

FILE

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2055 W. Iles Avenue, Suite D  
Springfield, IL 62704  
Office: 800.315.5309 Fax: 866.410.4260  
TTY: 877.698.5520

**C. Emma Danielson**

Relay Program Manager  
[Emma.danielson@sprint.com](mailto:Emma.danielson@sprint.com)

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PUCO

Date: February 3, 2010

To: **Public Utilities Commission of Ohio Staff**  
Alan Schriber Dan Fullin Lisa Colosimo  
PUCO Docketing Division Beth Blackmer

**Public Utilities Commission of Ohio Advisory Board Group**  
Laura Gold Richard Huebner John Bradley, Jr.

From: C. Emma Danielson, Sprint Relay Program Manager

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

The information provided reflects Ohio Relay Service Traffic reports from July 2009 – December 2010 to follow the new contract date.

Please contact me with any questions or comments you may have regarding this report.

Sincerely,

C. Emma Danielson

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 SM Date Processed FEB 11 2010



To: Public Utilities Commission

From: Sprint

Emma Danielson

Address Beth Blackmer  
180 East Broad Street  
Columbus, OH 43215

Address 2055 W. Iles Avenue, Suite D  
Springfield, IL 62704

2009

2010

TOTAL CALL VOLUME (Outbound)	2009						2010						TOTAL
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY- Baudot	16,173	15,723	14,737	14,869	13,490	13,467							88,459
Turbo Code	7,825	7,712	7,413	6,706	5,972	5,778							41,408
ASCII	91	148	40	101	99	53							532
Voice	8,396	8,519	7,951	7,906	7,088	7,379							47,239
VCO	10,745	11,052	11,207	11,732	11,248	11,571							67,555
HCO	842	750	979	762	683	1,027							5,243
Deaf/Blind ASCII	-	-	-	-	-	-							-
Deaf/Blind Baudot	10	3	74	11	56	12							166
Speech to Speech	669	558	443	273	378	420							2,741
Spanish Calls	1	5	3	5	4	2							20
<b>TOTAL</b>	<b>44,752</b>	<b>44,470</b>	<b>42,847</b>	<b>42,965</b>	<b>39,216</b>	<b>39,709</b>							<b>253,361</b>
<b>% PERCENTAGE OF CALLS</b>													<b>AVERAGE</b>
TTY	36.69%	35.81%	34.76%	35.33%	34.74%	34.28%							35.27%
Turbo Code	17.75%	17.56%	17.48%	15.83%	15.38%	14.71%							16.47%
ASCII	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%							0.21%
Voice	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%							18.84%
VCO	24.38%	25.17%	26.43%	27.88%	28.96%	29.45%							27.05%
HCO	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%							2.10%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Deaf/Blind Baudot	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%							0.07%
<b>TOTAL NUMBERS OF COMPLETED RELAYED CALLS</b>													<b>TOTAL</b>
Local	29,308	29,156	26,475	28,004	26,153	26,536							167,633
Intrastate (Intralata)	164	151	179	125	109	231							959
Intrastate (Interlata)	401	386	366	375	365	360							2,253
Interstate Calls	1,113	1,178	1,115	905	714	784							6,809
Toll Free	2,980	3,080	2,842	3,071	2,782	2,943							17,698
Directory Assistance	153	124	110	120	95	101							703
900 (Attempted)	-	-	-	-	-	-							-
International	13	56	200	38	10	2							319
Marine (Attempted)	-	-	-	-	-	-							-
Other Calls	-	-	-	-	-	-							-
<b>TOTAL COMPLETED</b>	<b>34,132</b>	<b>34,131</b>	<b>33,288</b>	<b>32,638</b>	<b>30,228</b>	<b>30,957</b>							<b>195,374</b>
Busy Ring No answer	9,960	9,776	9,113	9,449	8,608	8,330							55,226
<b>TOTAL OUTBOUND</b>	<b>44,082</b>	<b>43,907</b>	<b>42,401</b>	<b>42,087</b>	<b>38,836</b>	<b>39,287</b>							<b>250,600</b>
General Assistance	25,446	25,185	23,157	24,742	22,900	24,103							145,534
<b>TOTAL Relayed Calls</b>	<b>69,528</b>	<b>69,093</b>	<b>65,558</b>	<b>66,829</b>	<b>61,736</b>	<b>63,390</b>							<b>396,134</b>

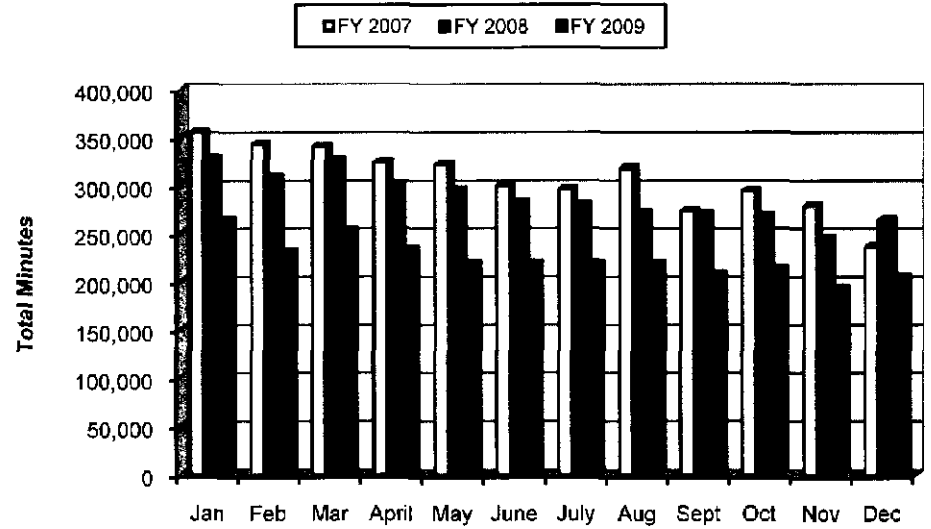
<b>MINUTES OF SERVICE</b>												<b>TOTAL</b>
<b>Total Conversation Minutes</b>	149,152.13	147,911.07	144,536.68	146,827.00	131,667.60	142,238.32						862,332.80
<b>Total Session Minutes</b>	<b>219,882.55</b>	<b>219,526.83</b>	<b>208,348.13</b>	<b>214,788.50</b>	<b>184,367.78</b>	<b>206,253.77</b>						1,263,167.56
Less Interstate	9,021.82	8,998.88	8,328.60	7,711.07	6,396.47	9,107.40						49,564.24
Less International	87.98	392.80	822.67	257.43	86.38	28.78						1,655.84
Less 800 Toll-Free	16,195.77	16,977.95	15,309.96	16,730.21	15,082.94	16,489.00						96,873.87
Less Directory Session Min	68.38	61.17	75.83	107.95	56.33	23.13						392.79
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00						0.00
<b>Billable Minutes</b>	<b>194,508.68</b>	<b>193,096.19</b>	<b>183,731.87</b>	<b>189,973.84</b>	<b>172,785.86</b>	<b>180,605.46</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,114,880.82</b>
<b>Billable Minutes (STS)</b>	<b>4,683.40</b>	<b>3,836.39</b>	<b>3,028.89</b>	<b>2,180.54</b>	<b>2,150.87</b>	<b>3,520.59</b>						19,392.68
<b>NUMBER OF CALLS TO RELAY</b>												<b>TOTAL</b>
Offered	57,926	58,058	55,182	55,778	50,734	52,989						330,667
Answered	55,985	55,892	52,824	53,952	49,859	52,067						33,249
In Queue	57,926	58,058	55,182	55,778	50,734	52,989						330,667
Abandoned in Queue	1,941	2,166	2,358	1,826	875	922						10,088
<b>AVERAGE NUMBER OF CALLS - STS not included</b>												<b>AVERAGE</b>
Weekend	1,502	789	1,439	1,473	1,392	1,378						1328.83
Weekday	2,500	1,269	2,457	2,435	2,343	2,277						2213.50
<b>AVERAGE NUMBER OF CALLS IN SESSION MINUTES</b>												<b>AVERAGE</b>
Session Minutes	3.92	3.92	3.94	3.97	3.89	3.96						3.93
Conversation Minutes	2.65	2.64	2.73	2.72	2.63	2.72						2.68
Avg. Length of Completed Calls	6.63	6.55	6.32	6.66	6.48	6.82						6.58
<b>AVERAGE SPEED OF ANSWER</b>												<b>AVERAGE</b>
Service Level	94.0%	92.0%	92.0%	93.0%	96.0%	97.0%						94.00%
ASA	1.8	2.1	2.3	1.9	1.2	1.0						171.67%
<b>CUSTOMER CONTACTS</b>												<b>TOTAL</b>
Complaints	4	9	-	11	2	5						31
Commendations	3	9	2	10	12	10						46
Inquiries/Other	159	222	241	389	111	591						1,713
<b>Total</b>	<b>166</b>	<b>240</b>	<b>243</b>	<b>410</b>	<b>125</b>	<b>806</b>						<b>1,790</b>
<b>Relay Conference Captioning</b>												
RCC Minutes (effective 7/1/2009)	0	0	0	0	0	0						

# FY 2009 Relay Ohio Charts

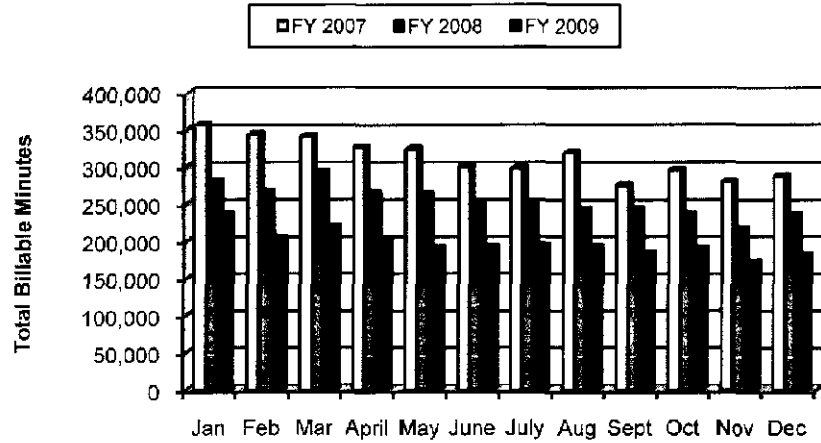
## Average Percentage of Relay Usage



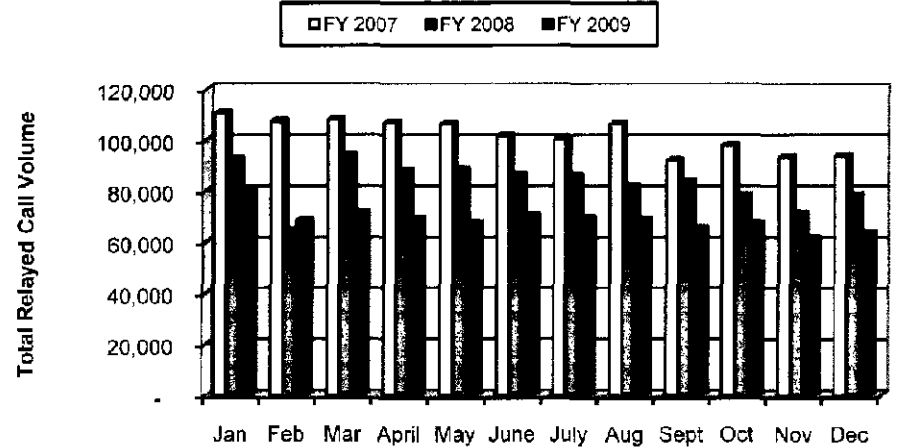
## Relay Ohio Total Minutes



## Total Billable to Ohio Minutes



## Total Call Volume



**Relay Usage**

**2009**

**2010**

	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	35.27%	36.69%	35.81%	34.76%	35.33%	34.74%	34.28%						
Turbo Code	16.47%	17.75%	17.56%	17.48%	15.93%	15.38%	14.71%						
ASCII	0.21%	0.21%	0.34%	0.09%	0.24%	0.25%	0.13%						
Voice	18.84%	19.05%	19.40%	18.75%	18.78%	18.25%	18.78%						
VCO	27.05%	24.38%	25.17%	26.43%	27.88%	28.96%	29.45%						
HCO	2.10%	1.91%	1.71%	2.31%	1.81%	2.27%	2.61%						
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
Deaf/Blind Baudot	0.07%	0.02%	0.01%	0.17%	0.03%	0.14%	0.03%						

**Total Minutes**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,355	343,570	341,527	325,417	323,206	300,820	297,615	319,169	274,650	295,689	279,829	237,316
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

**Total Billable Minutes**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	356,926	344,295	342,207	327,175	324,984	301,735	298,577	319,907	275,590	296,327	280,555	287,672
FY 2008	281,075	266,297	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

**Total Relayed Call Volume**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2007	110,733	107,517	108,087	107,042	106,447	101,761	100,500	106,607	92,178	98,165	93,408	94,155
FY 2008	92,631	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

Sprint

**FY-09 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 Emma Danielson**  
 Address: **2055 W. Iles Avenue, Suite D**  
 Springfield, IL 62704

Ohio Contract calls for Session Minutes

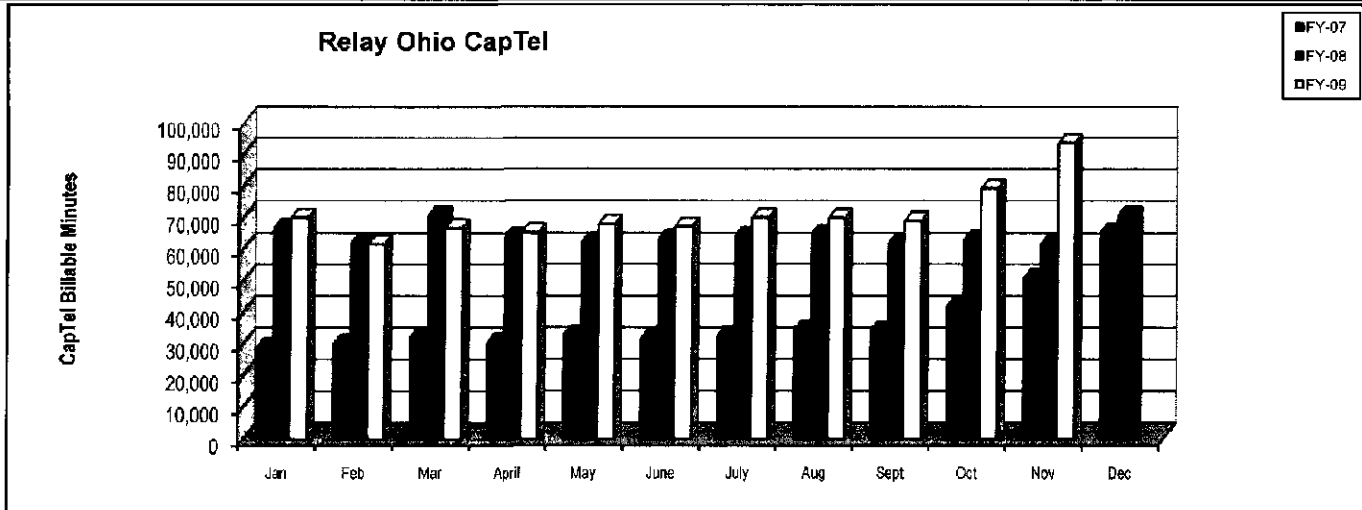
2009

2010

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
<b>Billable Minutes</b>	<b>69,858.57</b>	<b>68,825.65</b>	<b>67,885.87</b>	<b>78,051.28</b>	<b>92,289.47</b>	<b>114,385.18</b>								
Spanish Billable Minutes	0	0	0	0	0	0		0	0	0	0	0	0	0
Average Per Min Per User	207	209	205	185	172	165							191	923
Average Per Min Per User billed to State	169	167	165	153	141	135	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!	711
Number of CapTel Activated	21	19	13	99	161	161							78	103
Number of CapTel Shipped	823	839	855	1026	1206	1206							993	3176
Number of Users/ Participants	413	418	416	517	661	656							647	1652
Occupancy % User	50%	50%	49%	50%	55%	71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	55%	
Average Per call Length Per User	2.62	2.57	2.74	2.72	2.79	2.64	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.51	
<b>CapTel Traffic Patterns</b>													<b>Average</b>	<b>Total</b>
Call In	23036	22830	21112	24268	27354	35887							25,746	154477
Voice In	3677	3939	3627	4437	5783	7359							4,804	28822
<b>Total of Calls</b>	<b>26,713</b>	<b>26,769</b>	<b>24,739</b>	<b>28,695</b>	<b>33,137</b>	<b>43,246</b>	0	0	0	0	0	0	<b>30,660</b>	<b>183,299</b>
<b>Total Session Min</b>													<b>Average</b>	<b>Total</b>
900 Calls	0	0.00	0	0	0	0							0	0
Answer Machine	571.75	481.20	527.62	739.58	690.40	701.38							572	3,712
General Assistance	1358.99	1,212.51	981.36	1,198.19	1,649.68	2,361.42							1,369	8,762
In 2 Line	9,716.24	8,176.43	10,057.44	9,310.28	9,598.95	10,224.11							9,716	57,083
International	119.48	20.07	94.49	155.80	154.13	193.17							119	737
Interstate	14,382.29	17,828.41	16,274.02	17,517.15	19,425.34	25,419.70							14,382	110,847
Intrastate	54,943.01	55,722.13	52,829.31	62,859.93	75,198.51	96,115.13							54,943	397,659
Others	1,379.52	1,691.14	1,848.87	1,687.11	1,946.15	1,467.34							1,380	10,020
Toll Free	6,036.43	5,205.22	5,198.78	6,694.53	8,697.26	9,429.49							6,036	41,262
<b>Total of Session Min</b>	<b>88,507.71</b>	<b>90,337.11</b>	<b>87,811.88</b>	<b>100,162.60</b>	<b>117,360.42</b>	<b>145,911.74</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>105,015</b>	<b>630,091</b>
<b>Number of Calls by each Traffic Pattern</b>													<b>Average</b>	<b>Total</b>
900 Call	0	0	0	0	0	0							0	0
Answer Machine	421	374	338	492	452	494							421	2,569
General Assistance	3,587	3,153	2,718	3,262	4,177	6,060							3,587	22,957
2 Line	2,344	2,242	2,160	2,161	2,258	2,593							2,344	13,758
International	7	7	11	10	38	38							7	111
Inter-state	2,354	2,795	2,552	3,183	3,010	3,762							2,354	17,656
Intra-state	16,348	16,572	15,367	17,746	21,069	28,025							16,348	116,127
Others	610	631	664	734	772	658							610	4,089
Toll Free	1,042	995	931	1,107	3,161	1,616							1,042	8,852
<b>Total</b>	<b>26,713</b>	<b>26,769</b>	<b>24,739</b>	<b>28,695</b>	<b>34,937</b>	<b>43,246</b>	0	0	0	0	0	0	<b>26,713</b>	<b>96,998</b>

Distribution												Average	Total	
Inter-state Billable Min	14,382.29	17,828.41	16,274.02	17,517.18	19,425.34	25,419.70	0.00	0.00	0.00	0.00	0.00	0.00	12,316.33	110,846.94
Less International Session Min	119.48	20.07	94.49	155.80	154.13	193.17	0.00	0.00	0.00	0.00	0.00	0.00	81.90	737.14
Less Toll Free	3,078.56	2,654.66	2,651.38	3,414.21	4,435.60	4,809.04	0.00	0.00	0.00	0.00	0.00	0.00	2,338.16	21,043.47
2 Line Session Min (11%)	1,068.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	118.75	1,068.79
Billable to OH	69,858.57	69,833.97	68,791.99	79,075.41	93,345.35	115,489.83	0.00	0.00	0.00	0.00	0.00	0.00	55,155.01	496,385.12
NECA Billable Minutes	21,549.09	26,584.40	24,342.78	26,256.40	29,097.89	38,068.52	0.00	0.00	0.00	0.00	0.00	0.00	18,433.23	165,899.08

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,958	32,215	30,598	32,842	31,302	32,890	34,500	34,049	41,810	50,687	65,160	30,843.02	444,534
FY-08	66,470	61,780	70,580	63,494	62,040	63,038	63,847	64,538	61,603	62,901	61,477	70,511	64,567.00	772,279
FY-09	69,859	61,535	66,513	65,105	67,747	66,945	69,858	69,834	68,792	79,075	93,345		66,284.10	778,608





Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-2009 - 2010

Speech to Speech



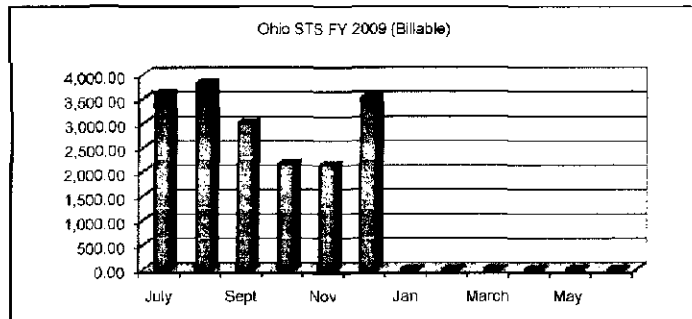
To: Public Utilities Commission  
 Address: Beth Blackmer  
 180 East Broad Street  
 Columbus, OH 43215

From: Sprint  
 Address: Bruce Dantelism  
 2065 W. Ras Avenue, Suite D  
 Springfield, IL 62704

Contract for Session Minutes	2009						2010						Average	Total
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Speech to Speech Minutes	6,532.98	4,989.85	3,479.32	2,847.21	2,914.59	4,283.24							4,191.00	25145.89
Total Conversation Min	3,857.21	2,438.41	1,844.53	1,805.58	1,778.04	1,904.41							2,271.35	13628.16
<i>Less:</i>														
Interstate Session Minutes of Use	1,407.02	242.59	3.57	14.29	61.14	10.38							299.83	1798.99
International Session Minutes of Use	30.15	0.00	0.00	0.00	0.00	0.00							5.03	30.15
Interstate Toll Free Session Minutes of Use 51%	1,467.02	877.22	154.86	662.19	702.53	752.10							817.65	4905.92
Interstate DA Session Minutes of Use	51.23	33.11	0.00	0.00	0.00	0.00							14.09	84.34
800 Session Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00							0.00	0
Total Billable Speech to Speech	3,616.66	3,836.63	3,020.89	2,180.73	2,150.92	3,520.76	0.00	0.00	0.00	0.00	0.00	0.00	1,827.22	18328.49

Number of Calls Made  
 Average Length of Call

Total Numbers of Completed Calls - Speech to Speech (STS) Calls	2009						2010						Total
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Local	310	275	252	154	197	216							1494
Intrastate	0	1	5	4	5	4							19
Interstate	53	15	0	0	0	2							56
Directory Assistance	32	26	54	15	17	15							159
General Assistance	0	0	6	0	0	0							6
International	1	0	0	0	0	0							1
800	0	0	0	0	0	0							0
Less Toll-Free	192	149	71	67	99	75							663
Marine Calls	0	0	0	0	0	0							0
Busy Ring/No Answer	0	0	0	0	0	0							0
Other Calls	0	0	0	0	0	0							0
Total STS Calls	728	436	382	240	321	312							2222
Total STS Session Minutes	6,532	4,990	3,479	2,847	2,915	4,283							26145.57
Total STS Billable Minutes	3,617	2,438	3,020	2,180	2,150.92	3,520.59							16986.52
													0
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Ohio STS	3,616.66	3,836.63	3,020.89	2,180.73	2,150.92	3,520.76	0.00	0.00	0.00	0.00	0.00	0.00	0



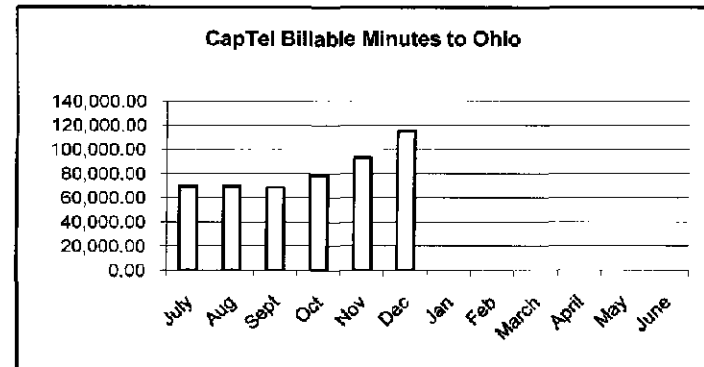
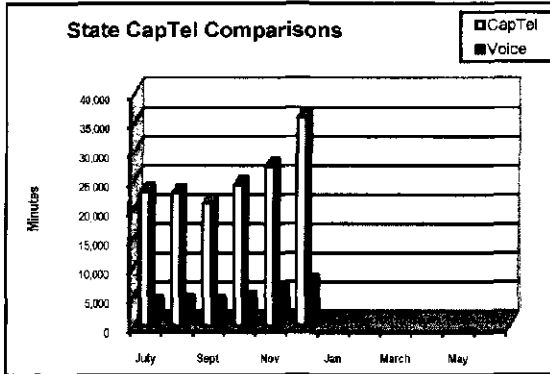
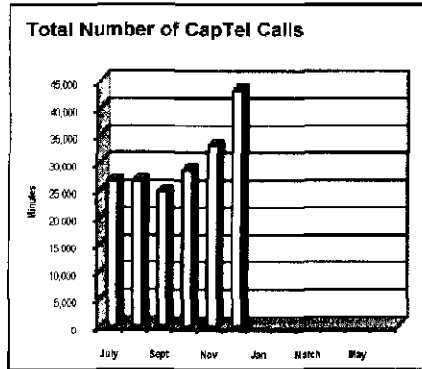


### FY-2009 Ohio CapTel Statistic Charts

Total Number of Calls	
July	26,713
Aug	26,769
Sept	24,739
Oct	28,695
Nov	33,137
Dec	43,246
Jan	
Feb	
March	
April	
May	
June	

Called by CapTel or Voice Caller		
	CapTel	Voice
July	23,036	3,677
Aug	22,830	3,939
Sept	21,112	3,627
Oct	24,258	4,437
Nov	27,354	5,783
Dec	35,887	7,359
Jan		
Feb		
March		
April		
May		
June		

Billable Minutes to State	
July	69,858.57
Aug	69,833.97
Sept	66,791.99
Oct	79,075.41
Nov	93,345.35
Dec	115,489.83
Jan	
Feb	
March	
April	
May	
June	





To: Public Utilities Commission

Beth Blackmer  
180 East Broad Street  
Columbus, OH 43215

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

## Ohio Relay Outreach Report - 7-2009 to 6-2010

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
<b>Jul-09</b>								
Jul-09	Contractor training	Columbus	Trainers	5	Pr/Demo	PP Present	Yes	Trainers ready to
7/23/2009	Contractor training	Columbus	Trainers	7	Pres	PP Present	Yes	go and educate Ohioans @ Relay Ohio and CapTel
<b>Aug-09</b>								
8/31/2009	Franklin County Fall Kickoff	Columbus	Franklin County employees and downtown employees employers	200	Exhibit /Demo	Relay Ohio Materials	Yes	CapTel and Relay Ohio materials were distributed. Showed demos on how CapTel worked.
8/31/2009	Contractor training	Columbus	Trainer	1	Pr/Demo	Relay Ohio Materials	Yes	6th trainer on board now with emphasis on hard of hearing community and CapTel
<b>Sep-09</b>								
9/1/2009	CapTel Training	Columbus	1 New CapTel User	1	Demo	CapTel	Yes	Client needed assistance on how to use CapTel. New CapTel User.
9/12/2009	HAAA Northern Ohio Chapter	Painesville	HAAA Members		Pr/Demo	CapTel	Yes	CapTel and Relay Ohio materials were distributed. CapTel 800i generated a lot of interest
9/13/2009	Columbus Colony's Annual Fall Festival	Westerville	Deaf and Hard of Hearing Senior Citizens	150	Exhibit	Relay Ohio & CapTel Materials	Yes	CapTel and Relay Ohio materials were distributed. CapTel 800i generated a lot of interest

9/14/2009	Wayne Manor Assisted Living	Wooster	Senior Citizens				Yes	CapTel and RRC generated a lot of interest
9/15/2009	Ohio Rehabilitation Services Commission	Worthington	Providers	35	Exhibit	Relay Ohio & CapTel Materials	Yes	CapTel and RRC generated a lot of interest
9/16/2009	AT Workshop	Lancaster	Independent Living Centers and Providers	88	Exhibit/ Demo	Relay Ohio & CapTel Materials	Yes	Has a large population of people with speech impairments. CapTel was main focus but Relay Ohio was covered too.
9/19/2009	HLAA Wayne & Holmes County Chapter	Wooster	HLAA Members	5	Present/Demo	Relay Ohio/CapTel	Yes	Increased awareness about CapTel services.
9/21/2009	HLAA Wayne & Holmes County Chapter	Orrville	HLAA Members	11	Present/Demo	Relay Ohio/CapTel	Yes	CapTel generated a lot of interest and gave CapTel News from website too
9/28/2009	Wesley Glen Retirement Center	Columbus	Senior Citizens	24	Present	CapTel & Relay Ohio	Yes	Several Seniors plans to purchase CapTel phones to use the services.
Oct-09								
10/1/2009	CapTel Training	Columbus	1 New CapTel Trainer	1	Present/Demo	PP Present, CapTel & Relay Ohio	Yes	8th trainer on board now with capacity to travel around the State of Ohio to do Relay Ohio and CapTel
10/15/2009	Wesley Glen Retirement Center	Columbus	Senior Citizens	14	Exhibit	CapTel & Relay Ohio	Yes	More possible CapTel buyers and users
10/27/2009	Walmart Distribution Center	Grove City	Managers	9	Present	CapTel & Relay Ohio	Yes	Increased knowledge about CapTel and Relay Ohio services for their employees
10/29/2009	Huntington Bank Disability Fair	Easton	Huntington Bank Employees	22	Exhibit /Demo	CapTel & Relay Ohio	Yes	Increased knowledge about CapTel and Relay Ohio services for their employees
10/29/2009	South Range School District	North Lima	School Nurse & Supertindent	4	Present/Demo	CapTel	Yes	School district is buying for their employee to help her retain her job
10/31/2009	Akron General Health & Wellness Center - West	Akron	Hard of Hearing and Senior Citizens	30	Present/Demo/ Exhibit	CapTel	Yes	Educated more people about CapTel and its features

<b>Nov-09</b>								
11/7/2009	Ohio DEAFair 2009	Columbus	Deaf, Hard of Hearing, Senior Citizens from Ohio and neighboring states	1,000	Exhibit/Demo	CapTel & Relay Ohio	Yes	Educated a lot of people on CapTel features and options; Relay Ohio services esp HCO and VCO
11/7/2009	HAAA Meeting	Englewood	HAAA Members	6	Present/Demo	CapTel & Relay Ohio	Yes	Generated interest in buying CapTel phones
11/11/2009	One Stop - SuperJobs Center	Cincinnati	Staff working with deaf and hard of hearing customers	6	Presentation/Demo	CapTel	Yes	Educated on what CapTel and other Relay Ohio services can be provided for their customers
11/16/2009	Clermont County Developmental Disabilities Vendor Fair	Clermont County	Staff working with deaf and hard of hearing customers	150	Exhibit/Demo	CapTel & Relay Ohio	Yes	Educated Staff on CapTel and Relay Ohio services
11/23/2009	Olentangy School District-Scioto Ridge Elementary Cultural Fair	Powell	Hard of Hearing Student, Counselor, Mother & Teacher	4	Exhibit/Demo	CapTel	Yes	Mother wants 11 year old son to have CapTel for their home as well as for school. CapTel for home will happen but not sure about school.
<b>Dec-09</b>								
12/29/2009	Columbus Blue Jackets	Columbus	General Public	5,000	Exhibit	CapTel & Relay Ohio	Yes	Educated a lot of people on CapTel features and options; Relay Ohio services esp HCO and VCO
<b>TOTAL</b>				<b>6,773</b>				