



Relay Ohio Traffic Report

FY-2008

Case No. 01-2945-TP-COI



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

TOTAL CALL VOLUME (Outbound)	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
TTY- Baudot	23,148	20,911	23,794	25,202	24,794	23,361	23,531	22,123	22,329	22,328	20,228	21,098	272,847
Turbo Code	19,850	19,945	18,810	11,205	10,282	9,985	9,582	9,189	9,868	8,154	7,539	8,278	142,767
ASCII	92	110	57	12	9	18	1	3	4	5	3	9	323
Voice	13,052	12,535	13,908	11,442	11,240	10,477	10,441	9,528	8,147	7,737	7,924	10,059	126,490
VCO	10,680	10,343	11,256	12,391	13,704	13,659	13,184	12,855	13,368	12,333	11,915	12,545	148,233
HCO	794	712	504	553	743	724	546	667	762	585	518	748	7,856
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	-	4	9	21	44	84	41	46	54	157	66	69	595
Speech to Speech	125	119	187	249	222	231	134	188	231	306	249	347	2,588
Spanish Calls	23	8	6	11	6	14	-	2	-	3	7	2	82
TOTAL	67,764	64,687	68,631	61,086	61,044	58,533	57,460	54,601	54,763	51,808	48,449	53,155	701,781
% PERCENTAGE OF CALLS													AVERAGE
TTY	34.23%	32.36%	34.77%	41.43%	40.77%	40.08%	41.05%	40.66%	40.95%	43.53%	41.97%	39.96%	39.32%
Turbo Code	29.36%	30.89%	27.63%	18.42%	16.91%	17.10%	16.71%	16.89%	18.10%	15.90%	15.64%	15.68%	19.94%
ASCII	0.14%	0.17%	0.08%	0.02%	0.01%	0.03%	0.00%	0.01%	0.01%	0.01%	0.01%	0.02%	0.04%
Voice	19.30%	19.42%	20.32%	18.81%	18.48%	17.97%	18.21%	17.51%	14.94%	15.08%	16.44%	19.05%	17.95%
VCO	15.80%	16.02%	16.45%	20.37%	22.53%	23.43%	23.00%	23.63%	24.51%	24.04%	24.72%	23.76%	21.52%
HCO	1.17%	1.10%	0.74%	0.91%	1.22%	1.24%	0.95%	1.23%	1.40%	1.14%	1.07%	1.42%	1.13%
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	0.00%	0.01%	0.01%	0.03%	0.07%	0.14%	0.07%	0.08%	0.10%	0.31%	0.14%	0.13%	0.09%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	44,913	43,592	45,037	37,585	38,877	36,631	36,387	35,889	35,266	33,640	31,501	34,449	453,767
Intrastate (Intralate)	375	379	392	249	247	193	159	189	213	156	134	191	2,877
Intrastate (Interlate)	892	807	1,919	675	613	676	742	501	607	550	472	577	9,231
Interstate Calls	2,209	1,899	1,081	1,195	964	988	948	853	916	873	977	1,054	14,037
Toll Free	5,002	4,210	4,323	4,317	4,133	4,022	4,019	3,899	3,754	4,324	3,546	3,578	49,127
Directory Assistance	205	192	184	186	304	201	222	267	248	223	241	158	2,631
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
International	9	15	8	22	27	35	10	13	10	13	14	17	193
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL COMPLETED	53,605	51,094	52,944	44,429	45,165	42,726	42,487	41,811	41,014	39,879	36,885	40,024	531,863
Busy Ring No answer	14,011	13,466	15,494	16,397	15,662	15,563	14,839	12,800	13,518	11,420	11,308	12,732	167,210
TOTAL OUTBOUND	67,616	64,560	68,438	60,826	60,827	58,289	57,326	54,411	54,532	51,299	48,193	52,756	699,073
General Assistance	25,015	23,759	25,568	27,041	27,257	27,773	28,534	27,644	29,341	26,813	23,039	25,581	317,373
TOTAL Relayed Calls	52,631	48,329	54,004	47,867	48,084	45,062	44,860	42,055	43,873	40,112	37,232	40,337	501,446

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Technician ASW Date Processed 2/9/09

RECEIVED-DOCKETING DIV
2009 FEB -9 AM 11:44
PUCO

08-439-TP-COI

MINUTES OF SERVICE													TOTAL
Total Conversation Minutes	236,316.33	221,918.84	228,818.78	202,014.33	203,514.95	192,433.57	190,270.53	187,795.22	188,205.76	187,921.48	173,044.73	184,468.40	2,396,663.92
Total Session Minutes	328,519.78	309,400.91	327,137.13	300,773.52	296,301.40	283,383.63	281,090.02	272,619.57	271,922.18	269,155.77	246,240.07	265,802.10	3,452,346.08
Less Interstate	20,023.00	18,397.11	9,752.50	10,899.37	8,427.00	8,124.28	7,983.57	8,700.95	8,418.18	8,881.93	8,780.70	9,404.98	127,793.57
Less International	68.54	206.64	43.77	180.37	121.78	173.77	79.60	117.27	114.10	90.80	102.35	110.32	1,429.31
Less 800 Toll-Free	27,779.88	24,747.70	24,702.78	23,988.56	22,704.45	21,228.67	21,590.44	20,910.13	20,576.51	23,721.95	19,659.44	20,273.33	271,883.84
Less Directory Session Min	25.81	25.36	37.38	53.58	165.47	78.00	47.82	94.55	39.62	34.98	158.95	40.33	801.85
Less 900 Assistant Min	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
Billable Minutes	280,802.55	266,297.10	293,952.80	265,851.64	264,862.70	253,778.91	251,388.59	242,796.67	242,773.77	236,426.10	217,538.63	235,973.13	3,052,062.59
Billable Minutes (STS)	471.38	664.21	1,352.10	2,427.07	1,838.10	1,862.21	1,307.07	1,621.57	1,536.03	7,728.26	4,630.45	2,124.45	27,581.90
NUMBER OF CALLS TO RELAY													TOTAL
Offered	70,760	67,730	72,278	69,407	69,632	69,816	69,740	67,527	69,361	65,234	58,880	65,835	815,980
Answered	70,627	67,465	72,072	69,407	69,632	68,300	68,458	66,563	67,756	63,311	56,789	62,903	833,249
In Queue	70,670	67,730	72,278	69,407	69,632	69,816	69,740	67,527	69,361	65,234	58,880	65,835	815,980
Abandoned in Queue	133	265	206	-	-	1,516	1,284	964	1,605	1,923	2,071	2,732	12,699
AVERAGE NUMBER OF CALLS - STS not included													AVERAGE
Weekend	2,069	2,121	2,370	2,186	2,109	2,055	1,993	1,882	2,097	1,740	1,771	1,795	2017.33
Weekday	3,301	3,398	3,348	3,199	3,134	3,218	3,040	3,011	3,050	2,791	2,676	2,784	3079.17
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													AVERAGE
Session Minutes	4.65	4.58	4.54	4.33	4.26	4.16	4.12	4.11	4.02	4.27	4.36	4.26	4.31
Conversation Minutes	3.34	3.28	3.17	2.91	2.92	2.83	2.79	2.83	2.78	2.98	3.07	2.95	2.99
Avg. Length of Completed Calls	6.12	6.05	6.21	6.87	6.63	6.69	6.66	6.63	6.69	6.91	6.77	6.69	6.58
AVERAGE SPEED OF ANSWER													AVERAGE
Service Level	89.0%	89.0%	98.0%	98.0%	96.0%	96.0%	96.0%	97.0%	94.0%	92.0%	90.0%	89.0%	93.67%
ASA	2.8	2.9	2.2	2.2	1.1	1.1	1.1	0.9	1.7	2.3	2.9	3.7	207.50%
CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	10	11	13	11	16	14	21	14	13	8	5	6	142
Commendations	6	6	13	13	6	7	7	8	5	1	9	10	91
Inquiries/Other	322	278	305	330	292	275	296	578	442	369	269	266	4,022
Total	338	295	331	354	314	296	324	600	460	378	283	282	4,255

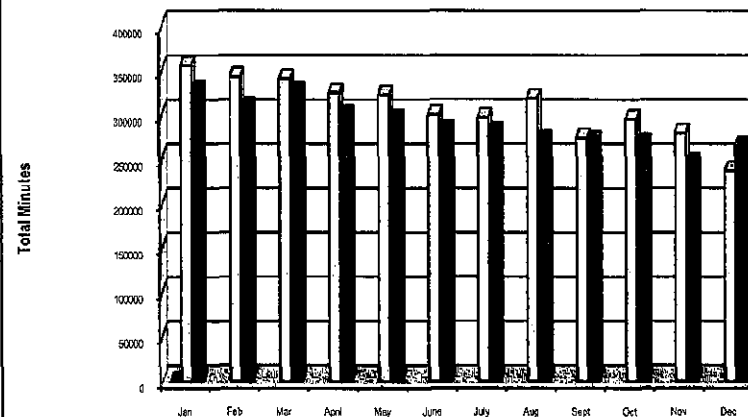
FY 2008 Relay Ohio Charts

Average Percentage of Relay Usage



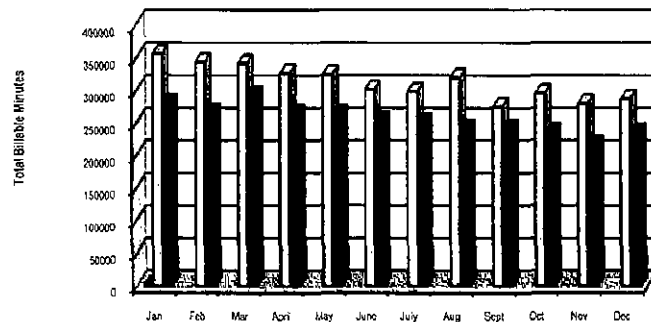
Relay Ohio Total Minutes

□ FY 2007 ■ FY 2008



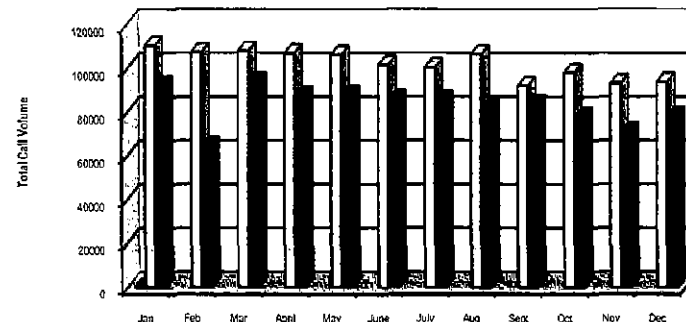
Total Billable To Ohio Minutes

□ FY 2007 ■ FY 2008



Total Call Volume

□ FY 2007 ■ FY 2008



Relay Usage

	Average	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
TTY	39.32%	34.23%	32.39%	34.77%	41.43%	40.77%	40.08%	41.05%	40.66%	40.95%	43.53%	41.97%	39.95%
Turbo Code	19.94%	29.36%	30.89%	27.63%	18.42%	16.91%	17.10%	16.71%	16.89%	18.10%	15.90%	15.64%	15.88%
ASCII	0.04%	0.14%	0.17%	0.08%	0.02%	0.01%	0.03%	0.00%	0.01%	0.01%	0.01%	0.01%	0.02%
Voice	17.86%	19.30%	19.42%	20.32%	18.81%	18.48%	17.97%	18.21%	17.51%	14.94%	15.08%	16.44%	19.05%
VCO	21.52%	15.50%	16.02%	18.45%	20.37%	22.53%	23.43%	23.00%	23.63%	24.51%	24.04%	24.72%	23.76%
HCO	1.13%	1.17%	1.10%	0.74%	0.91%	1.22%	1.24%	0.95%	1.23%	1.40%	1.14%	1.07%	1.42%
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	0.09%	0.00%	0.01%	0.01%	0.03%	0.07%	0.14%	0.07%	0.08%	0.10%	0.31%	0.14%	0.13%

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	319,159	274,650	295,689	279,829	237,316
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,050	272,619	271,922	269,156	246,240	265,802

Total Billable Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,255	342,207	327,175	324,984	301,735	298,577	319,907	275,590	296,327	280,555	287,672
FY 2008	281,075	266,287	293,952	265,651	264,882	253,779	251,358	242,796	242,773	236,426	217,538	235,973

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	101,781	100,500	106,607	92,178	98,165	93,408	94,155
FY 2008	92,631	64,679	94,004	87,667	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337



FY-08 Ohio CapTel Service Patterns **Case No. 01-2945-TP-COI**



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

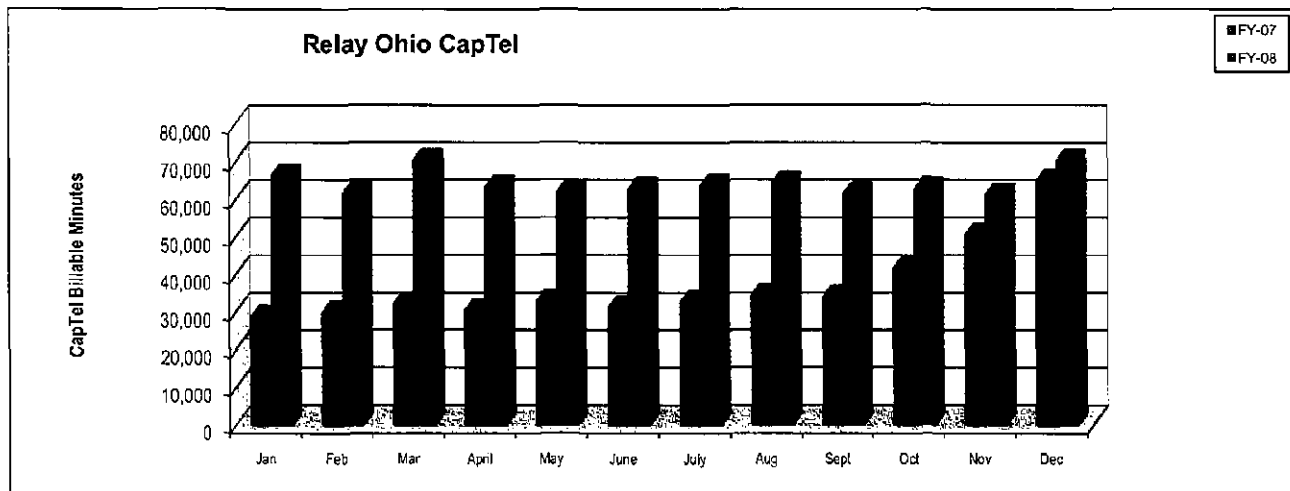
From: Sprint Emma Danielson
Address 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

Ohio Contract calls for Session Minutes

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Billable Minutes	68,470.02	61,780.29	70,580.00	62,691.63	62,040.00	63,038.00	63,947.69	64,538.01	61,603.51	62,901.77	61,477.68	70,511.69		
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	226	226	247	224	216	215	219	169	166	170	167	183	202	923
Average Per Min Per User billed to State	186	170	185	170	164	168	170	171	168	172	169	185	173	711
Number of CapTel Activated	23	23	20	15	22	10	9	8	11	8	8	9	14	103
Number of CapTel Shipped	618	618	629	647	664	682	690	695	706	713	722	733	676	3176
Number of Users/ Participants	357	363	381	373	378	375	380	382	371	371	369	385	374	1852
Occupancy % User	58%	59%	61%	58%	57%	55%	55%	55%	53%	52%	51%	53%	55%	
Average Per call Length Per User	2.87	3.81	2.71	4.16	3.99	5.19	2.51	3.41	2.99	2.65	2.75	2.75	3.31	
CapTel Traffic Patterns													Average	Total
Call In	19609	19091	22371	20987	20282	21054	22142	22126	20416	20461	19119	22047	20,809	249705
Voice In	3686	3528	3714	3285	3428	3358	3330	3560	3353	3319	3272	3568	3,442	41288
Total of Calls	23,194	22,619	26,085	24,272	23,708	24,412	25,472	25,686	23,769	23,780	22,391	25,615	24,048	291,003
Total Session Min													Average	Total
900 Calls	0.00	0.00	0	0		0	0	0		0	0.00	0.00	0	0
Answer Machine	334.43	311.92	447.52	378.92	395.96	430.80	441.94	494.28	454.36	587.25	483.77	501.84	334	5,263
General Assistance	982.51	887.46	1,055.15	944.04	866.99	842.04	968.48	958.00	842.49	779.73	777.62	1,087.36	983	10,962
In 2 Line	6,413.87	5,937.98	7,644.27	7,299.58	6,748.85	7,622.73	7,678.54	7,834.64	7,721.72	7,677.54	7,855.32	9,444.26	6,414	89,879
International	63.13	81.70	48.33	206.79	180.31	143.89	87.95	30.40	187.83	156.03	96.63	33.14	63	1,316
Interstate	18,700.54	17,010.94	19,979.22	18,978.65	18,230.46	16,365.65	16,919.61	18,868.57	16,617.92	18,807.97	17,741.26	18,866.17	18,701	217,137
Intra-state	54,078.71	50,892.94	57,244.43	50,838.41	50,344.33	50,064.99	50,931.91	52,173.90	49,894.94	50,692.54	49,500.03	56,947.45	54,079	623,704
Others	793.04	710.46	826.40	937.19	766.19	1,107.17	1,179.71	1,130.30	1,032.08	1,105.52	967.16	1,043.11	793	11,804
Toll Free	7,892.77	6,203.32	6,861.96	6,116.80	5,955.56	6,062.19	7,126.02	5,732.05	5,118.33	5,925.75	5,628.30	5,143.96	7,893	73,766
Total of Session Min	89,259.00	82,036.62	94,107.28	85,799.38	83,488.67	82,639.46	85,334.16	87,252.14	81,869.67	85,732.33	83,050.09	93,093.29	86,222	1,033,662
Number of Calls by each Traffic Pattern													Average	Total
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	293	270	334	295	308	341	348	353	336	460	360	367	293	4,065
General Assistance	2,812	2,858	3,146	2,820	2,725	2,620	2,976	2,900	2,708	2,514	2,490	3,089	2,812	33,458
2 Line	1,447	1,306	1,888	1,867	1,770	1,948	1,950	2,069	2,028	1,963	1,992	2,195	1,447	22,623
International	9	9	16	24	14	5	8	16	23	17	10	13	9	164
Inter-state	2,569	2,280	2,540	2,448	2,293	2,305	2,395	2,297	2,004	2,165	2,001	2,359	2,569	27,656
Intra-state	14,552	14,515	16,407	15,187	15,163	15,504	16,063	16,383	15,148	14,969	14,109	16,147	14,552	184,127
Others	422	427	648	647	493	662	597	676	614	620	478	558	422	6,842
Toll Free	1,090	954	1,106	984	942	1,027	1,135	1,012	908	1,072	951	887	1,090	12,068
Total	23,194	22,619	26,085	24,272	23,708	24,412	25,472	25,686	23,769	23,780	22,391	25,615	23,194	96,898

Distribution													Average	Total
Inter-state Billable Min	18,700.54	17,010.94	19,979.22	18,978.65	18,230.46	16,365.65	16,919.61	18,898.57	16,617.92	18,807.97	17,741.26	18,866.17	17,966.84	217,136.96
Less International Session Min	63.13	81.70	48.33	205.79	180.31	143.89	87.95	30.40	187.83	156.03	96.63	33.14	114.48	1,316.13
Less Toll Free	4,025.31	3,163.69	3,499.50	3,119.06	3,037.35	3,091.72	3,634.27	2,923.35	2,610.35	3,022.13	2,870.43	2,623.42	3,233.85	37,620.67
2 Line Session Min (11%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	241.45	0.00	241.45
Billable to OH	66,470.02	61,780.29	70,580.13	63,494.88	62,040.55	63,038.20	64,682.33	65,359.82	62,483.57	63,746.20	62,341.77	71,309.11	64,438.87	777,346.88
NECA Billable Minutes	27,926.93	25,428.00	29,817.37	28,484.98	27,343.70	24,528.71	25,298.17	28,189.27	24,948.53	28,179.91	26,531.11	28,173.53	26,885.07	324,850.20

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,566	32,842	31,302	32,690	34,500	34,049	41,610	30,667	65,160	30,943.02	444,534
FY-08	66,470	61,780	70,580	63,494	62,040	63,038	63,848	64,538	61,604	62,902	61,476	70,512	64,567.05	772,283



FY-2008 Ohio CapTel Statistic Charts

Total Number of Calls

Jan	23,194
Feb	22,619
Mar	26,085
Apr	24,272
May	23,708
Jun	24,412
Jul	25,472
Aug	25,686
Sep	23,769
Oct	23,780
Nov	22,391
Dec	25,615

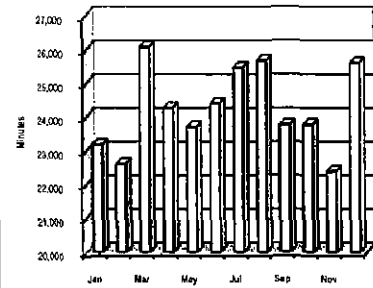
Called by CapTel or Voice Call

	CapTel	Voice
Jan	19,609	3,585
Feb	19,091	3,528
Mar	22,371	3,714
Apr	20,987	3,285
May	20,282	3,426
Jun	21,054	3,358
Jul	22,142	3,330
Aug	22,126	3,560
Sep	20,416	3,353
Oct	20,461	3,319
Nov	19,119	3,272
Dec	22,047	3,568

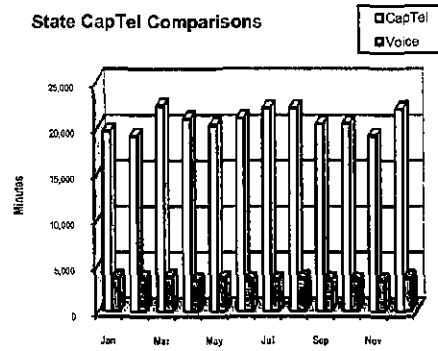
Billable Minutes to State

Jan	66,470.02
Feb	61,780.29
Mar	70,580.00
Apr	63,494.88
May	62,040.55
Jun	63,038.20
Jul	64,692.33
Aug	65,399.82
Sep	62,453.67
Oct	63,746.20
Nov	62,341.77
Dec	70,511.69

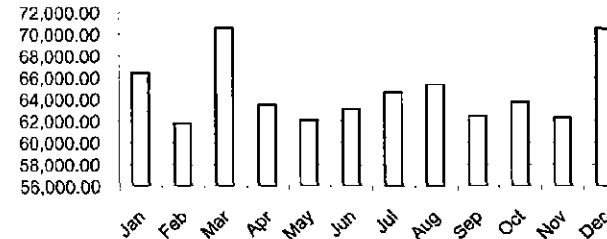
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio





Relay Ohio Traffic Report for Case No. 01-2945-TP-COI FY-2008

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

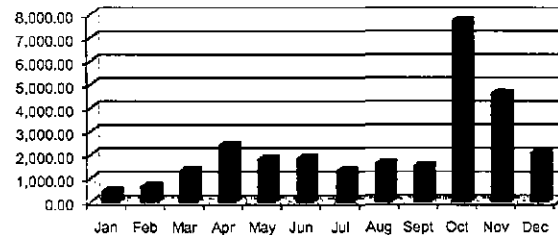
Contract for Session Minutes

Speech to Speech Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Average	Total
Total Session Min	671.52	1,062.97	1,984.43	3,474.44	2,703.40	2,648.00	1,917.06	2,712.85	2,346.88	8,632.49	5,102.18	2,771.04	2,993.96	35927.55
Total Conversation Min	438.42	746.30	1,219.55	2,368.12	1,748.18	1,771.58	1,371.23	2,108.49	1,669.11	3,347.15	2,122.21	1,733.83	1,719.49	20633.87
Loss														
Interstate Session Minutes of Use	65.44	100.28	26.24	154.13	25.25	0.00	4.49	7.56	0.00	131.39	24.34	40.16	48.51	583.27
International Session Minutes of Use	0.00	0.00	0.00	0.00	0.00	0.00	0.00	23.49	0.00	40.03	0.00	0.00	5.29	63.52
Interstate Toll Free Session Minutes of Use 61%	129.51	295.11	605.13	890.23	836.09	686.11	606.12	1,059.35	810.55	731.33	447.17	606.22	641.85	7702.24
Interstate DA Session Minutes of Use	4.89	3.27	0.00	3.04	0.00	0.00	0.00	0.00	0.00	3.19	0.00	0.00	1.20	14.39
900 Session Minutes of Use 61%	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
Total Billable Speech to Speech	471.38	664.21	1,352.06	2,427.04	1,839.06	1,862.89	1,307.44	1,622.14	1,536.02	7,726.55	4,630.67	2,124.67	2,297.01	27564.13

Number of Calls Made
Average Length of Call

Total Numbers of Completed Calls Speech to Speech (STS) Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Local	52	54	74	101	83	112	82	61	83	641	392	164	1899
Interstate	9	6	6	1	1	0	0	0	0	1	0	0	24
International	10	11	1	11	1	0	4	1	0	17	0	7	63
Directory Assistance	18	16	17	19	7	23	17	14	20	24	46	25	245
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	3	0	4	0	0	7
900	0	0	0	0	0	0	0	0	0	0	0	0	0
Loss Toll-Free	17	26	68	93	74	62	65	90	78	96	61	80	784
Misrout 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	106	113	155	225	165	197	188	169	182	786	498	256	3022
Total STS Session Minutes	671.52	1,063	1,984	3,474	2,703	2,549	1,917	2,712	2,346	8,632	5,102	1,733	34899.22
Total STS Billable Minutes	471.38	664.21	1,352.10	2,427.04	1,839.06	1,862.49	1,307.07	1,621.34	1,536.02	7,726.55	4,630.27	1,087.16	26524.65
													0
Ohio STS	471.38	664.21	1,352.06	2,427.04	1,839.06	1,862.89	1,307.44	1,622.14	1,536.02	7,726.55	4,630.67	2,124.67	

Ohio STS FY 2008 (Billable)





Case No. 01-2945-TP-COI

Public Utilities Commission
Address

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

Emma Danielson
2055 W. Lies Avenue, Suite D
Springfield, IL 62704

List of Outreach Activities in 2008

JANUARY	NAME OF THE ACTUAL EVENT	LOCATION	DATE	NUMBER OF ATTENDEES	Relay 711, CapTel, or Both	AUDIENCE: Deaf (D), Hard of Hearing (H) or Both (B))
February						
March						
Sent Relay OH brochures to Rehabilitation services						
Community Emergency Preparedness Information Network training		OSD	3/31/08	40	711 and CapTel	33% deaf and the rest were hearing
April						
May						
Consumer Advisory Group Meeting	ORCC Meeting	Columbus, OH	6/6/08	9	711 and CapTel	8 deaf and 1 hearing
June						
None						
July						
Mailed 25 copies of the 711 Brochures					Relay 711	
August						
September						
Received approximately 15 requests for CapTel and WebCapTel literature					CapTel/WebCapTel	
October						
Allercare of Wadsworth Center for Rehabilitation & Nursing Care Inc.	Sent box of Relay OH brochures				Both	
November						
December						