



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

FY-2012-2013



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

2012

2013

TOTAL CALL VOLUME (Outbound)

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL	AVG
TTY - Baudot	6,143	6,055	6,151	5,532	5,565	5,633	5,755	5,143	5,178	4,619	4,615	4,337	64,726	31.31%
Turbo Code	2,672	2,465	2,150	2,104	2,010	1,921	1,876	1,446	1,905	1,618	1,612	1,776	23,755	11.49%
ASCII	97	15	29	103	4	4	81	17	22	116	7	3	488	0.24%
Voice	4,256	4,102	4,036	4,642	4,898	4,533	4,478	3,137	3,530	3,040	3,051	3,112	46,815	22.64%
VCO	5,840	5,745	5,066	5,500	4,828	5,829	5,531	4,639	5,392	4,780	4,771	4,530	62,551	30.25%
HCO	300	306	245	414	316	20	33	11	25	70	55	22	1,817	0.88%
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Deaf/Blind Baudot	27	6	14	1	0	0	8	0	0	0	0	0	56	0.03%
Speech to Speech	163	150	258	864	974	518	669	500	567	658	679	523	8,523	3.15%
Spanish Calls	2	1	0	1	1	2	1	3	1	0	1	1	14	0.01%
TOTAL	19,500	18,845	17,949	19,261	18,586	18,460	18,432	14,896	16,620	14,901	14,991	14,304	206,755	100%

% PERCENTAGE OF CALLS

TTY	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	36.73%	32.26%	32.43%	32.25%	31.47%		32.38%
Turbo Code	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.56%	10.05%	11.87%	11.36%	12.66%	12.89%		11.84%
ASCII	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.46%	0.12%	0.14%	0.81%	0.05%	0.02%		0.25%
Voice	22.01%	21.94%	22.81%	25.23%	27.80%	26.27%	25.21%	21.80%	21.99%	21.34%	21.32%	22.59%		23.28%
VCO	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	31.14%	32.23%	33.59%	33.56%	33.34%	32.87%		31.39%
HCO	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.19%	0.08%	0.16%	0.49%	0.38%	0.16%		0.85%
Deaf/Blind ASCII	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%
Deaf/Blind Baudot	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%		0.03%
Speech to Speech	1%	1%	1%	4%	5%	3%	4%	3%	3%	4%	5%	4%		3.22%
Spanish Calls	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0.01%

TOTAL NUMBERS OF COMPLETED RELATED CALLS

Local	12,453	12,034	11,529	14,970	11,008	11,037	10,701	8,878	9,922	8,944	8,922	8,453	128,851	34.00%
Intrastate (Intralata)	182	242	235	261	294	371	319	318	296	225	329	267	3,339	0.86%
Intrastate (Interlata)	741	425	432	402	673	667	798	598	629	379	374	248	6,366	1.60%
Interstate Calls	474	464	360	524	382	500	396	411	483	371	386	322	5,083	1.34%
Toll Free	1,645	1,894	1,567	2,144	1,529	1,500	1,820	1,665	1,577	1,436	1,518	1,309	19,594	5.17%
Directory Assistance	92	60	36	93	69	90	52	42	57	35	32	52	710	0.19%
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
International	0	8	0	2	3	1	27	0	1	1	0	0	43	0.01%
Manne (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
TOTAL COMPLETED	15,587	15,127	14,149	14,604	13,958	14,166	14,113	11,912	12,975	11,391	11,561	10,651	160,194	42.27%
Busy Ring No answer	37,405	3,567	3,542	3,792	3,663	3,774	3,649	2,481	3,077	2,852	2,750	3,129	73,681	19.44%
TOTAL OUTBOUND	19,335	18,694	17,691	18,396	17,621	17,940	17,762	14,393	16,052	14,243	14,311	13,780	200,218	52.83%
General Assistance	17,070	16,358	16,003	17,211	14,725	14,016	15,289	12,642	13,500	13,672	14,199	14,097	178,762	47.17%
	36,405	35,052	33,694	35,607	32,346	31,956	33,091	27,035	29,552	27,915	28,510	27,877	378,980	100.00%

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician Ad Date Processed 7/25/13



Relay Ohio Traffic Report

Case No. 08-439-TP-COI

FY-2012-2013

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

2012

2013

MINUTES OF SERVICE

Total Conversation Minutes	71,136.20	71,154.12	64,897.52	69,428.85	64,648.93	67,932.43	69,803.43	61,551.85	60,332.52	57,085.38	54,504.43	54,421.68	766,897.34	7.26%
Total Session Minutes	105,975.47	105,229.83	97,853.90	103,481.38	95,658.05	98,556.58	100,194.45	88,437.80	88,931.43	82,974.83	80,991.53	78,890.77	1,125,176.02	10.82%
													39,024.38	0.44%
													384.37	0.00%
													106,356.88	0.94%
													245.35	0.00%
													0.00	0.00%
Billable Minutes	92,421.74	90,717.12	86,347.46	90,850.76	83,798.89	86,691.49	86,748.41	74,303.77	76,191.07	71,880.26	70,402.17	68,810.90	979,165.04	100.00%
Eligible Minutes (STS)	897.31	855.96	1,481.32	4,394.85	6,307.40	3,975.79	4,126.69	3,406.82	3,472.86	3,924.76	2,951.31	3,046.56	38,741.43	100.00%

NUMBER OF CALLS TO RELAY

Offered	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952	24,655	25,280	25,000	337,015	33.33%
Answered	31,106	30,080	29,034	31,352	28,247	27,508	28,385	23,406	25,275	24,161	24,839	24,221	327,614	32.40%
In Queue	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952	24,655	25,280	25,000	337,015	33.33%
Abandoned in Queue	957	837	742	950	864	907	965	788	677	494	441	779	9,401	33.33%
Total Number of Calls to Relay	96,189.00	92,751.00	89,328.00	96,908.00	87,333.00	85,245.00	88,050.00	72,582.00	77,856.00	73,965.00	75,840.00	75,000.00	1,011,045.00	100.00%

AVERAGE NUMBER OF CALLS - STS not included

Weekend	811	731	772	748	731	749	708	666	640	586	626	638	8,406	37.38%
Weekday	1,323	1,270	1,299	1,288	1,205	1,165	1,190	1,085	1,102	1,056	1,022	1,075	14,080	62.62%
Total AVG Number of Calls	2,134.00	2,001.00	2,071.00	2,036.00	1,936.00	1,914.00	1,898.00	1,751.00	1,742.00	1,642.00	1,648.00	1,713.00	22,486.00	100.00%

AVERAGE NUMBER OF CALLS IN SESSION MINUTES

Session Minutes	3.39	3.49	3.37	3.32	3.41	3.58	3.52	3.70	3.55	3.42	3.26	3.25	41.26	26.71%
Conversation Minutes	2.27	2.36	2.23	2.23	2.31	2.47	2.45	2.63	2.41	2.35	2.19	2.24	28.14	18.22%
Avg. Length of Completed Calls	6.82	6.96	6.95	7.12	6.99	7.07	7.16	7.32	6.92	7.34	6.99	7.44	85.08	55.08%
AVG Number of Calls in Session Minutes	12.48	12.81	12.55	12.67	12.71	13.12	13.13	13.65	12.98	13.11	12.44	12.93	154.48	100.00%

AVERAGE SPEED OF ANSWER

Service Level	96.0%	96.0%	97.0%	96.0%	96.0%	95.0%	95.0%	95.0%	96.0%	97.0%	97.0%	95.0%	11.51	98%
ASA	1.2	1.1	1.0	1.3	1.4	1.4	1.5	1.6	1.3	1.5	1.1	1.6	14.40	131%
Total AVG Speed of Answer	2.16	2.06	1.97	2.26	2.36	2.35	2.45	2.55	2.26	2.47	2.07	2.55	27.51	100.00%

CUSTOMER CONTACTS

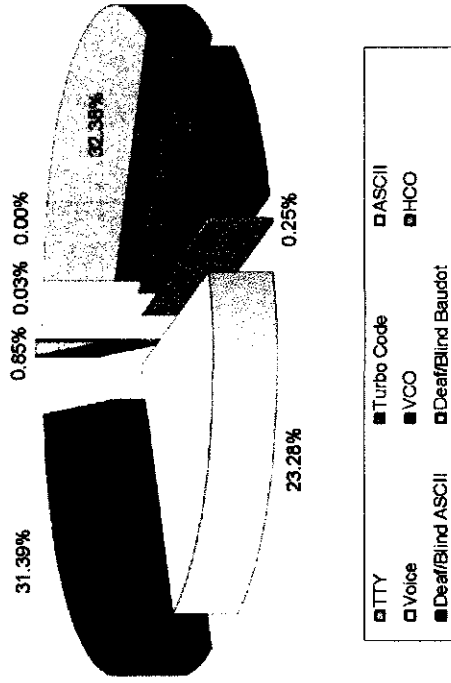
TRS														
Complaints	2	1	7	3	3	3	0	0	0	1	0	3	23	0.37%
Comments/Inquiries	6	9	7	6	9	6	10	7	8	10	2	4	84	1.36%
Inquiries/Other	335	238	338	560	560	437	88	1,100	605	595	629	593	6,078	96.27%
Total	343	248	352	569	572	446	98	1,107	613	606	631	600	6,185	100%

Relay Conference Captioning

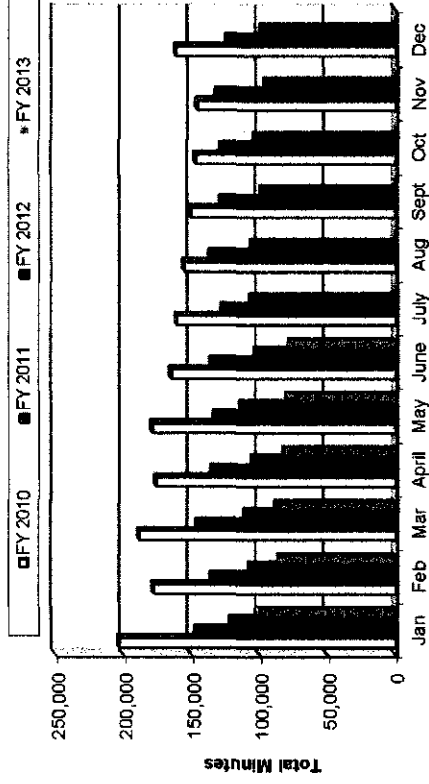
ROC Minutes (effective 7/1/2009)	525	930	900	480	435	0	120	120	90	0	120	300	4,020	335.00
----------------------------------	-----	-----	-----	-----	-----	---	-----	-----	----	---	-----	-----	-------	--------

FY 2012-2013 Relay Ohio Charts

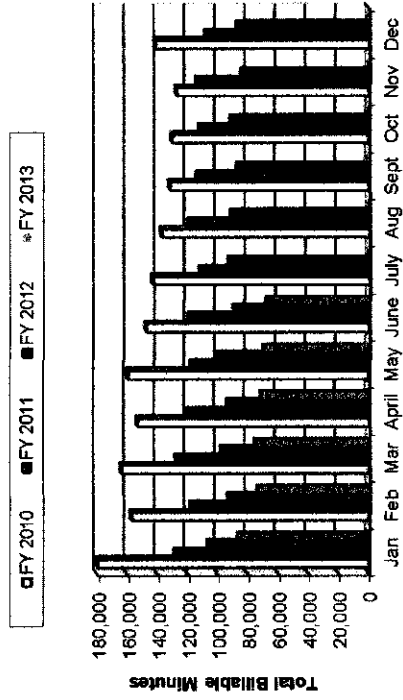
Average Percentage of Relay Usage



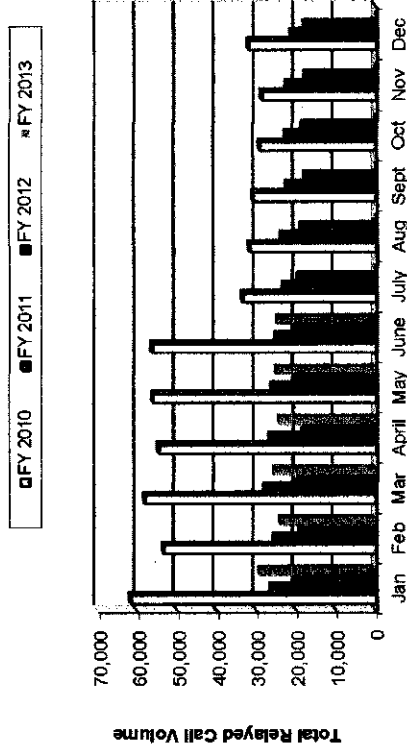
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



Relay Usage

2012

2013

	Average	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	32.38%	31.77%	32.39%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	35.73%	11.87%	11.36%	12.89%	32.25%	31.47%	32.25%	31.47%	32.25%	31.47%
Turbo Code	11.84%	13.82%	13.19%	12.15%	11.44%	0.56%	0.02%	0.02%	0.02%	0.12%	0.14%	0.81%	0.02%	0.05%	0.05%	0.05%	0.05%	0.05%	0.02%
ASCII	0.25%	0.50%	0.08%	0.16%	0.56%	0.56%	0.02%	0.02%	0.02%	0.12%	0.14%	0.81%	0.02%	0.05%	0.05%	0.05%	0.05%	0.05%	0.02%
Voice	23.28%	22.01%	21.94%	22.81%	25.23%	25.23%	27.80%	25.21%	25.21%	21.80%	21.99%	21.34%	21.32%	22.58%	22.58%	21.34%	21.32%	22.58%	22.58%
VCO	31.38%	30.20%	30.73%	28.64%	30.44%	30.44%	27.40%	32.40%	31.14%	32.23%	33.59%	33.56%	33.34%	32.87%	32.87%	33.56%	33.34%	32.87%	32.87%
HCO	0.85%	1.55%	1.64%	1.38%	2.25%	2.25%	1.79%	0.11%	0.19%	0.08%	0.16%	0.49%	0.38%	0.16%	0.16%	0.49%	0.38%	0.16%	0.16%
Deaf/Blind ASCII	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%
Deaf/Blind Baudot	0.03%	0.14%	0.03%	0.08%	0.01%	0.01%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Total Minutes

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
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	155,319	150,477	146,604	145,589	161,343
FY 2011	146,155	135,061	145,456	134,562	132,403	135,270	127,094	135,918	128,069	127,873	131,270	123,434
FY 2012	120,750	106,681	110,427	104,743	112,988	102,882	105,975	105,230	97,854	103,481	95,658	98,557
FY 2013	100,194	86,438	88,931	82,975	80,982	78,891	0	0	0	0	0	0

Total Billable Minutes

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
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	137,351	131,536	130,163	127,286	141,275
FY 2011	128,148	117,729	127,326	119,519	117,337	118,646	111,551	118,729	113,366	111,965	113,775	107,709
FY 2012	106,087	92,515	97,071	92,578	99,554	89,127	92,422	90,717	86,347	90,851	83,799	86,691
FY 2013	86,749	74,304	76,191	71,680	70,402	68,811	0	0	0	0	0	0

Total Relayed Call Volume

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
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	31,748	30,734	29,012	28,746	32,015
FY 2011	26,093	25,284	27,664	26,591	26,121	25,085	23,178	23,780	22,308	22,550	22,396	21,358
FY 2012	20,134	18,813	19,463	18,052	20,185	19,894	19,335	18,694	17,691	18,396	17,621	17,940
FY 2013	29,350	24,194	25,952	24,655	25,280	25,000	0	0	0	0	0	0



FY-12/13 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

	2012						2013						Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average
Billable Minutes	160,721.42	163,339.08	163,379.45	165,756.52	167,967.12	167,989.15	170,610.87	150,016.15	168,046.71	162,015.15	162,484.44	148,459.65	159,233.30
Spanish Billable Minutes	0	0	0	0	0	0	0	0	8.93	2.9	0.08	0	2
Average Per Min Per User	142	145	137	151	161	168	183	165	184	171	172	176	163
Average Per Min Per User billed to State	127	130	122	135	129	135	139	127	143	130	145	134	133
Number of CapTel Activated	2,724	2,761	2,787	2,806	2,817	2,863	2,899	2,920	2,936	2,943	2,973	2,986	2,988
Number of CapTel Shipped	2,889	2,928	2,956	2,961	3,007	3,066	3,068	3,092	3,110	3,117	3,141	3,161	3,045
Number of Users/Participants	1,128	1,124	1,116	1,100	1,093	1,094	1,092	1,055	1,061	1,037	1,036	987	1,077
Occupancy % User	38%	38%	38%	37%	36%	36%	35%	34%	34%	33%	33%	31%	35%
Average Per call Length Per User	2.76	2.79	2.82	2.78	2.92	2.89	3.04	3.04	3.10	2.95	2.86	2.82	2.90

CapTel Traffic Patterns

	1												Average	Total
Call In	46,517	46,798	43,421	47,535	43,439	46,208	44,731	39,174	42,735	40,764	41,529	41,018	43,656	523,869
Voice In	11,665	11,827	10,992	12,068	10,695	11,644	11,302	10,128	11,753	10,740	11,816	11,544	11,348	136,176
Total of Calls	58,182	58,625	54,413	59,603	54,134	57,852	56,033	49,302	54,488	51,504	53,347	52,562	55,004	660,045

Total Session Min

	0.4	1	0	0	0	0	0	0	0	0	0	0	0	Average	Total
900 Calls	1042.82	1,205.18	1133.02	1,426.70	1,099.33	830.06	731.75	721.32	770.33	828.38	835.70	780.08	961	961	11,407
Answer Machine	2867.5	2,739.76	2,488.03	2,902.70	2,646.44	2,817.48	3,062.68	2,597.10	2,530.17	2,254.77	2,449.77	2,252.87	2,637	2,637	31,639
General Assistance	7,612.68	8,308.71	7,185.37	8,225.53	7,276.61	8,109.45	7,365.53	7,213.98	9,029.68	7,629.30	8,940.92	8,755.66	7,971	7,971	96,663
In 2 Line	23.06	46.67	76.22	32.68	51.29	17.42	55.37	25.12	36.60	48.43	99.07	71.40	49	49	593
International	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.96	17,775.67	17,919.22	17,211.02	18,269	18,269	219,227
Intrastate	142,723.69	143,979.07	135,911.12	145,873.24	139,433.41	149,168.98	152,566.73	133,814.05	150,526.59	134,641.23	148,571.93	129,780.60	142,232	142,232	1,706,761
Others	1,123.55	1,261.70	1,145.83	1,389.53	1,183.31	987.63	708.68	817.72	887.72	1,017.76	1,090.93	1,273.12	1,074	1,074	12,888
Toll Free	12,600.54	13,792.43	12,850.69	13,959.54	14,341.80	12,401.09	14,276.15	11,929.63	12,844.88	13,230.43	12,824.23	13,429.42	13,207	13,207	168,481
Total of Session Min	186,136.29	188,724.38	179,216.82	192,308.33	183,721.86	194,943.28	189,561.44	174,018.56	195,339.45	177,425.99	192,731.77	173,554.19	196,389	196,389	2,236,572

Less 51%

Number of Calls by each Traffic Pattern													Average	Total
900 Call	1	1	0	0	0	0	3	0	0	0	0	0		
Answer Machine	816	898	844	1,086	851	643	615	576	621	607	652	627	736	8,536
General Assistance	8,113	7,915	7,368	8,403	7,613	7,906	8,168	7,077	7,192	6,632	6,929	6,560	7,481	89,776
2 Line	2,406	2,463	2,210	2,561	2,131	2,046	1,973	1,765	2,244	2,018	2,465	2,509	2,234	28,811
International	33	52	40	21	34	19	30	17	28	46	61	40	35	421
Inter-state	3,025	3,157	2,966	3,219	3,011	3,291	2,954	2,690	3,133	2,987	3,142	3,065	3,056	36,670
Intra-state	40,788	40,779	37,914	41,043	37,112	40,900	39,173	34,370	38,204	36,233	37,029	36,647	38,349	460,182
Others	581	586	526	470	465	475	451	400	473	478	561	586	504	6,052
Toll Free	2,419	2,774	2,545	2,800	2,917	2,669	2,669	2,387	2,593	2,503	2,508	2,498	2,607	31,262
Total	58,182	58,625	54,413	59,803	54,134	57,852	56,033	49,302	54,498	51,504	53,347	52,562	55,004	660,046

Distribution													Average	Total
Inter-state Billable Min	18,122.05	18,390.26	17,416.34	18,486.41	17,679.47	20,610.02	19,794.35	17,089.63	18,712.98	17,775.67	17,919.22	17,211.02	18,268.95	219,227.42
Less International Session Min	23.06	46.57	76.22	32.68	61.29	17.42	55.37	25.12	36.00	48.43	99.07	71.40	49.44	593.33
Less Toll Free	6,426.28	7,034.14	6,553.85	7,119.37	7,314.32	6,324.56	7,280.84	6,084.11	6,550.89	6,747.52	6,540.36	6,849.00	6,735.44	80,825.22
2 Line Session Min (11%)	18,122.05	18,390.26	17,416.34	18,486.41	17,679.47	20,610.02	19,794.35	17,089.63	18,712.98	17,775.67	17,919.22	17,211.02	18,268.95	219,227.42
Billable to OH	143,442.85	145,863.05	136,753.87	148,163.46	140,907.11	147,381.26	151,626.53	133,710.06	151,326.00	135,078.70	150,253.90	132,211.75	143,068.55	1,716,796.56
NECA Billable Minutes	27,024.91	27,448.16	26,026.57	27,592.33	26,403.70	30,726.35	29,546.95	25,503.57	27,916.94	26,534.18	26,798.71	25,715.82	27,270.18	327,242.19

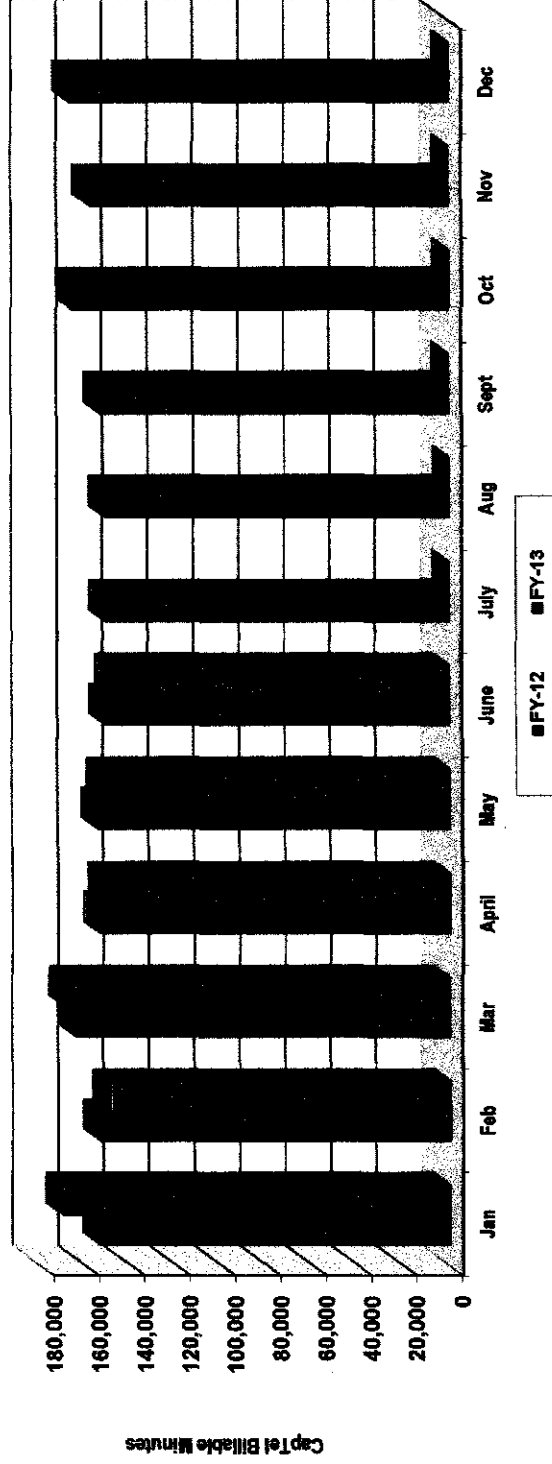
1.61

1,368

1.61

CapTel Statistic													Average	Total
FY-07	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec		
FY-08	28,746	29,956	32,215	30,596	32,842	31,302	32,680	34,500	34,049	41,810	50,667	65,160	37,044.51	444,534
FY-09	66,470	61,780	70,580	63,484	62,040	63,038	63,847	25,952	81,603	62,901	61,477	70,511	61,141.08	733,893
FY-10	61,535	61,535	66,513	65,106	67,747	68,946	69,858	25,275	68,792	79,075	93,345	115,489.83	70,101.35	841,218
FY-11	133,145	125,673	127,483	124,371	125,530	124,652	134,612	25,952	138,907	142,236	142,765	164,612.55	125,532.39	1,509,989
FY-12	163,848	147,374	184,805	145,878	142,895	138,330	143,407	577	134,612	145,899	152,862	160,122	138,400.50	1,660,807
FY-13	154,225	154,225	164,312	154,045	154,735	151,318	151,318	151,318	153,379	165,756	167,089	167,089	155,533.04	1,878,586
FY-13	170,611	150,016	169,046	152,015	152,484	148,460	0	0	0	0	0	0	78,552.65	942,832

Relay Ohio CapTel

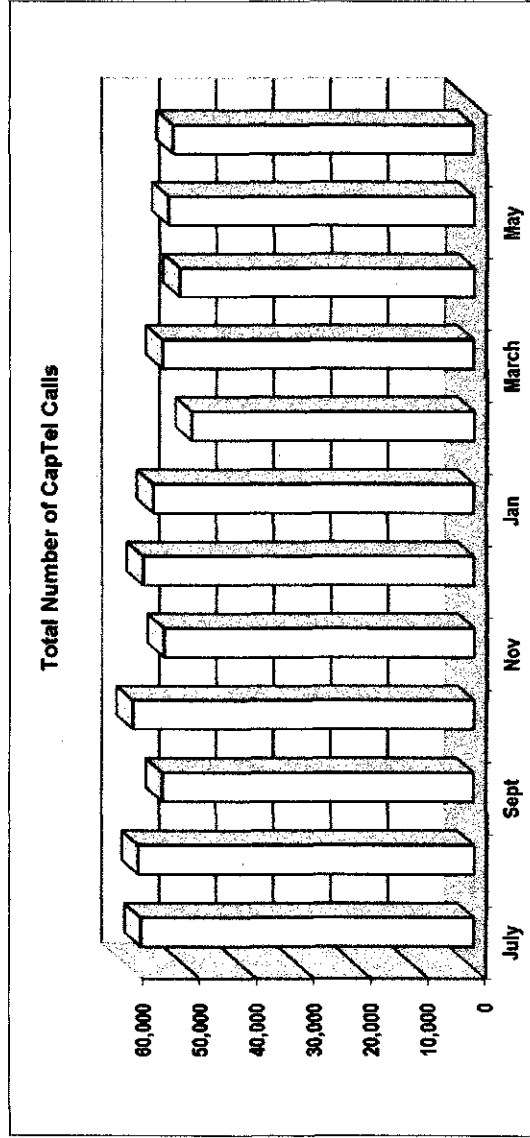


FY-2012-2013 Ohio CapTel Statistic Charts

Total Number of Calls	
July	58,182
Aug	58,625
Sept	54,413
Oct	59,603
Nov	54,134
Dec	57,852
Jan	56,033
Feb	49,302
March	54,488
April	51,504
May	53,347
June	52,562

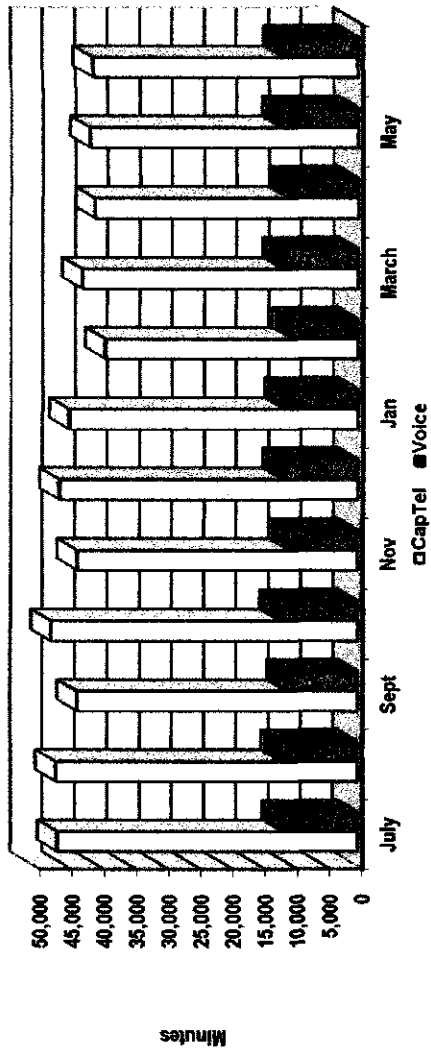
	CapTel	Voice
July	46,517	11,665
Aug	46,798	11,827
Sept	43,421	10,992
Oct	47,535	12,088
Nov	43,439	10,895
Dec	46,208	11,644
Jan	44,731	11,302
Feb	38,174	10,128
March	42,735	11,753
April	40,764	10,740
May	41,529	11,818
June	41,018	11,544

Billable Minutes to State	
July	160,727.42
Aug	163,339.08
Sept	153,379.45
Oct	166,755.62
Nov	157,867.12
Dec	167,099.15
Jan	170,810.87
Feb	150,016.15
March	189,045.71
April	152,015.15
May	152,484.44
June	148,459.65

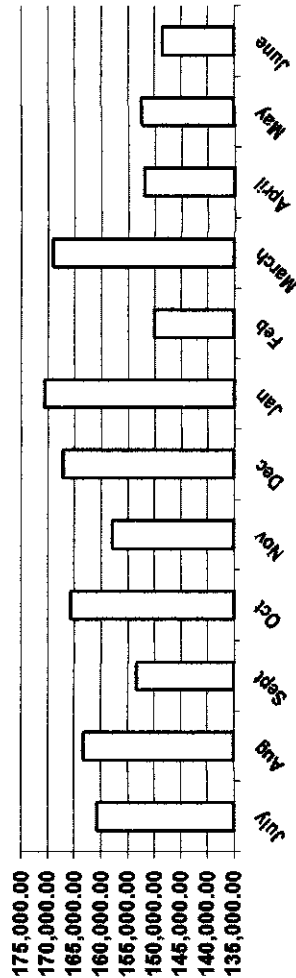


FY-2012-2013 Ohio CapTel Statistic Charts

State CapTel Comparisons



CapTel Billable Minutes to Ohio



Sprint

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

10/2012-2013

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

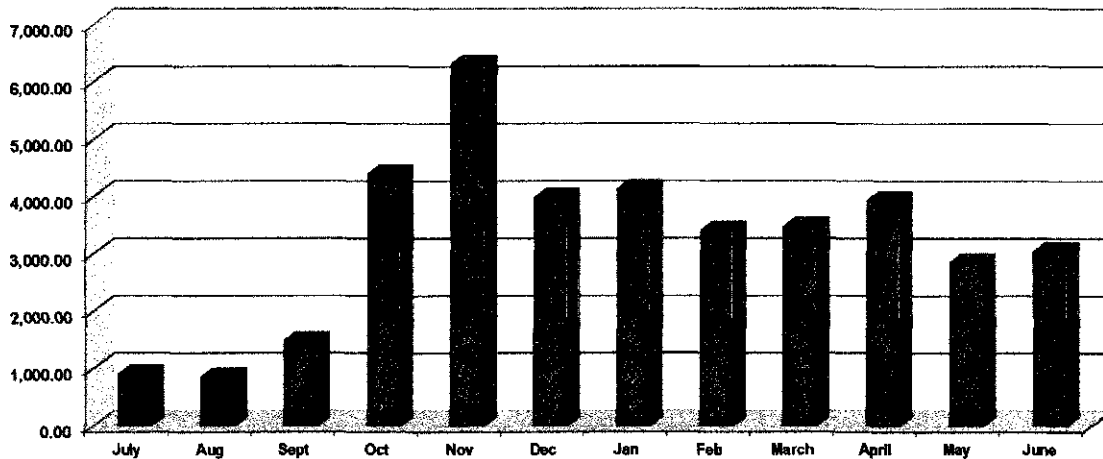
Contract for Session Minutes	2012						2013						Average	Total
Speech to Speech Minutes	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Total Session Min	1,140.01	1,094.42	1,003.10	5,051.34	7,052.25	5,018.11	4,929.11	4,018.47	4,198.18	4,764.15	3,388.68	3,740.08	3,957.89	47,495.82
Total Conversation Min	608.12	633.40	1,063.52	3,314.36	3,361.29	3,049.15	2,939.17	2,168.30	2,126.23	2,376.40	1,470.83	1,887.03	2,099.65	25,195.80
Less:														
Interstate Session Minutes of Use	9.18	6.38	2.04	120.88	24.54	8.40	7.51	36.85	83.00	167.92	140.85	253.83	71.72	840.58
International Session Minutes of Use	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
Interstate Toll Free Session Minutes of Use 51%	218.39	225.35	398.40	1,057.00	1,167.23	978.18	742.22	524.70	597.77	622.44	329.06	404.40	605.43	7,265.13
Interstate DA Session Minutes of Use	14.48	8.31	21.07	79.35	152.44	55.25	52.18	58.10	44.87	48.83	85.47	35.28	52.13	625.50
900 Session Minutes of Use 51%	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
Total Billable Speech to Speech	897.99	856.38	1,481.59	4,394.91	6,368.04	3,976.28	4,127.22	3,406.82	3,472.88	3,924.76	2,851.30	3,046.57	3,228.71	38,744.52

Number of Calls Made

Average Length of Call

	2012						2013						Total
Total Numbers of Completed Calls Speech to Speech (STS) Calls	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Local	79	81	130	247	555	312	360	325	331	385	361	314	3,510
Intrastate	0	0	0	143	9	0	0	1	34	6	4	0	194
Interstate	2	1	0	14	3	2	2	5	6	20	19	27	101
Directory Assistance	13	17	22	72	72	34	89	36	26	47	47	40	495
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	0	0	0	0	0	0
900	0	0	0	0	0	0	0	0	0	0	0	0	0
Lees Toll-Free	33	42	54	239	187	133	101	73	84	112	76	71	1,205
Marine Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Busy Ring/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Total STS Calls	127	141	206	715	823	481	562	440	481	570	507	452	5,505
Total STS Session Minutes	1,140	1,094	1,003	5,051	7,052	5,018	4,929	4,018	4,198	4,764	3,387	3,740	47,496
Total STS Billable Minutes	897	856	1,481	4,395	6,367.24	3,975.48	4,126.68	3,406.82	3,472.86	3,924.76	2,851.30	3,046.56	38,740
													0
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Ohio STS	897.99	856.38	1,481.59	4,394.91	6,368.04	3,976.28	4,127.22	3,406.82	3,472.88	3,924.76	2,851.30	3,046.57	

Ohio STS FY 2011-2012 (Billable)





To:	Public Utilities Commission				Emma Danielson
					Beth MacLennan
					2055 W. Res Avenue, Suite D
					180 East Broad Street
					Columbus, OH 43215
					Springfield, IL 62704

Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
Jul-12								
7/5-8/2012	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
7/8/2012	Customer Training	Wheatersburg, WVA	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 840 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
9/22/2012	Dayton Deaf Awareness Day	Dayton	Deaf, hard of hearing and deaf-blind individuals and their families, senior citizens, friends from Dayton area	600	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.
9/28/2012	Orange Health & Wellness Fair	Pepper Pike	Health Professionals, patients, families, community members	500	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Many people are now aware of Relay Ohio and CapTel services.
9/29/2012	OASLTA (Ohio American Sign Language Teachers Association	Dayton	Teachers, professionals, interpreters	41	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many, teachers, professionals and OASLTA members



Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
9/29/2012	Hearing Health Seminar hosted by Cochlear Americas	Columbus	Professionals, family members	125	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many professionals and members. Also associated with Cochlear America.
Oct-12								
10/6/2012	Northwest Ohio Walk/Hearing 2012	Lima	Professionals, HLAA members, Families and Friends	70	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More HLAA members aware of CapTel phones and 3 possible new users
10/6/2012	WRAAA Senior Wellness Expo 2012	Parna	Senior Citizens, families and professionals	450	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	Many senior citizens are educated more about the Relay Ohio and CapTel services
10/10/2012	St. Vincent Charity Medical Center	Cleveland	Health Professionals, patients, families, community members	300	Exhibit/Demonstration	Relay Ohio/CapTel brochure	YES	Many Health Professionals and community members know about Relay Ohio and CapTel services.
10/13/2012	HLAA Local Chapter-Columbus	Columbus	HLAA members and their families	10	Presentation	Relay Ohio/CapTel brochures and flyers	YES	New HLAA members educated about services
10/16/2012	Defense Logistics Agency (DLA)	Columbus	Federal Employees, Supervisors and Board	24	Exhibit	Relay Ohio/CapTel brochures and flyers	YES	2 Federal Employees were interested in getting CapTel phones for their work.
10/22/2012	OSSPEAC (Ohio Speech Pathology Educational) Fall Conference 2012	Columbus	speech Pathologists, audiologists, school program coordinators, other professionals, parents	450	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More people educated about the Relay Ohio/CapTel services. Got 2 possible new trainers for Relay Ohio team.
Nov-12								
11/1-2/2012 AND 11/5/12	1 New CapTel User	Waverly	1 new CapTel user		Demonstration/Technical Assistance	CapTel handout	YES	New CapTel User all set up now.
11/10/2012	2012 Jam	Blacklick	Eastpoints members, community and professionals		Exhibit/Demonstration	Relay Ohio/CapTel brochures and handouts	YES	1 new possible trainer and several people educated
11/12/2012	Hamilton County Call Center	Cincinnati	Call Center dispatchers		Presentation/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More dispatchers understand how Relay Ohio and CapTel users make their calls and how they should handle such calls
11/17/2012	1st Annual Deaf Festival	Struthers	Church, Community and families	80	Exhibit/Demonstration	Relay Ohio & CapTel flyers	YES	Educated new people in that area
11/19/2012	New Possible CapTel user	Findlay	1 new CapTel user	1	Demonstration - 50 minutes on phone	CapTel	YES	Ended up purchasing the 840i CapTel phone
11/30/2012	National Association of Social Workers Conference	Polaris	Social Workers, Supervisors, other professionals		Exhibit	Relay Ohio/CapTel brochures, flyers and handouts	YES	More educated people now; Also got a couple leads for future presentations and/or demonstrations
Dec-12								
12/14/2012	Ohio Relay Consumer Committee Meeting	Columbus	ORCC members and other professionals		Meeting	Relay Ohio/CapTel issues were discussed	YES	ORCC members get to meet Relay Ohio/CapTel trainers
12/17/2012	New CapTel User	Cleveland	1 new CapTel user	1	Demonstration on phone 45 minutes	CapTel	YES	Purchased 840i CapTel & will install it soon
Jan-13								
	New CapTel User	Dublin	1 new CapTel User	2	Demonstration and Technical Support	CapTel 840i	YES	New CapTel User!
1/21/2013	2013 Brunswick Senior Expo & Chili Cook Off	Brunswick	Senior Citizens, families and professionals	500	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More Senior Citizens educated
1/30-31/13	Winter Legislative Conference	Columbus	Social Workers, Supervisors, other professionals	600	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More legislators, aids, state workers and other professionals educated
Feb-13								
2/26/2013	Madison Township	Mansfield	EMS/Firemen	11	Presentation/Demonstration	Relay Ohio/CapTel brochures	YES	Educated and aware about Relay Ohio



To: Public Utilities Commission		Emma Danielson
	Both Blackmer	2055 W. Res Avenue, Suite D
	180 East Broad Street	Springfield, IL 62704
	Columbus, OH 43216	

Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
2/22/2013	Ohio Academy of Audiology Conference	Columbus	Audiologists, ENT professionals, and school personnel	200	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More people aware of Relay Ohio/CapTel
2/25/2013	D.S.C.	Mt. Gilead	President of D.S.C Security	1	Demonstration	Relay Ohio/CapTel	Yes	Interested in ordering a few units for his company
2/26/2013	Mid-Ohio	Mt. Gilead	Audiologist	1	Demonstration	Relay Ohio/CapTel	Yes	Invited to attend ENT board meeting
Mar-13								
3/2/2013	Mansfield Deaf Club	Shelby	Deaf/HH Communities	24	P/D	Relay Ohio/CapTel	Yes	Some are interested in getting CapTel
3/5/2013	Senior Manor Homes	Bucyrus	Emma Shioh	2	Demonstration	CapTel	Yes	Returning again on 3/14/13 to do another workshop with more people there
3/9/2013	The Anderson Twins Community Show	Westerville	Deaf/HH/ASL Students/Families/Professionals	350	Exhibit	Relay Ohio/CapTel	Yes	More people educated about Relay Ohio and CapTel
3/14/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for the Northwest/Dayton Area
3/14/2013	Senior Manor Homes	Bucyrus	Senior Citizens and Professionals	40	Presentation/Demonstration	CapTel	Yes	Very beneficial for Senior Citizens to have independence with CapTel. Home considering purchasing one.
3/15/2013	67th Annual Ohio Speech-Language Association Convention	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	700	Exhibit	Relay Ohio/CapTel	Yes	More professionals educated about Relay Ohio and CapTel
3/18/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for Statewide
3/19/2013	One-on-One Training	Toledo/VP	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for the Toledo area
3/23/2013	Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton	Walk4Hearing Participants, HLAA members and families	100	Exhibit	Relay Ohio/CapTel	Yes	More HLAA members aware of Relay Ohio/CapTel services
3/30/2013	Serving Our Seniors (SOS) Day	Westerville	Senior Citizens, Westerville Residents, families and students	30	Exhibit	Relay Ohio/CapTel	Yes	More Senior Citizens aware of Relay Ohio/CapTel
Apr-13								
4/4/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New CapTel trainer on the team (Last one to complete the replacements)
4/4/2013	OSU-FLC Career Night	Columbus	College Students	30	Exhibit	Relay Ohio/CapTel	Yes	A lot of interest and met several high school students
4/5/2013	One-on-One Training	Portsmouth	3 potential new customers	3	Demonstration	CapTel	Yes	Potential customers
4/8/2013	One-on-One Training	Portsmouth	Will Lanigan	1	Demonstration	CapTel	Yes	Demonstrated the 840i phone and did a lot of hands on to learn how to use it
4/9/2013	One-on-One Training	Portsmouth	Cindy Wilson	1	Demonstration	CapTel	Yes	Provided more info about the 840i
4/17/2013	South Webster High School	South Webster	High School students, teachers, community members	500	Exhibit	Flyers on CapTel and Relay Ohio were passed out	Yes	Provided information and educated potential customers



Ohio Relay Outreach Report - 7-2012 to 6-2013

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
4/10/2013	WRAAA Senior Wellness Expo 2013	Beachwood	Senior Citizens	100	Exhibit	Relay Ohio/CapTel	Yes	Met a lot of Senior Citizens who never heard of CapTel before
4/28/2013	Father & Mother Deaf Day	Springfield	Deaf Awareness Day	50	Presentation and Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Several expresses interest in how to order CapTel phones.
May-13								
5/9/2013	Hamilton County Call Center	Hamilton	Dispatch 911 Responders	12	Presentation	Relay Ohio/CapTel flyers and booklets	Yes	All dispatchers are educated on how to handle 711 and CapTel calls
5/14/2013	Peeble County Council on Aging	Eaton	Senior Citizen Day		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/16/2013	Bristol Village Retirement Center	Waverly	Residents		Presentation	Flyers	Yes	Provided info and answered questions about the CapTel phone as well as Relay Ohio services
5/16/2013	Huron Senior Citizens Day	Huron	Senior Citizens		Exhibit	Flyers	Yes	More educated people
5/17/2013	Ashland County Council on Aging Senior Health Fair	Ashland	Senior Citizens	700	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/17-18/2013	OCRID Conference	Columbus	Interpreters, professionals		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More interpreters and other professionals aware of CapTel and Relay Ohio
5/17-18/2013	Ohio Deaf Bowling Association Tournament	Toledo	Deaf, Hard of Hearing people and their families and friends		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Few interested in purchasing new CapTel phones and/or using Relay Ohio services
5/20/2013	Christ Tunnel United Methodist Women's Club	Marietta	Women's Club	33	Presentation	Relay Ohio/CapTel flyers and booklets	Yes	Several new future potential CapTel users
5/21/2013	OACCA	Cincinnati	Consumers, Professionals	300	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More professionals know about Relay Ohio and CapTel services
5/21/2013	Medina County Senior Citizens Day	Medina	Senior Citizens, professionals, families	500	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/24/2013	Washington Elementary School	Hilliard	Kids and Teachers	58	Presentation	Relay Ohio and CapTel info	Yes	More students and their families and teachers learn about Relay Ohio and CapTel
5/29/2013	Senior Health And Fitness Day	Seven Hills	Senior Citizens	500	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Senior Citizens more aware of 711 services and CapTel services
Jun-13								
6/1/2013	Great Lakes CI Support Group	Independence	CI Recipients, professionals and families		Presentation and Demonstration	Relay Ohio and CapTel info.	Yes	More CI recipients educated about CapTel phones and services
6/12/2013	WRAAA Senior Wellness Expo 2013	North Olmsted	Senior Citizens	400	Exhibit and Demonstrations	Relay Ohio/CapTel booklets and flyers	Yes	More Senior Citizens educated and a few interested in purchasing
6/28/2013	WRAAA Senior Wellness Expo 2013	Cleveland	Senior Citizens, professionals, families	300	Exhibit and Demonstrations	Relay Ohio and CapTel booklets and flyers	Yes	Senior Citizens more aware of 711 services and CapTel services
TOTAL				16,247				