012						2013						Average	Total	
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June			
Spanish Bilingual Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	142	145	137	151	151	168	#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	127	130	122	135	#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	2,724	2,761	2,787	2,806											103
Number of CapTel Shipped	2889	2928	2938	2981											3176
Number of User/Participants	1,128	1,124	1,118	1,100											1,118
Occupancy % User	39%	38%	38%	37%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	38%
Average Per call Length Per User	2.78	2.79	2.82	2.78	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.57

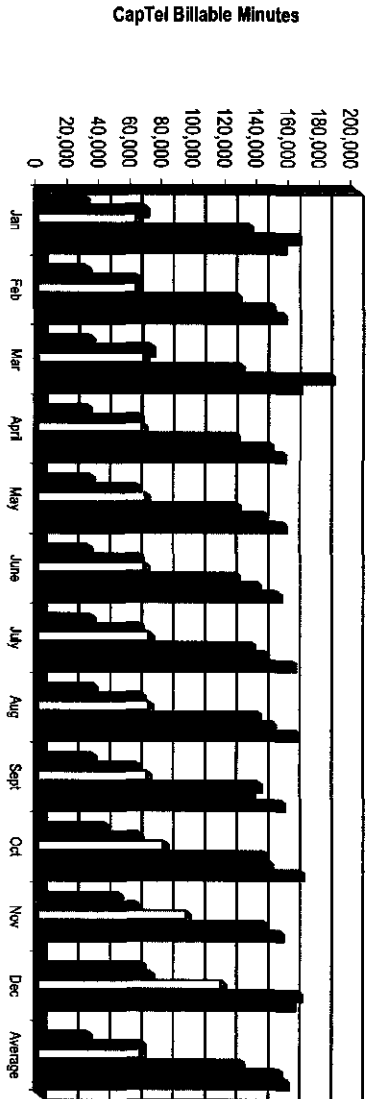
Relay Number	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Call In	46,517	46,798	43,421	47,535									46,088	184,271
Voice In	11,865	10,992	11,827	12,968									11,638	48,552
Total Calls	58,382	57,790	55,248	60,503	0	0	0	0	0	0	0	0	57,726	232,823

Relay Number	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
900 Calls	0.4	1	0	0	0	0	0	0	0	0	0	0	0	1
Answer Machine	1042.82	1205.18	1133.02	1428.70									1,202	4,810
General Assistance	2987.5	2,739.76	2,498.03	2,902.70									2,757	11,028
In 2 Line	7,812.68	8,308.71	7,165.37	8,225.53									7,833	31,332
International	23.06	46.67	76.22	32.68									4.5	179
Interstate	18,122.05	16,390.28	17,416.34	18,895.41									18,166	72,425
Intra-state	142,723.89	143,979.07	135,911.12	145,872.24									142,122	568,487
Others	1,423.55	1,261.70	1,345.83	1,388.53									1,290	4,921
Total Pre	12,800.54	13,792.43	12,850.89	13,986.54									13,291	53,203
Total of Session Min	185,436.29	189,724.38	178,216.82	192,509.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	182,169	746,385
900 Call	1	1	0	0	0	0	0	0	0	0	0	0	1	2
Answer Machine	816	898	844	1,086									911	3,644
General Assistance	8,113	7,915	7,388	8,403									7,950	31,793
2 Line	2,466	2,463	2,210	2,561									2,410	9,640
International	33	52	40	21									37	146
Inter-state	3,025	3,157	2,985	3,219									3,092	12,387
Intra-state	40,778	40,779	37,914	41,043									40,131	160,524
Others	581	586	526	410									541	2,163
Total Pre	2,419	2,774	2,545	2,800									2,635	10,338
Total	58,182	58,423	54,413	59,403	0	0	0	0	0	0	0	0	58,182	230,823

Inter-state Billable Min	18,122.05	18,390.28	17,416.34	18,496.41	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	6,035.42	72,422.06	
Less International Session Min	23.06	46.67	76.22	32.68	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	14.89	178.83
Less Toll Free	6,426.28	7,094.14	6,553.85	7,119.37	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	2,261.14	27,133.83
2 Line Session Min (11%)	18,122.05	18,390.28	17,416.34	18,496.41	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	6,035.42	72,422.06
Billable to OH	143,442.65	146,863.03	136,753.87	146,053.46	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	47,851.94	574,223.24
NECA Billable Minutes	27,024.91	27,448.16	26,026.57	27,592.33	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	9,007.66	106,091.97

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,959	32,215	30,595	32,842	31,302	32,680	34,500	34,048	41,810	50,687	65,160	30,943.02	444,594
FY-08	66,470	61,700	70,580	63,494	62,040	63,038	63,847	64,539	61,603	62,901	61,477	70,511	64,567.00	772,279
FY-09	61,539	61,539	66,513	65,106	67,747	66,945	69,856	69,834	69,792	79,075	93,345	115,489.83	64,896.33	885,775
FY-10	133,145	125,673	127,483	124,371	125,590	124,652	134,612	138,740	139,957	142,236	142,765	164,612.55	127,923.65	1,622,776
FY-11	161,946	147,374	184,005	145,878	142,895	138,330	143,407	147,990	134,612	145,889	152,662	160,122	152,378.35	1,898,080
FY-12	154,225	154,225	164,312	154,045	154,735	151,318	160,727	163,339	153,379	165,756			156,226.89	1,578,681

Relay Ohio CapTel



Total Number of Calls

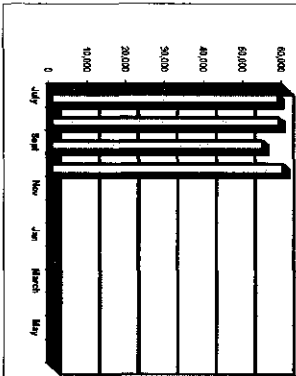
July	56,182
Aug	56,625
Sept	54,413
Oct	59,603
Nov	0
Dec	0
Jan	0
Feb	0
March	0
April	0
May	0
June	0

Called by CapTel or Voice Caller

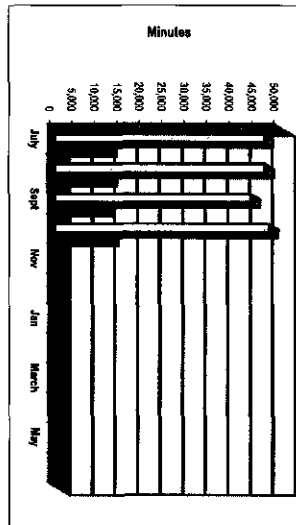
July	46,517	11,665
Aug	46,798	11,827
Sept	43,421	10,992
Oct	47,535	12,068
Nov	0	0
Dec	0	0
Jan	0	0
Feb	0	0
March	0	0
April	0	0
May	0	0
June	0	0

July	160,727.42
Aug	163,339.08
Sept	153,379.45
Oct	165,755.62
Nov	0.00
Dec	0.00
Jan	0.00
Feb	0.00
March	0.00
April	0.00
May	0.00
June	0.00

Total Number of CapTel Calls

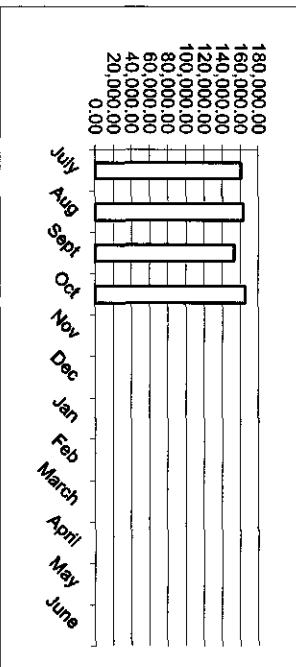


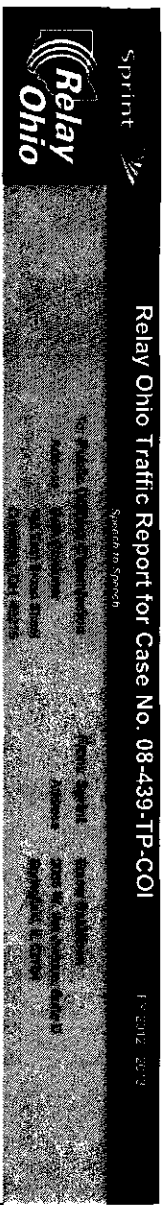
State CapTel Comparisons



□ CapTel
■ Voice

CapTel Billable Minutes to Ohio

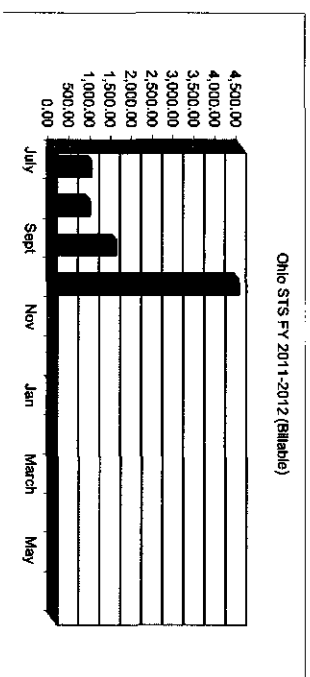




Contract for Session Minutes	2012												2013												Average	Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
Speech to Speech Minutes	1,140.01	1,094.42	1,903.10	6,551.34																					2,447.22	9786.87
Total Conversation Min	606.12	693.40	1,068.52	3,314.86																					1,004.85	5619.4
Interactive Session Minutes of Use	8.18	6.93	2.94	130.08																					34.42	137.88
International Session Minutes of Use	0.00	0.00	0.00	0.00																					0.00	0
Interactive Toll Free Session Minutes of Use 51%	213.98	225.35	398.40	1,057.00																					474.78	1899.13
Interactive Toll Free Session Minutes of Use 51%	14.46	6.31	21.07	79.35																					30.20	121.18
900 Session Minutes of Use 51%	0.00	0.00	0.00	0.00																					0.00	0
Total Billable Speech to Speech	897.99	886.38	1,481.59	4,984.31																					2,553.91	7530.87

Number of Calls Made
Average Length of Call

Total Numbers of Completed Calls Speech to Speech (STS) Calls	2012												2013												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
Landed	79	0	0	180	247																				637
Interactive	0	0	0	143	17																				143
Interactive	2	1	0	14	17																				17
Director Assistance	13	17	23	72	134																				134
General Assistance	0	0	0	0	0																				0
International	0	0	0	0	0																				0
900	0	0	0	0	0																				0
Lower Toll Free	53	42	54	239	368																				968
Machine Calls	0	0	0	0	0																				0
Busy Ring/No Answer	0	0	0	0	0																				0
Other Calls	0	0	0	0	0																				0
Total STS Calls	137	141	206	715	1189																				1189
Total STS Session Minutes	1,140	1,094	1,903	6,551	9786.87																				9786.87
Total STS Billable Minutes	897	886	1,481	4,984	7530.87																				7530.87
Ohio STS	897.99	886.38	1,481.59	4,984.31																					





To: Public Utilities Commission

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

Emma Dugdale
2055 W. Lee Avenue, Suite D
Gungahfield, IL 62704

Ohio Relay Outreach Report - 7-2011 to 6-2012

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
7/5-6/2012	National Association of the Deaf Convention	Louisville, KY	NAD Convention attendees, professionals, families	3000	Exhibit	Relay Ohio/CapTel 840i	YES	Reached out new customers that haven't seen/met in Ohio
7/6/2012	Customer Training	Wheelersburg, WVVA	Kes Keene	3	1-1 training	CapTel brochure and flyers	YES	New CapTel customer
7/13/2012	CapTel Training	Columbus	Relay Ohio/CapTel trainers	10	Presentation/Demonstration	CapTel packets, 840i flyers, PowerPoint presentations from the Denver, CO training	YES	All Relay Ohio/CapTel trainers are now updated with 840i and other technical issues for Relay Ohio.
7/14/2012	CSDHH Picnic	Lake White	Deaf and Hard of Hearing individuals and their families and friends	130	Presentation	Flyers on CapTel and Relay Ohio were passed out	YES	Possible new CapTel customers. Will follow up
7/28/2012	Deaf Black Advocates Conference	Middlesburg Heights	Deaf and Hard of Hearing individuals and their families and friends	60	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Did a lot of CapTel phone demonstrations as requested. May get new CapTel phone users
Aug-12								
8/4/2012	HLAA Ohio Chapter Leaders Conference	Newark	HLAA leaders, trainers and members	50	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated new people and answered questions about the new 840i phone

8/14/2012	Rally for Wellness Health Fair	The Ohio State University-Columbus	OSU students, staff, professionals in health industries, Hospital reps	2,500	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated a lot of new customers and even have some new leads to follow up.	
8/22/2012	One-on-One Training	Smithville	2 people	2	Demonstration	CapTel brochure and order forms	YES	Considering purchasing a new CapTel phone	
Sep-12									
9/9/2012	Columbus Colony Housing's Fall Festival	Westerville	Deaf, hard of hearing and deaf-blind individuals and their families, senior citizens, friends of CCH	900	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated a lot of people about the CapTel 840i and 840. Also got a few leads -- will follow up on them.	
9/14/2012	NOCCCI & OH Chapter AB Bell Conference	Akron	Professionals, members of AB Bell Association	200	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many professionals and members	
9/17-18/12	DisAbility Jobs Summit: Connecting & Building Partnerships	Columbus	Employers, vocational rehabilitation counselors & coordinators, vocational consultants, supervisors, mental health and developmental disabilities professionals, educators, individuals with disabilities and their families.	500	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Many people stopped by and asked about CapTel 840i and 840i so we were able to answer their questions.	
9/21/2012	Columbus Catholic Services	Columbus	Staff	7	Presentation and Demonstration	Relay Ohio brochures, CapTel flyers and order forms	YES	Educated all staff about Relay Ohio and CapTel services	
9/22/2012	Ride DEAF Bike Challenge	Plain City	Cyclists, families and	180	Exhibit	Relay Ohio brochures, CapTel Flyerse and Order forms	YES	Several cyclists with hearing loss plan to contact us for more information about CapTel	

