



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

FY-2010-2011

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

2010

2011

| TOTAL CALL VOLUME (Outbound) | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | TOTAL |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| TTY-Beudot | 11,188 | 9,894 | 10,460 | 9,513 | 9,528 | 10,432 | 9,311 | 8,894 | 10,380 | 9,934 | 9,934 | 9,934 | 99,534 |
| Turbo Code | 5,168 | 4,987 | 4,644 | 4,083 | 4,279 | 5,251 | 3,764 | 3,520 | 4,339 | 3,751 | 4,339 | 4,339 | 43,766 |
| ASCI | 85 | 61 | 21 | 118 | 31 | 14 | 100 | 24 | 75 | 75 | 75 | 75 | 529 |
| Voice | 7,304 | 6,962 | 5,967 | 6,088 | 5,907 | 6,867 | 5,465 | 4,971 | 5,285 | 5,342 | 5,342 | 5,342 | 60,140 |
| VCO | 8,644 | 8,812 | 8,684 | 8,333 | 8,243 | 8,590 | 6,702 | 6,998 | 6,787 | 6,881 | 6,881 | 6,881 | 76,754 |
| HCO | 674 | 735 | 644 | 673 | 596 | 617 | 548 | 678 | 464 | 450 | 450 | 450 | 6,079 |
| Deaf/Blind ASCII | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Deaf/Blind Beudot | 15 | 8 | 8 | 8 | 3 | 2 | 6 | - | 8 | 1 | 1 | 1 | 59 |
| Speech to Speech | 251 | 298 | 402 | 214 | 154 | 240 | 197 | 195 | 395 | 175 | 175 | 175 | 2,521 |
| Spanish Calls | 1 | 1 | 4 | 2 | 5 | 2 | - | 4 | 6 | 2 | 2 | 2 | 27 |
| TOTAL | 33,530 | 31,748 | 30,734 | 28,612 | 28,748 | 32,015 | 28,093 | 25,294 | 27,864 | 26,991 | 26,991 | 26,991 | 281,417 |
| % PERCENTAGE OF CALLS | | | | | | | | | | | | | AVERAGE |
| TTY | 33.62% | 31.46% | 34.49% | 33.04% | 33.33% | 32.83% | 35.96% | 35.46% | 38.07% | 37.61% | 37.61% | 37.61% | 34.59% |
| Turbo Code | 15.63% | 15.86% | 15.31% | 14.11% | 14.97% | 16.53% | 14.54% | 14.03% | 15.92% | 14.20% | 14.20% | 14.20% | 15.10% |
| ASCI | 0.26% | 0.19% | 0.07% | 0.41% | 0.11% | 0.04% | 0.36% | 0.10% | 0.00% | 0.28% | 0.28% | 0.28% | 0.19% |
| Voice | 21.95% | 22.11% | 19.67% | 21.14% | 20.66% | 21.61% | 21.10% | 19.82% | 19.39% | 20.22% | 20.22% | 20.22% | 20.77% |
| VCO | 26.88% | 28.02% | 28.30% | 28.94% | 28.83% | 27.04% | 25.88% | 27.90% | 24.89% | 25.97% | 25.97% | 25.97% | 27.24% |
| HCO | 2.03% | 2.34% | 2.12% | 2.34% | 2.08% | 1.94% | 2.12% | 2.70% | 1.70% | 1.70% | 1.70% | 1.70% | 2.11% |
| 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 Beudot | 0.05% | 0.03% | 0.03% | 0.03% | 0.01% | 0.01% | 0.02% | 0.00% | 0.03% | 0.00% | 0.00% | 0.00% | 0.02% |
| TOTAL NUMBERS OF COMPLETED RELAYED CALLS | | | | | | | | | | | | | TOTAL |
| Local | 21,458 | 20,271 | 19,054 | 19,448 | 18,941 | 21,170 | 16,982 | 16,396 | 17,495 | 16,957 | 16,957 | 16,957 | 188,172 |
| Intrastate (Intralata) | 126 | 101 | 138 | 127 | 222 | 89 | 65 | 86 | 160 | 150 | 150 | 150 | 1,264 |
| Intrastate (Interlata) | 435 | 476 | 224 | 205 | 261 | 272 | 206 | 290 | 330 | 423 | 423 | 423 | 3,122 |
| Interstate Calls | 668 | 671 | 609 | 506 | 673 | 743 | 619 | 463 | 517 | 451 | 451 | 451 | 5,920 |
| Toll Free | 2,135 | 2,236 | 2,560 | 2,169 | 2,150 | 2,522 | 2,385 | 2,262 | 2,507 | 2,093 | 2,093 | 2,093 | 23,019 |
| Directory Assistance | 100 | 93 | 73 | 77 | 66 | 89 | 53 | 101 | 48 | 62 | 62 | 62 | 754 |
| 900 (Attempted) | - | - | - | - | - | - | - | - | - | - | - | - | - |
| International | 3 | 4 | 11 | 7 | 2 | 1 | 3 | 2 | 2 | 1 | 1 | 1 | 36 |
| Marine (Attempted) | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other Calls | - | - | - | - | - | - | - | - | - | - | - | - | - |
| TOTAL COMPLETED | 24,925 | 23,842 | 22,868 | 22,539 | 22,317 | 24,886 | 20,313 | 19,600 | 20,959 | 20,137 | 20,137 | 20,137 | 222,386 |
| Busy Ring No answer | 8,353 | 7,607 | 7,460 | 6,257 | 6,270 | 6,887 | 5,583 | 5,485 | 6,204 | 6,277 | 6,277 | 6,277 | 66,383 |
| TOTAL OUTBOUND | 24,925 | 31,449 | 30,328 | 28,796 | 28,587 | 31,773 | 25,896 | 25,085 | 27,263 | 26,414 | 26,414 | 26,414 | 280,516 |
| General Assistance | 20,259 | 19,978 | 19,054 | 19,817 | 19,975 | 19,908 | 20,008 | 17,165 | 20,959 | 18,674 | 18,674 | 18,674 | 195,797 |
| TOTAL Relayed Calls | 45,184 | 51,427 | 49,382 | 48,613 | 48,562 | 51,991 | 45,904 | 42,259 | 43,222 | 45,088 | 45,088 | 45,088 | 476,313 |

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 Technician Saw Date Processed JUN 13 2011

RECEIVED-BOOKETING DIV

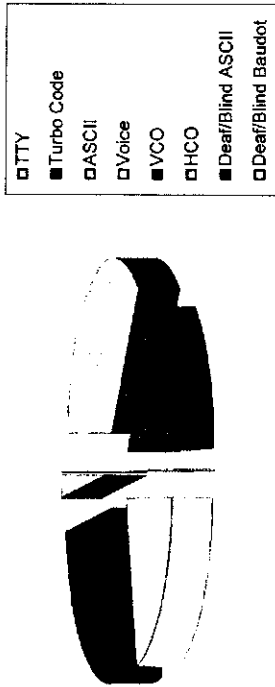
2011 JUN 13 PM 1:40

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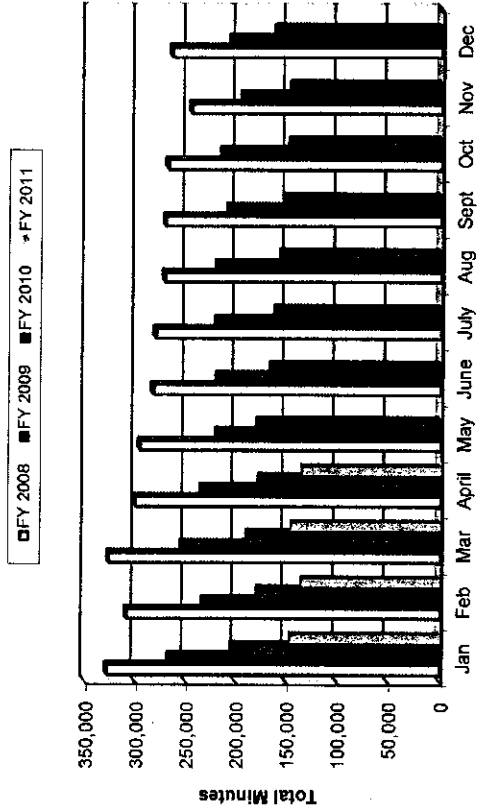
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FY 2010-2011 Relay Ohio Charts

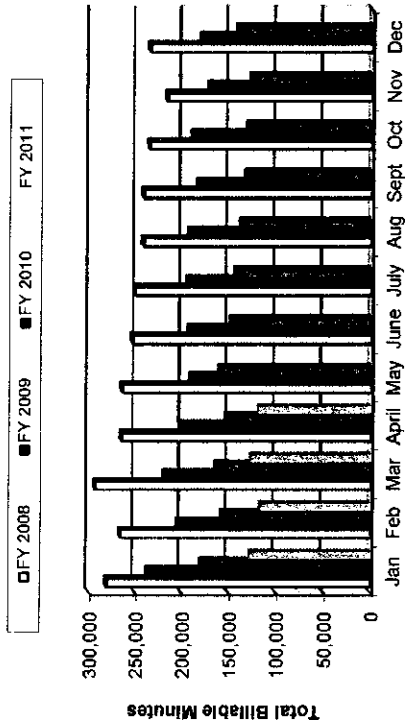
Average Percentage of Relay Usage



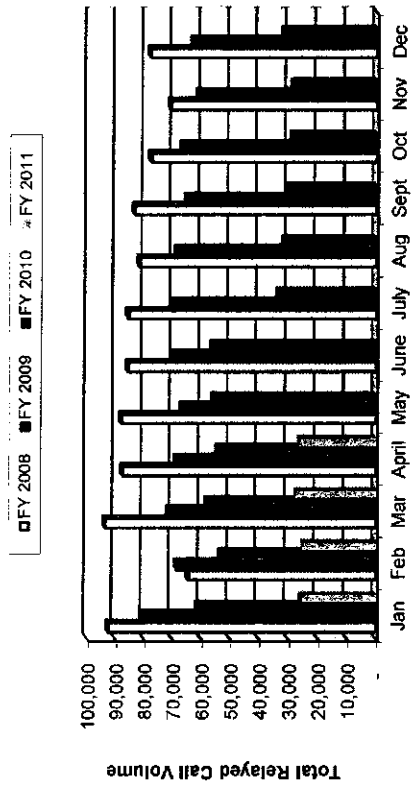
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



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 Danileson**
 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

Ohio Contract calls for Session Minutes 2010 2011

| | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | Average | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|------|---------|-------|
| Billable Minutes | 134,811.66 | 138,739.54 | 138,957.25 | 142,235.95 | 142,745.37 | 164,812.53 | 163,948.74 | 147,374.06 | 184,805.09 | 148,977.76 | | | | 0 |
| Spanish Billable Minutes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |
| Average Per Min Per User | 138 | 139 | 144 | 143 | 141 | 158 | 157 | 145 | 175 | 135 | | | #DIV/0! | 923 |
| Average Per Min Per User billed to State | 138 | 139 | 133 | 133 | 132 | 149 | 149 | 136 | 139 | 126 | | | #DIV/0! | 711 |
| Number of CapTel Activated | 67 | 72 | 59 | 56 | 58 | 81 | 59 | 35 | 50 | 65 | | | | 61 |
| Number of CapTel Shipped | 78 | 82 | 58 | 60 | 83 | 98 | 40 | 42 | 74 | 64 | | | | 66 |
| Number of CapTels NOT Activated | 11 | 10 | -2 | 4 | 25 | 17 | -19 | 7 | 14 | -1 | | | | 0 |
| Number of Users/Participants | 975 | 989 | 968 | 992 | 1,010 | 1,041 | 1,042 | 1,018 | 1,056 | 1,084 | | | | 1,019 |
| Number of New Users/Participants | 44 | 24 | -31 | 24 | 18 | 31 | 1 | -24 | 38 | 28 | | | | |
| Occupancy % User | 55% | 29% | -55% | 40% | 22% | 32% | 3% | -57% | 51% | 44% | | | | 1504% |
| Average Per call Length Per User | 2.53 | 2.50 | 2.66 | 2.59 | 2.73 | 2.79 | 2.91 | 2.65 | 3.28 | 2.68 | | | | 3.57 |

CapTel Traffic Patterns

| | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | Average | Total |
|-----------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----|------|---------|----------------|
| Call In | 42,614 | 44,625 | 42,324 | 44,262 | 42,208 | 47,120 | 45,404 | 41,264 | 45,627 | 44,052 | | | | 439,500 |
| Voice In | 10,546 | 10,770 | 9,975 | 10,556 | 10,143 | 11,837 | 10,991 | 10,535 | 10,728 | 10,317 | | | | 106,998 |
| Total of Calls | 53,160 | 55,395 | 52,299 | 54,818 | 52,351 | 58,957 | 56,395 | 51,799 | 56,355 | 54,369 | | | | 545,498 |

Total Session Min

| | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | Average | Total |
|-----------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-----|------|---------|------------------|
| 900 Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0.82 | 0 | 0 | 1 | | | | 2 |
| Answer Machine | 745.21 | 867.12 | 725.50 | 964.99 | 813.60 | 846.10 | 679.09 | 627.72 | 617.20 | 822.37 | | | | 7,709 |
| General Assistance | 3112.89 | 2,819.20 | 2,537.36 | 2,745.74 | 2,667.20 | 3,436.34 | 3,066.79 | 3,393.37 | 3,323.82 | 3,045.94 | | | | 30,149 |
| In 2 Line | 10,887.84 | 11,081.31 | 11,770.95 | 11,224.68 | 10,988.16 | 10,566.77 | 9,687.92 | 9,880.01 | 10,860.35 | 9,891.28 | | | | 106,779 |
| International | 82.73 | 183.97 | 184.95 | 161.00 | 169.85 | 61.47 | 56.23 | 73.78 | 129.61 | 142.43 | | | | 1,246 |
| Interstate | 22,016.34 | 19,904.92 | 19,457.74 | 17,976.96 | 17,854.12 | 20,963.91 | 21,719.37 | 18,855.98 | 19,554.47 | 18,162.40 | | | | 198,468 |
| Intrastate | 113,417.89 | 117,180.21 | 116,540.74 | 120,901.02 | 121,711.27 | 143,154.60 | 143,446.45 | 127,628.87 | 134,632.40 | 126,292.09 | | | | 1,264,906 |
| Others | 2,488.14 | 2,161.73 | 1,912.32 | 1,899.27 | 1,208.48 | 1,226.49 | 1,341.01 | 1,110.37 | 1,373.72 | 1,092.74 | | | | 15,814 |
| Toll Free | 10,561.94 | 11,936.23 | 13,806.49 | 11,703.99 | 13,492.00 | 13,374.47 | 13,856.64 | 11,878.82 | 14,313.52 | 11,879.58 | | | | 128,903 |
| Total of Session Min | 183,292.98 | 166,138.61 | 166,936.65 | 167,577.65 | 168,875.05 | 184,520.15 | 183,954.32 | 173,443.72 | 184,093.09 | 171,329.83 | | | | 1,748,979 |

Number of Calls by each Traffic Pattern

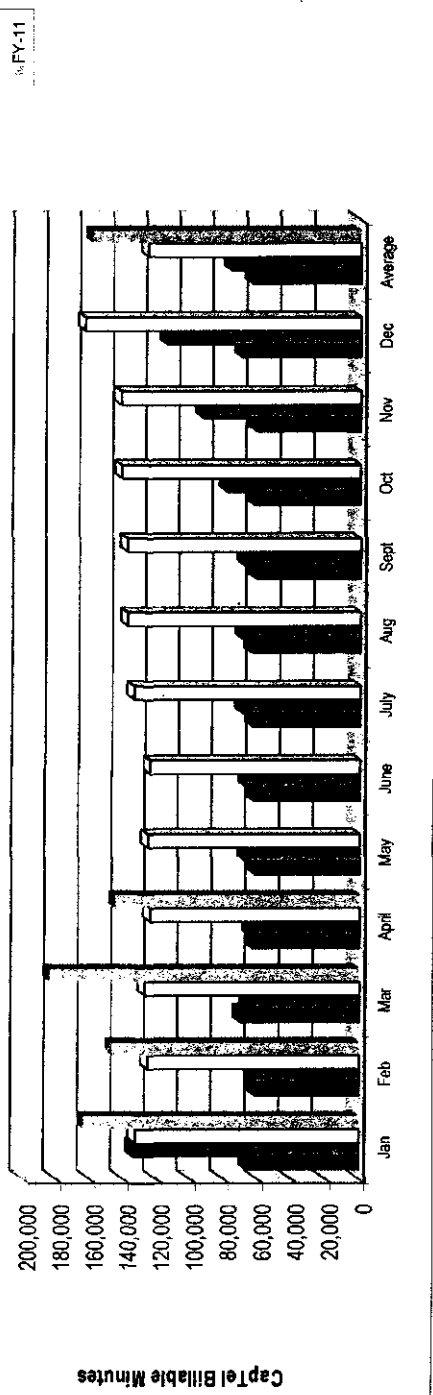
| | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | Average | Total |
|--------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|------|---------|--------|
| 900 Call | 0 | 1 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 2 | | | | 10 |
| Answer Machine | 603 | 593 | 576 | 723 | 528 | 631 | 574 | 518 | 526 | 689 | | | | 5,941 |
| General Assistance | 7,921 | 8,098 | 7,621 | 8,142 | 7,785 | 9,704 | 8,701 | 8,983 | 9,301 | 8,507 | | | | 84,763 |
| 2 Line | 2,917 | 3,116 | 2,966 | 2,913 | 2,637 | 2,639 | 2,419 | 2,296 | 2,577 | 2,626 | | | | 27,106 |
| International | 25 | 51 | 26 | 37 | 36 | 22 | 40 | 24 | 27 | 70 | | | | 25 |
| Inter-state | 3,568 | 3,241 | 3,075 | 3,006 | 2,807 | 3,494 | 2,958 | 2,884 | 3,166 | 2,675 | | | | 30,874 |

| | | | | | | | | | | | | |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Intra-state | 35,023 | 36,811 | 34,648 | 36,652 | 35,161 | 39,507 | 38,552 | 34,528 | 37,607 | 36,920 | 35,023 | 365,399 |
| Others | 974 | 1,314 | 1,048 | 988 | 705 | 570 | 599 | 509 | 600 | 588 | 974 | 7,895 |
| Toll Free | 2,130 | 2,170 | 2,338 | 2,357 | 2,597 | 2,390 | 2,540 | 2,057 | 2,551 | 2,312 | 2,130 | 23,452 |
| Total | 53,161 | 55,394 | 52,299 | 54,818 | 52,246 | 53,957 | 56,392 | 51,799 | 56,355 | 54,387 | 53,161 | 96,998 |

| Distribution | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Average | Total |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------|------|------------|--------------|
| Intra-state Billable Min | 22,015.34 | 19,904.92 | 19,457.74 | 17,976.96 | 17,854.12 | 20,963.91 | 21,719.37 | 18,855.96 | 19,554.47 | 18,162.40 | 0.00 | 0.00 | 19,811.53 | 195,466.21 |
| Less International Session Min | 82.73 | 183.97 | 184.95 | 161.00 | 169.85 | 61.47 | 56.23 | 73.78 | 129.61 | 142.43 | 0.00 | 0.00 | 122.62 | 1,246.02 |
| Less Toll Free | 5,366.59 | 6,087.48 | 7,041.31 | 5,969.03 | 6,890.92 | 6,820.98 | 7,066.89 | 6,058.10 | 7,299.90 | 6,058.59 | 0.00 | 0.00 | 6,512.35 | 64,689.77 |
| 2 Line Session Min (11%) | 1,195.46 | 1,218.94 | 11,770.95 | 11,224.68 | 10,958.16 | 10,556.77 | 9,687.92 | 9,860.01 | 10,660.35 | 9,891.28 | | | 8,594.80 | 87,244.52 |
| Billable to OH | 134,611.86 | 138,739.70 | 128,481.10 | 132,245.98 | 133,012.00 | 155,217.02 | 155,323.91 | 138,580.85 | 146,360.76 | 137,074.99 | 0.00 | 0.00 | 140,352.58 | 1,400,248.18 |
| NECA Billable Minutes | 32,887.08 | 29,842.30 | 29,176.98 | 26,946.67 | 26,772.49 | 31,297.70 | 32,418.09 | 28,189.19 | 29,266.77 | 27,204.41 | 0.00 | 0.00 | 29,641.81 | 293,980.67 |

| | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Average | Total |
|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------|------------|-----------|
| 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 | 772,275 |
| FY-09 | 134,612 | 61,535 | 66,513 | 65,106 | 67,747 | 66,945 | 69,858 | 69,834 | 68,792 | 79,075 | 93,345 | 115,490 | 77,076.31 | 958,652 |
| FY-10 | 133,145 | 125,673 | 127,483 | 124,371 | 125,530 | 124,652 | 134,612 | 138,740 | 138,957 | 142,236 | 142,765 | 164,812.55 | 128,808.95 | 1,622,776 |
| FY-11 | 163,946 | 147,374 | 184,805 | 145,878 | | | | | | | | | 160,500.66 | 642,003 |

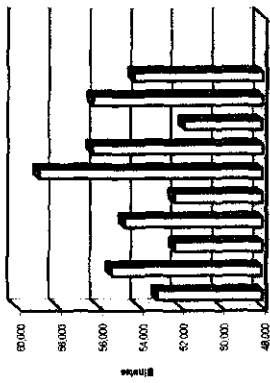
Relay Ohio CapTel



FY-2009-2010 Ohio CapTel Statistic Charts

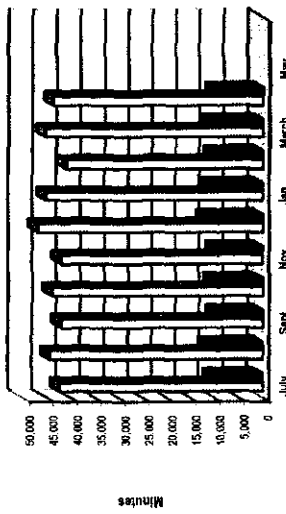
| Total Number of Calls | |
|-----------------------|--------|
| July | 53,161 |
| Aug | 55,395 |
| Sept | 52,299 |
| Oct | 54,818 |
| Nov | 52,351 |
| Dec | 58,957 |
| Jan | 56,395 |
| Feb | 51,799 |
| March | 56,355 |
| April | 54,369 |
| May | |
| June | |

Total Number of CapTel Calls



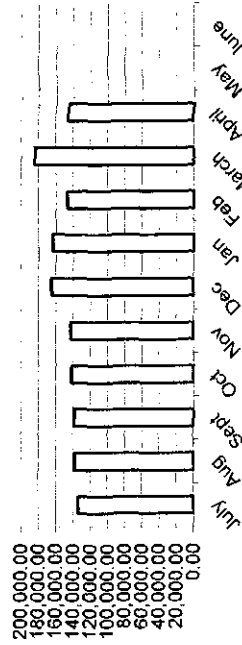
| Called by CapTel or Voice Caller | | |
|----------------------------------|-----------|-----------|
| | CapTel | Voice |
| July | 42,814 | 10,547 |
| Aug | 44,825 | 10,770 |
| Sept | 42,324 | 9,975 |
| Oct | 44,262 | 10,556 |
| Nov | 42,208 | 10,143 |
| Dec | 47,120 | 11,837 |
| Jan | 45,404 | 10,991 |
| Feb | 41,264.00 | 10,535.00 |
| March | 45,627.00 | 10,728.00 |
| April | 44,052.00 | 10,317.00 |
| May | | |
| June | | |

State CapTel Comparisons



| Billable Minutes to State | |
|---------------------------|------------|
| July | 134,611.86 |
| Aug | 136,738.54 |
| 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 | 184,805.09 |
| April | 145,877.76 |
| May | |
| June | |

CapTel Billable Minutes to Ohio



Relay Ohio Traffic Report for Case No. 08-439-TP-COI FY-20010 - 2011

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

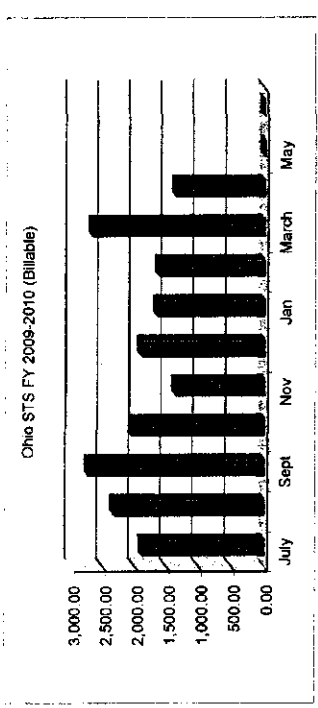
From: Sprint
 Address: 2055 W. Ilse Avenue, Suite D
 Springfield, IL 62704

Contract for Session Minutes

| Speech to Speech Minutes | 2010 | | | | | | | | | | | | 2011 | | | | | | | | | | | | Total | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------|------|------|------|------|------|------|------|------|------|-------|-------|------|------|-------|----------|
| | Jul | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | Jul | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | | Average |
| Total Session Min | 2,476.24 | 2,876.43 | 3,559.03 | 3,653.28 | 1,755.12 | 2,396.45 | 2,184.30 | 2,048.26 | 3,248.04 | 1,751.02 | | | | | | | | | | | | | | | | 2,491.72 |
| Total Conversation Min | 1,987.30 | 1,333.50 | 1,819.08 | 1,992.08 | 1,045.03 | 1,156.24 | 1,051.11 | 907.11 | 1,541.19 | 855.38 | | | | | | | | | | | | | | | | 1,265.80 |
| Interstate Session Minutes of Use | 24.33 | 21.08 | 67.07 | 20.36 | 72.09 | 55.11 | 97.15 | 57.07 | 7.52 | 30.35 | | | | | | | | | | | | | | | | 44.20 |
| 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 | | | | | | | | | | | | | | | | 0.34 |
| Interstate Toll Free Session Minutes of Use | 557.64 | 509.16 | 717.32 | 562.19 | 286.43 | 386.31 | 363.29 | 327.30 | 555.40 | 343.16 | | | | | | | | | | | | | | | | 459.80 |
| 600 Session Minutes of Use 61% | 0.00 | 0.00 | 42.38 | 19.52 | 21.12 | 28.54 | 35.56 | 26.27 | 0.00 | 0.00 | | | | | | | | | | | | | | | | 17.76 |
| Total Billable Speech to Speech | 1,894.47 | 2,331.45 | 2,741.26 | 2,061.21 | 1,375.48 | 1,916.25 | 1,668.20 | 1,636.72 | 2,685.12 | 1,377.31 | 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 | 1,606.97 |

Number of Calls Made
 Average Length of Call

| Total Numbers of Completed Calls Speech to Speech (STS) Calls | 2010 | | | | | | | | | | | | 2011 | | | | | | | | | | | | Total | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------|------|------|------|------|------|------|------|------|------|-------|-------|------|------|-------|----------|
| | Jul | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | Jul | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June | | Average |
| Local | 138 | 156 | 204 | 112 | 68 | 112 | 89 | 102 | 912 | 104 | | | | | | | | | | | | | | | | 1,897 |
| Intrastate | 4 | 5 | 1 | 0 | 1 | 8 | 11 | 1 | 1 | 1 | | | | | | | | | | | | | | | | 96 |
| Interstate | 3 | 3 | 9 | 2 | 2 | 4 | 10 | 6 | 2 | 3 | | | | | | | | | | | | | | | | 44 |
| Domestic Assistance | 13 | 19 | 28 | 33 | 12 | 20 | 13 | 17 | 26 | 15 | | | | | | | | | | | | | | | | 195 |
| General Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 0 |
| International | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 1 |
| 900 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 0 |
| Less Toll Free | 55 | 55 | 72 | 34 | 40 | 60 | 40 | 33 | 79 | 30 | | | | | | | | | | | | | | | | 498 |
| Marine Calls | 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 |
| Other Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 0 |
| Total STS Calls | 213 | 242 | 314 | 181 | 123 | 194 | 163 | 159 | 320 | 153 | | | | | | | | | | | | | | | | 2,061 |
| Total STS Session Minutes | 2,476 | 2,876 | 3,559 | 2,653 | 1,755 | 2,396 | 2,184 | 2,048 | 3,248 | 1,751 | | | | | | | | | | | | | | | | 2,491.72 |
| Total STS Billable Minutes | 1,894 | 2,331 | 2,741 | 2,061 | 1,375 | 1,916 | 1,668 | 1,636 | 2,685 | 1,377 | | | | | | | | | | | | | | | | 1,606.97 |
| Ohio STS | 1,894.47 | 2,331.45 | 2,741.26 | 2,061.21 | 1,375.48 | 1,916.25 | 1,668.20 | 1,636.72 | 2,685.12 | 1,377.31 | 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 |





To: Public Utilities Commission

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

Beth Blackmer
180 East Broad Street
Columbus, OH 43215

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? |
|-----------|---|------------|-------------------------------------|------------------------|----------------------|----------------------------------|-----------------|---|
| Jul-10 | | | | | | | | |
| 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 |
| Aug-10 | | | | | | | | |
| 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 |
| Sep-10 | | | | | | | | |
| 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 | 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 | HLAA 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 |
| Nov-10 | | | | | | | | |
| 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. |
| Dec-10 | | | | | | | | |
| 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. |
| Jan-11 | | | | | | | | |
| 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! |

| 4/1/2011 | One-on-one Training | Columbus | One interested consumer | 1 | Demonstration | CapTel | Yes | Is buying a CapTel for herself |
|-----------|------------------------------------|-------------|---|-----|---------------|-------------------|-----|---|
| 4/2/2011 | Serving our Seniors Safety Day | Westerville | Senior Citizens | 100 | Exhibit | Relay Ohio/CapTel | Yes | Several Senior Citizens interested in buying CapTel |
| 4/9/2011 | HLAA Mahoning Valley Chapter | Youngstown | HLAA Members | 10 | Presentation | CapTel | Yes | Educated HLAA members about CapTel |
| 4/11/2011 | New Contractor One-on-One training | Columbus | New Contractor to work in Portsmouth and southeast region | 1 | Training | Relay Ohio/CapTel | Yes | New Contractor to do outreach activities for Relay Ohio/CapTel |
| 4/12/2011 | Kent State University | Kent | Audiology Class at KSU | 10 | Presentation | Relay Ohio/CapTel | Yes | Educated audiology students about Relay Ohio/CapTel services |
| 4/16/2011 | Health Fair Event | Wooster | Wooster Community | 200 | Exhibit | Relay Ohio/CapTel | Yes | Educated consumers and professionals about Relay Ohio/CapTel |
| 4/21/2011 | Cleveland Sight Center | Cleveland | Cleveland staff, professionals and consumers | | Presentation | Relay Ohio/CapTel | Yes | More people aware of Relay Ohio/CapTel services. Some interested in buying CapTel |
| 4/27/2011 | Solidarity Conference | Columbus | People with disabilities including speech impairments | 150 | Exhibit | Relay Ohio/CapTel | Yes | Educated consumers and professionals about Relay Ohio/CapTel |
| 4/30/2011 | Wayne County Home & Garden Show | Wayne | Wayne General Public | 400 | Exhibit | Relay Ohio/CapTel | Yes | Educated consumers and professionals about Relay Ohio/CapTel |