

FILE

13

Sprint

# Relay Ohio Traffic Report

FY-2010-2011

Case No. 08-439-TP-COI



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

RECEIVED-DOCKETING DIV  
2011 APR 11 AM 10:10  
PUCO

TOTAL CALL VOLUME (Outbound)	2010						2011						TOTAL
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
TTY-Baudot	11,188	9,894	10,460	9,513	9,528	10,432	9,311	8,894					79,220
Turbo Code	5,168	4,967	4,644	4,063	4,279	5,251	3,764	3,520					35,676
ASCII	85	61	21	118	31	14	100	24					454
Voice	7,304	6,952	5,967	6,088	5,907	6,867	5,465	4,971					48,521
VCO	8,844	8,812	8,584	8,333	8,243	8,590	6,702	6,998					64,106
HCO	674	735	644	673	596	617	548	678					5,165
Deaf/Blind ASCII	-	-	-	-	-	-	-	-					-
Deaf/Blind Baudot	15	8	8	8	3	2	6	-					50
Speech to Speech	251	290	402	214	154	240	197	195					1,951
Spanish Calls	1	1	4	2	5	2	-	4					19
<b>TOTAL</b>	<b>33,538</b>	<b>31,748</b>	<b>30,734</b>	<b>29,912</b>	<b>28,748</b>	<b>32,815</b>	<b>26,083</b>	<b>25,284</b>					<b>227,162</b>
<b>% PERCENTAGE OF CALLS</b>													<b>AVERAGE</b>
TTY	33.62%	31.46%	34.49%	33.04%	33.33%	32.83%	35.96%	35.46%					33.77%
Turbo Code	15.53%	15.66%	15.31%	14.11%	14.97%	16.53%	14.54%	14.03%					15.11%
ASCII	0.26%	0.19%	0.07%	0.41%	0.11%	0.04%	0.38%	0.10%					0.28%
Voice	21.95%	22.11%	19.67%	21.14%	20.66%	21.61%	21.10%	19.82%					21.01%
VCO	26.58%	28.02%	28.30%	28.94%	28.83%	27.04%	25.88%	27.90%					27.69%
HCO	2.03%	2.34%	2.12%	2.34%	2.08%	1.94%	2.12%	2.70%					2.21%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
Deaf/Blind Baudot	0.05%	0.03%	0.03%	0.03%	0.01%	0.01%	0.02%	0.00%					0.02%
<b>TOTAL NUMBERS OF COMPLETED RELAYED CALLS</b>													<b>TOTAL</b>
Local	21,458	20,271	19,054	19,448	18,941	21,170	16,982	16,396					153,728
Intrastate (Intralata)	126	101	138	127	222	89	65	86					854
Intrastate (Interlata)	435	476	224	205	261	272	206	290					2,368
Interstate Calls	668	671	609	506	673	743	619	463					4,952
Toll Free	2,135	2,236	2,560	2,169	2,150	2,522	2,395	2,262					18,418
Directory Assistance	100	83	73	77	68	89	53	101					644
900 (Attempted)	-	-	-	-	-	-	-	-					-
International	3	4	11	7	2	1	3	2					33
Marine (Attempted)	-	-	-	-	-	-	-	-					-
Other Calls	-	-	-	-	-	-	-	-					-
<b>TOTAL COMPLETED</b>	<b>24,925</b>	<b>23,842</b>	<b>22,668</b>	<b>22,538</b>	<b>22,317</b>	<b>24,886</b>	<b>20,313</b>	<b>19,600</b>					<b>181,288</b>
Busy Ring No answer	8,353	7,607	7,460	6,257	6,270	6,887	5,583	5,485					53,902
<b>TOTAL OUTBOUND</b>	<b>24,925</b>	<b>31,449</b>	<b>30,328</b>	<b>28,796</b>	<b>28,587</b>	<b>31,773</b>	<b>25,896</b>	<b>25,085</b>					<b>226,839</b>
General Assistance	20,258	19,978	19,054	19,817	19,975	19,908	20,008	17,165					158,164
<b>TOTAL Relayed Calls</b>	<b>45,184</b>	<b>51,427</b>	<b>49,382</b>	<b>48,613</b>	<b>48,562</b>	<b>51,881</b>	<b>45,904</b>	<b>42,280</b>					<b>391,983</b>

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 Technician SM Date Processed APR 11 2011

MINUTES OF SERVICE											TOTAL
Total Conversation Minutes	105,760.00	105,078.78	100,297.92	97,870.55	89,748.67	110,363.52	96,551.57	93,818.62			809,486.63
Total Session Minutes	160,777.22	155,319.37	150,476.50	146,603.75	145,588.92	161,342.52	146,154.98	135,060.68			1,201,323.94
Less Interstate	6,006.08	5,312.82	5,020.35	4,201.32	5,726.53	5,928.15	5,474.80	4,414.82			42,084.87
Less International	21.60	26.60	84.33	35.65	30.28	12.67	5.87	12.02			229.22
Less 800 Toll-Free	11,727.36	12,595.79	13,778.95	12,185.64	12,486.72	14,114.23	12,516.39	12,889.94			102,296.02
Less Directory Session Min	75.98	33.38	55.68	18.47	59.77	12.62	10.35	15.33			281.58
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
800 Minutes	142,944.30	137,388.39	131,536.19	128,182.87	127,288.82	141,877.35	128,147.37	117,728.37	0.00	0.00	1,066,432.25
900 Minutes	1,804.12	2,331.79	1,740.71	2,088.88	1,375.13	1,465.17	1,507.61	1,332.31			18,504.23
NUMBER OF CALLS TO RELAY											TOTAL
Offered	45,106	43,877	41,819	41,802	41,939	44,611	40,378	36,788			336,420
Answered	43,992	42,759	40,728	40,916	40,539	43,178	39,441	35,477			33,249
In Queue	45,106	43,877	41,819	41,802	41,939	44,611	40,378	36,788			336,420
Abandoned in Queue	1,114	1,118	1,091	886	1,400	1,433	937	1,311			9,380
AVERAGE NUMBER OF CALLS - STS not Included											AVERAGE
Weekend	1,193	1,152	1,138	1,042	1,093	1,147	955	987			1088.38
Weekday	1,945	1,866	1,831	1,819	1,810	1,848	1,731	1,718			1821.00
AVERAGE NUMBER OF CALLS IN SESSION MINUTES											AVERAGE
Session Minutes	3.65	3.64	3.7	3.57	3.59	3.74	3.71	3.81			3.88
Conversation Minutes	2.4	2.46	2.47	2.39	2.46	2.56	2.45	2.65			2.48
Avg. Length of Completed Calls	6.54	6.61	6.7	6.62	6.57	6.53	7.25	6.94			6.72
AVERAGE SPEED OF ANSWER											AVERAGE
Service Level	95.0%	95.0%	95.0%	94.0%	93.0%	93.0%	94.0%	92.0%			93.88%
ASA	1.5	1.5	1.5	1.6	2.1	2.1	1.7	2.7			183.75%
CUSTOMER CONTACTS											TOTAL
Complaints	9	1	-	2	1	8	2	19			42
Commendations	5	3	7	7	2	4	5	8			42
Inquiries/Other	592	450	416	338	288	245	384	313			3,028
Total	606	454	423	347	291	257	392	340			3,110
Relay Conference Captioning											TOTAL
RCC Minutes (effective 7/1/2009)	0	0	0	0	45	0	0	0			

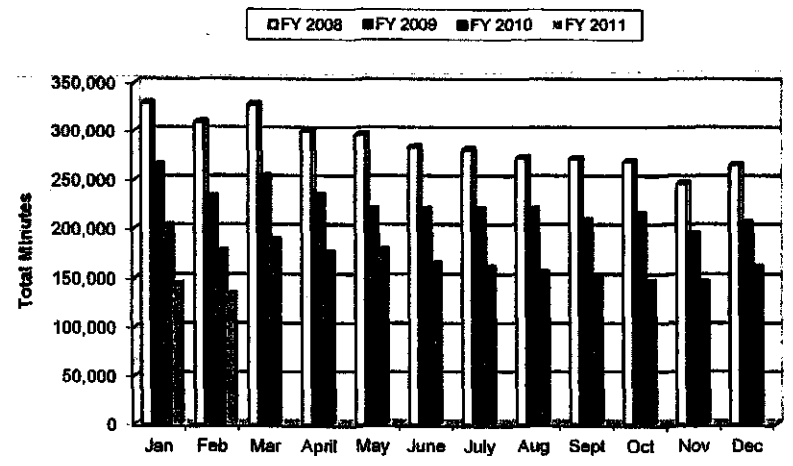
### FY 2010-2011 Relay Ohio Charts

**Average Percentage of Relay Usage**

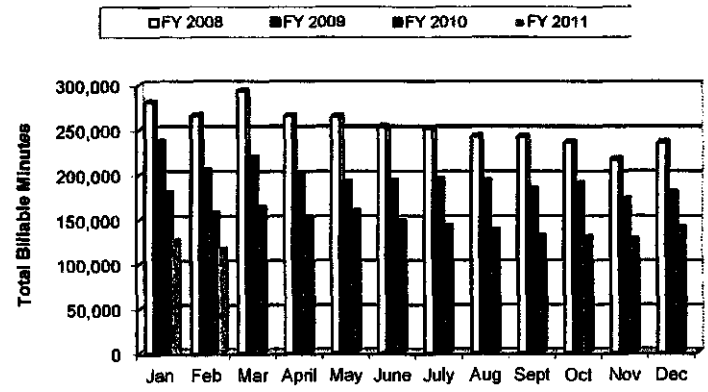


- TTY
- Turbo Code
- ASCII
- Voice
- VCO
- HCO
- Deaf/Blind ASCII
- Deaf/Blind Baudot

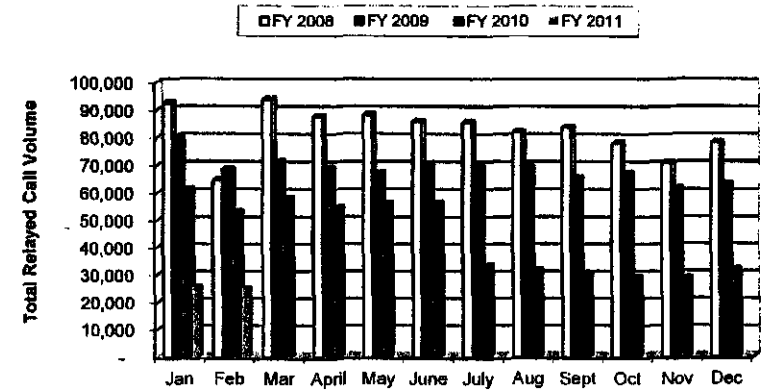
**Relay Ohio Total Minutes**



**Total Billable to Ohio Minutes**



**Total Call Volume**



**Relay Usage**

**2010**

**2011**

	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	33.77%	33.62%	31.46%	34.49%	33.04%	33.33%	32.83%	35.96%	35.46%				
Turbo Code	15.11%	15.53%	15.86%	15.31%	14.11%	14.97%	16.53%	14.54%	14.03%				
ASCII	0.20%	0.26%	0.19%	0.07%	0.41%	0.11%	0.04%	0.39%	0.10%				
Voice	21.01%	21.95%	22.11%	19.67%	21.14%	20.66%	21.61%	21.10%	19.82%				
VCO	27.69%	26.58%	28.02%	28.30%	28.94%	28.83%	27.04%	25.88%	27.90%				
HCO	2.21%	2.03%	2.34%	2.12%	2.34%	2.08%	1.94%	2.12%	2.70%				
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Deaf/Blind Baudot	0.02%	0.05%	0.03%	0.03%	0.03%	0.01%	0.01%	0.02%	0.00%				

**Total Minutes**

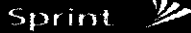
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	265,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,788	194,367	206,253
FY 2010	202,844	177,451	187,967	175,866	178,617	164,745	160,777	155,319	150,477	146,604	145,589	161,343
FY 2011	146,155	135,061										

**Total Billable Minutes**

	Jan	Feb	Mar	April	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	127,266	141,275
FY 2011	128,148	117,729										

**Total Relayed Call Volume**

	Jan	Feb	Mar	April	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										



## FY-10/11 Ohio CapTel Service Patterns Case No. 08-439-TP-COI



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

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

### Ohio Contract calls for Session Minutes

	2010						2011						Average	Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
<b>Billable Minutes</b>	194,611.88	136,739.54	136,957.25	142,235.95	142,765.37	164,612.58	163,845.74	147,374.06						
<b>Spanish Billable Minutes</b>	0	0	0	0	0	0	0	0					0	0
<b>Average Per Min Per User</b>	138	139	144	143	141	158	157	145	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	923
<b>Average Per Min Per User billed to State</b>	138	138	133	133	132	148	148	138	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	711
<b>Number of CapTel Activated</b>	67	72	58	56	58	81	59	35					61	183
<b>Number of CapTel Shipped</b>	78	82	56	60	83	98	48	42					67	3176
<b>Number of CapTels NOT Activated</b>	11	10	-2	4	25	17	-19	7	0	0	0	0		
<b>Number of Users/ Participants</b>	975	999	968	992	1,010	1,041	1,042	1,018					1,006	1652
<b>Number of New Users/Participants</b>	44	24	-31	24	18	31	1	-24						
<b>Occupancy % User</b>	56%	29%	-55%	40%	22%	32%	3%	-57%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1493%	
<b>Average Per call Length Per User</b>	2.53	2.59	2.66	2.59	2.73	2.79	2.91	2.85	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.51	

CapTel Traffic Patterns													Average	Total	
<b>Call In</b>	42,614	44,625	42,324	44,262	42,208	47,120	45,404	41,264						43,728	348821
<b>Voice In</b>	10,546	10,770	9,975	10,556	10,143	11,837	10,991	10,535						10,689	85953
<b>Total of Calls</b>	53,160	55,395	52,299	54,818	52,351	58,957	56,395	51,799	0	0	0	0	0	54,417	435,174

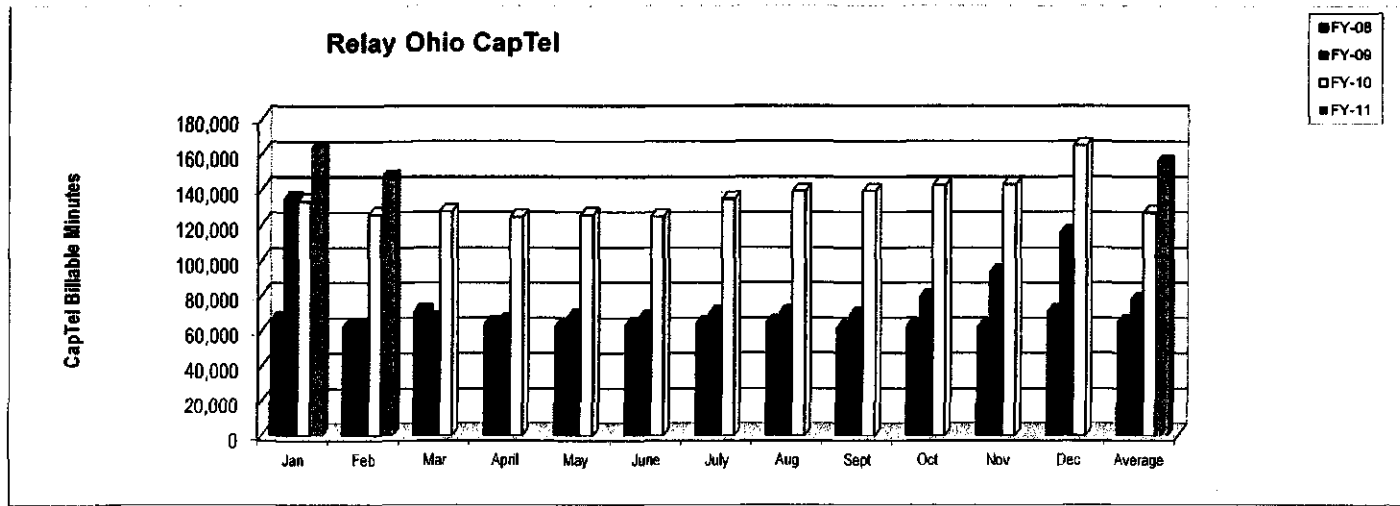
Total Session Min													Average	Total	
<b>900 Calls</b>	0	0	0	0	0	0	0.82	0						0	2
<b>Answer Machine</b>	745.21	867.12	725.50	964.99	813.60	846.10	679.09	627.72						746	6,289
<b>General Assistance</b>	3112.89	2,819.20	2,537.36	2,745.74	2,667.20	3,436.34	3066.79	3,393.37						3,113	23,779
<b>In 2 Line</b>	10,867.84	11,081.31	11,770.95	11,224.68	10,958.16	10,556.77	9,687.92	9,880.01						10,868	86,828
<b>International</b>	82.73	183.97	184.95	161.00	169.85	61.47	56.23	73.78						83	974
<b>Interstate</b>	22,016.34	19,904.92	19,457.74	17,976.96	17,854.12	20,963.91	21,718.37	18,855.98						22,016	156,749
<b>Intrastate</b>	113,417.89	117,180.21	116,540.74	120,901.02	121,711.27	143,154.60	143,448.45	127,628.87						113,418	1,003,981
<b>Others</b>	2,488.14	2,161.73	1,912.32	1,899.27	1,208.48	1,226.49	1,341.01	1,110.37						2,488	13,348
<b>Toll Free</b>	10,561.94	11,936.23	13,806.49	11,703.99	13,482.00	13,374.47	13,856.64	11,878.62						10,562	100,810
<b>Total of Session Min</b>	163,292.98	168,135.81	164,938.85	167,377.89	168,875.88	193,826.15	193,854.32	173,446.72	0.00	0.00	0.00	0.00	0.00	171,073	1,363,740

Number of Calls by each Traffic Pattern													Average	Total	
<b>900 Call</b>	0	1	0	0	5	0	2	0						0	1
<b>Answer Machine</b>	603	593	576	723	528	631	574	518						603	4,748
<b>General Assistance</b>	7,921	8,098	7,621	8,142	7,785	9,704	8,701	8,983						7,921	66,955
<b>2 Line</b>	2,917	3,116	2,966	2,913	2,637	2,639	2,419	2,296						2,917	21,903
<b>International</b>	25	51	26	37	36	22	40	24						26	261
<b>Inter-state</b>	3,568	3,241	3,075	3,006	2,807	3,494	2,958	2,884						3,568	25,033

<i>Intra-state</i>	35,023	36,811	34,648	36,652	35,151	39,507	38,552	34,528							36,023	298,872
<i>Others</i>	974	1,314	1,048	888	705	570	599	509							974	6,707
<i>Toll Free</i>	2,130	2,170	2,339	2,357	2,597	2,390	2,549	2,057							2,130	18,589
<b>Total</b>	<b>53,181</b>	<b>63,504</b>	<b>52,999</b>	<b>54,818</b>	<b>52,248</b>	<b>56,947</b>	<b>56,992</b>	<b>51,700</b>	0	0	0	0	0	0	<b>53,181</b>	<b>38,668</b>

Distribution														Average	Total
<i>Intra-state Billable Min</i>	22,016.34	19,904.92	19,457.74	17,976.96	17,854.12	20,963.91	21,719.37	18,855.98	0.00	0.00	0.00	0.00	0.00	17,638.82	158,749.34
<i>Less International Session Min</i>	82.73	183.97	184.95	161.00	169.85	61.47	56.23	73.78	0.00	0.00	0.00	0.00	0.00	108.22	873.98
<i>Less Toll Free</i>	5,386.59	6,087.48	7,041.31	5,969.03	6,880.92	6,820.98	7,066.89	6,058.10	0.00	0.00	0.00	0.00	0.00	5,701.28	51,311.29
<i>2 Line Session Min (11%)</i>	1,195.46	1,218.94	11,770.95	11,224.68	10,958.16	10,556.77	9,687.92	9,880.01						8,311.61	68,492.89
<i>Billable to OH</i>	134,611.86	138,738.70	128,481.10	132,245.98	133,012.00	155,217.02	155,323.91	138,580.85	0.00	0.00	0.00	0.00	0.00	124,023.60	1,116,212.43
<i>NECA Billable Minutes</i>	32,887.08	29,842.30	29,176.98	26,946.67	26,772.49	31,297.70	32,418.09	28,169.19	0.00	0.00	0.00	0.00	0.00	26,390.06	237,510.50

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-08	66,470	61,786	78,580	83,484	62,040	63,038	63,847	64,538	61,603	62,901	61,477	70,511	64,567.80	772,279
FY-09	134,612	61,535	66,513	65,106	67,747	68,945	69,858	69,834	68,792	79,075	93,345	115,490	77,076.31	958,852
FY-10	133,145	125,673	127,483	124,371	125,538	124,632	134,612	138,748	138,957	142,238	142,785	164,812.55	128,808.95	1,622,776
FY-11	163,946	147,374											155,859.99	311,329

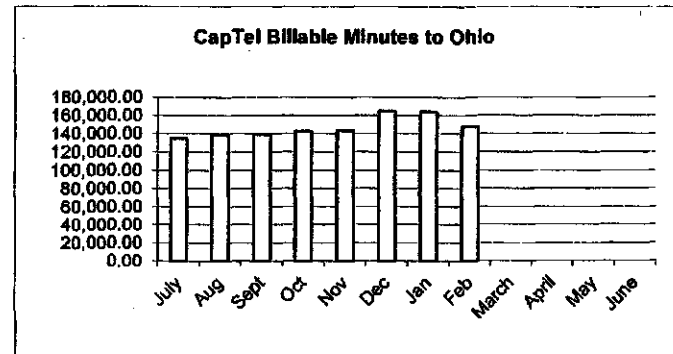
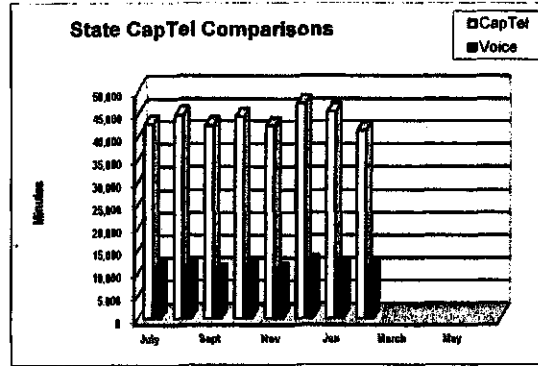
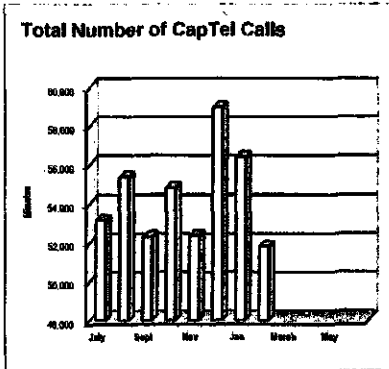


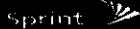
**FY-2009-2010 Ohio CapTel Statistic Charts**

Total Number of Calls	
July	53,161
Aug	55,395
Sept	52,299
Oct	54,818
Nov	52,351
Dec	58,957
Jan	56,395
Feb	51,799
March	
April	
May	
June	

Called by CapTel or Voice Caller		
	CapTel	Voice
July	42,614	10,547
Aug	44,625	10,770
Sept	42,324	9,975
Oct	44,262	10,556
Nov	42,208	10,143
Dec	47,120	11,837
Jan	45,404	10,991
Feb	41,264.00	10,535.00
March		
April		
May		
June		

Billable Minutes to State	
July	134,611.86
Aug	138,739.54
Sept	138,957.25
Oct	142,235.95
Nov	142,765.37
Dec	164,612.55
Jan	163,945.74
Feb	147,374.06
March	
April	
May	
June	





Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY 2009 - 2011

Sprint to Speech



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

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

Contract for Session Minutes

2010

2011

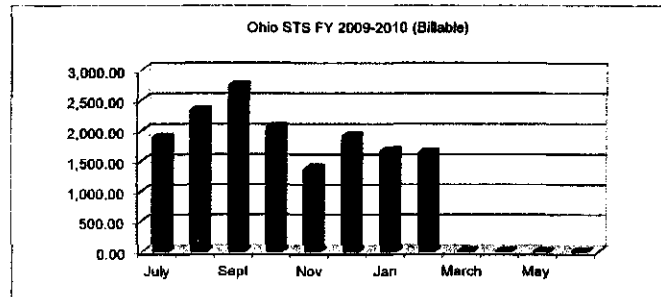
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	2010 Total	2011 Total
<b>Speech to Speech Minutes</b>														
Total Session Min	2,476.24	2,875.43	3,888.03	2,663.26	1,755.13	3,886.45	2,104.90	3,048.30					2,489.70	18,918.11
Total Conversation Min	1,987.30	1,833.50	1,019.09	1,692.06	1,045.03	1,156.24	1,051.11	907.11					1,268.43	10,291.46
Interstate Session Minutes of Use	24.25	21.09	57.07	20.86	73.09	58.11	97.15	57.07					50.52	404.18
International Session Minutes of Use	0.00	0.35	0.00	0.00	0.00	0.00	0.00	0.00					1.17	9.38
Interstate Toll Free Session Minutes of Use 51%	587.54	809.16	717.52	562.10	298.43	386.31	383.29	327.30					462.43	3,689.44
Interstate DA Session Minutes of Use	0.00	6.39	42.88	19.53	21.12	28.58	35.58	25.27					22.23	177.62
800 Session Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0.00	0
<b>Total Billable Speech to Speech</b>	<b>1,894.47</b>	<b>2,331.45</b>	<b>2,741.26</b>	<b>2,061.21</b>	<b>1,375.48</b>	<b>1,916.55</b>	<b>1,668.20</b>	<b>1,638.72</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,302.29</b>	<b>10,427.34</b>

Number of Calls Made  
 Average Length of Call

2010

2011

Total Numbers of Completed Calls Speech to Speech (STS) Calls	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Local	128	159	204	112	68	112	89	102					981
Intrastate	4	8	1	0	1	8	11	1					34
Interstate	3	3	9	2	2	4	10	5					39
Directory Assistance	13	19	26	33	12	20	12	17					154
General Assistance	0	0	0	0	0	0	0	0					0
International	0	1	0	0	0	0	0	0					1
800	0	0	0	0	0	0	0	0					0
Long Toll-Free	55	55	72	34	40	60	40	63					379
Missing Calls	0	0	0	0	0	0	0	0					0
Busy Ring/No Answer	0	0	0	0	0	0	0	0					0
Other Calls	0	0	0	0	0	0	0	0					0
<b>Total STS Calls</b>	<b>213</b>	<b>242</b>	<b>314</b>	<b>181</b>	<b>123</b>	<b>194</b>	<b>162</b>	<b>169</b>					<b>1,688</b>
<b>Total STS Session Minutes</b>	<b>2,476</b>	<b>2,876</b>	<b>3,558</b>	<b>2,663</b>	<b>1,755</b>	<b>3,886</b>	<b>2,164</b>	<b>3,048</b>					<b>19,918.11</b>
<b>Total STS Billable Minutes</b>	<b>1,894</b>	<b>2,331</b>	<b>2,740</b>	<b>2,060</b>	<b>1,375.08</b>	<b>1,916.16</b>	<b>1,668.40</b>	<b>1,638.82</b>					<b>10,428.94</b>
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
<b>Ohio STS</b>	<b>1,894.47</b>	<b>2,331.45</b>	<b>2,741.26</b>	<b>2,061.21</b>	<b>1,375.48</b>	<b>1,916.55</b>	<b>1,668.20</b>	<b>1,638.72</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	







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 - 7-2010 to 6-2011**

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
<b>Jul-10</b>								
7/11/2010	CSDDH Portsmouth Picnic	Portsmouth	Customers, Deaf and HH Communities	130	Exhibit	CapTel & Relay Ohio brochures	YES	Exposure to many new potential customers there about our services
<b>Aug-10</b>								
8/11/2010	University Hospital/Geneva Medical Center	Geneva	Office & Medical Staff	12	Presentation	CapTel & Relay Ohio	YES	Got several new customers. One actually brought a CapTel.
8/23/2010	Columbus State Community College	Columbus	ASL Students & Instructor	10	Presentation	CapTel	YES	Educated the students and instructor about CapTel
8/23/2010	Ohio School for the Deaf/Registration Day	Columbus	Parents, students and professionals	30	Exhibit	CapTel & Relay Ohio	YES	More educated parents and children consider CapTel as an option
8/27/2010	Ohio School for the Deaf/Kick off Rally	Columbus	Students & Staff	50	Exhibit	CapTel & Relay Ohio	YES	More educated students and staff aware of Relay Ohio & CapTel
<b>Sep-10</b>								
9/5/2010	Potential New CapTel User	Columbus	1 potential CapTel Customer	1	Demonstration	CapTel	Yes	Educated potential new CapTel user

9/11/2010	Deaf Awareness Day	Dayton	Deaf, hard of hearing customers, professionals, students and general public	500	Exhibit	CapTel & Relay Ohio	YES	More people aware of Relay Ohio & CapTel
9/11/2010	Hearing Loss Association of America--Dayton Chapter Open House	Dayton	HCAA Members	25	Exhibit	CapTel	YES	More future CapTel customers, especially with the 800
9/12/2010	Ohio School for the Deaf Alumni Association's Columbus Colony - 33rd Annual Fall Festival	Westerville	Senior Citizens, residents, community, professionals, students, general public	350	Exhibit	CapTel & Relay Ohio	YES	Educated a lot of people about Relay Ohio and CapTel
9/21/2010	University Hospital/Conneaut Medical Center	Conneaut	Staff	11	Presentation	CapTel & Relay Ohio	YES	Educated staff about Relay Ohio & CapTel
9/22/2010	U.S. Postal Service Health Fair	Columbus	Staff, families, professionals	60	Exhibit	CapTel & Relay Ohio	YES	Educated new population about CapTel & Relay Ohio
9/23/2010	CapTel Training	Columbus	CapTel Trainers	9	Presentation	CapTel	YES	All Relay Ohio/CapTel trainers are updated with 800 and 800i information
9/24/2010	Make a Differences Workshop - Parents & Teens	Columbus	Parents, high school students, BVR Counselors, college recruiters, professionals	120	Exhibit	CapTel & Relay Ohio	Yes/No	Educated some people on Relay Ohio & CapTel
9/25/2010	Beethoven's Nightmare Concert in conjunction with Make a Differences Workshop	Columbus	Deaf, Hard of Hearing and their families and general public	520	Exhibit	CapTel & Relay Ohio	YES	Many people learned about CapTel & Relay Ohio
9/26/2010	Make a Differences Workshop - Parents & Teens	Columbus	Deaf, Hard of Hearing and their families, parents, professionals and general public	90	Presentation/demonstration	CapTel & Relay Ohio	YES	Many people learned about CapTel & Relay Ohio
9/29/10 & 9/30/10	Expo for Adults with Aging Parents	Tower City Center, Cleveland, OH	Families, Caregivers, professionals	300	Exhibit	CapTel	Yes	Educated more people about CapTel
Oct-10								

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

11/18/2010	Youngstown Hearing and Speech Center	Youngstown	Staff	8	Presentation/demonstration	CapTel	Yes	Staff now updated on both 800 CapTels
11/30/2010	1 Potential New CapTel User	Bexley	1 potential CapTel user	1	Demonstration	CapTel	Yes	Considering purchasing one now.
11/30/2010	Potential New CapTel User	Columbus	1 new possible CapTel user	1	Demonstration	CapTel	Yes	Considering her options now.
<b>Dec-10</b>								
12/2/2010	CI Support Group	Cincinnati		35	Presentation/Demonstration	Relay Ohio/CapTel	Yes	Educated new group of possible future CapTel Users
12/6/2010	Spring 4G Event	Cleveland	Recruitment of possible CapTel users	200/12 new names	Representation for Sprint Relay Ohio/CapTel	CapTel	Yes	Got 12 new names to follow up
12/8/2010	New CapTel User	Birmingham	New CapTel User	2	Demonstration /Training	CapTel	Yes	New CapTel User
12/9/2010	Linworth Alternative School	Linworth	Students & Staff	25	Presentation	Relay Ohio/CapTel	Yes	More educated people to know about Relay Ohio/CapTel
12/13/10	1 New CapTel User	Cincinnati	New CapTel User and Staff	2	Presentation	CapTel	Yes	Will buy one for office staff
12/14/2010	1 Potential New CapTel User	Columbus	Potential New CapTel User	2	Demonstration	CapTel	No	Person was 92 years old and couldn't read that fast.
<b>Jan-11</b>								
1/4/2011	One on One Training	Columbus	New CapTel User	1	Demonstration	CapTel	Yes	New CapTel User on line
1/7/2011	One on One Training/Install	Columbus	New CapTel User	1	Demonstration/Install	CapTel	Yes	New CapTel User on line
1/5/2011	Ohio Jobs and Family Services	Bucyrus	1 CapTel User	3	Demonstration	CapTel	Yes	Brought CapTel and helped them installed it by phone
1/8/2011	Black Sands Deaf Movie	Westerville	General Public who are deaf and hard of hearing	50	Exhibit	Relay Ohio/CapTel	Yes	More people aware of CapTel and Relay Ohio
1/12/2011	Franklin County Office on Aging	Columbus	Office staff	7	Presentation	Relay Ohio/CapTel	Yes	Staff more aware of services available for their Aging population they serve
1/17/2011	Cincinnati BVR	Cincinnati	1 new possible CapTel user	1	Presentation	CapTel	Yes	After several days of dialogue through emails and phone calls, she brought it for work and loves it now!

1/15/2011	HLAA Wayne & Holmes County Chapter	Wayne/Holmes	HLAA Members	13	Presentation	CapTel	Yes	More members aware of CapTel
1/18/2011	Cohealer Implant Support Group meeting	New Philadelphia	CI Support Group	4	Presentation	CapTel	Yes	Very interested in 800 and 800i. May have 2 new CapTel users soon.
1/22/2011	New CapTel User	Columbus	1 Capq	1	Demonstration	CapTel	Yes	New CapTel User on line
1/25/2011	University of Akron	Akron	University of Akron Students and Faculty	15	Presentation/demonstration	CapTel	Yes	Students & Faculty aware of CapTel
<b>Feb-11</b>								
2/17/2010	Ohio Academy of Audiology Conference	Columbus	Audiologists, Students, Professionals	50	Exhibit	CapTel/Relay Ohio	Yes	Educated a lot of Audiologists and Professionals