

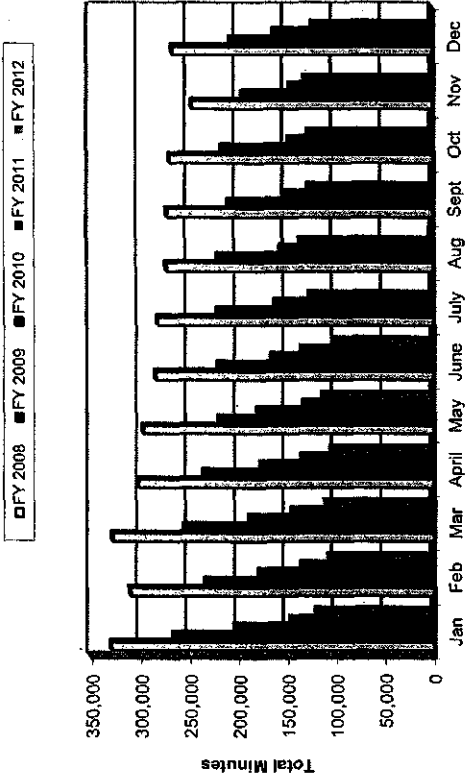
FY 2007-2012 Relay Ohio Charts

Average Percentage of Relay Usage

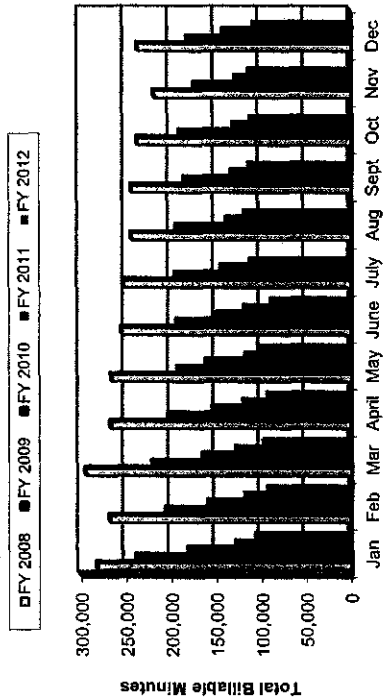
- ITTY
- Turbo Code
- ASCII
- Voice
- VCO
- HCO
- Deaf/Blind ASCII
- Deaf/Blind Baudot



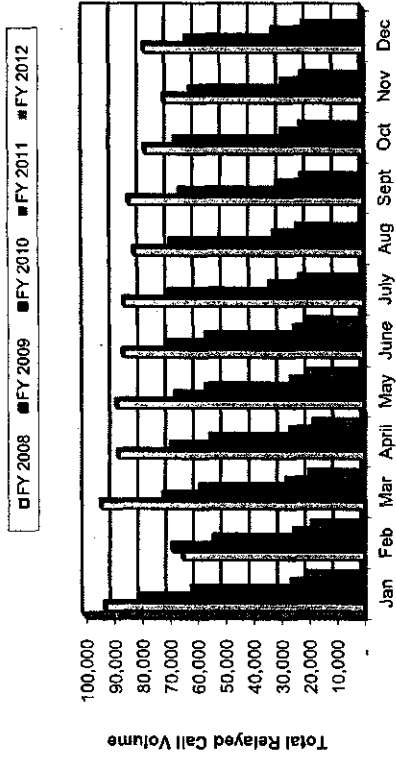
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



Relay Usage

	2011												2012													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
TTY	32.31%	33.82%	34.32%	33.49%	31.69%	32.16%	29.26%	31.55%	30.14%	32.31%	34.10%	31.65%	33.19%	32.31%	33.82%	34.32%	33.49%	31.69%	32.16%	29.26%	31.55%	30.14%	32.31%	34.10%	31.65%	33.19%
Turbo Code	14.32%	13.59%	14.24%	14.54%	14.97%	13.37%	14.16%	13.88%	16.21%	15.58%	14.63%	13.08%	13.26%	14.32%	13.59%	14.24%	14.54%	14.97%	13.37%	14.16%	13.88%	16.21%	15.58%	14.63%	13.08%	13.26%
ASCLL	0.20%	0.40%	0.14%	0.01%	0.39%	0.16%	0.04%	0.42%	0.08%	0.15%	0.52%	0.04%	0.09%	0.20%	0.40%	0.14%	0.01%	0.39%	0.16%	0.04%	0.42%	0.08%	0.15%	0.52%	0.04%	0.09%
Voics	21.05%	20.67%	19.54%	20.84%	20.49%	20.08%	21.24%	22.14%	21.25%	20.85%	19.30%	23.79%	22.42%	21.05%	20.67%	19.54%	20.84%	20.49%	20.08%	21.24%	22.14%	21.25%	20.85%	19.30%	23.79%	22.42%
VCO	29.82%	28.60%	29.84%	29.26%	30.51%	30.06%	32.22%	27.33%	30.71%	29.53%	29.95%	29.55%	29.71%	29.82%	28.60%	29.84%	29.26%	30.51%	30.06%	32.22%	27.33%	30.71%	29.53%	29.95%	29.55%	29.71%
HCC	2.29%	2.92%	1.91%	1.56%	1.95%	4.15%	3.05%	4.08%	1.52%	1.58%	1.50%	1.89%	1.25%	2.29%	2.92%	1.91%	1.56%	1.95%	4.15%	3.05%	4.08%	1.52%	1.58%	1.50%	1.89%	1.25%
Deadband/ASCLL	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Deadband/Bauds	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	

Total Minutes

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2004	328,519	309,401	327,137	300,773	296,301	283,383	281,050	272,619	271,922	269,156	246,240	265,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,862	218,527	208,348	214,788	194,367	206,253
FY 2010	202,844	177,451	187,967	175,866	178,617	184,745	160,777	155,319	150,477	146,604	145,589	161,343
FY 2011	146,155	135,061	145,456	134,562	132,403	135,270	127,094	135,918	128,069	127,873	131,270	123,434
FY 2012	120,750	106,681	110,427	104,743	112,988	102,862						

Total Billable Minutes

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2006	281,075	266,297	293,952	265,651	264,882	253,779	251,368	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	173,619	157,123	163,584	152,767	159,304	147,708	142,946	137,351	131,536	130,163	127,286	141,275
FY 2011	128,148	117,729	127,326	119,519	117,337	118,846	111,551	118,729	113,366	111,965	113,775	107,709
FY 2012	106,087	92,515	97,071	92,578	98,554	89,127						

Total Relayed Call Volume

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2006	92,631	84,679	94,004	87,867	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
FY 2009	79,849	66,564	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	55,096	56,370	33,530	31,748	30,734	29,012	28,746	32,015
FY 2011	26,093	25,284	27,664	26,591	26,121	25,085	23,178	23,780	22,308	22,550	22,396	21,368
FY 2012	20,134	18,813	19,463	18,052	20,185	19,854						

FY-11/12 Ohio CapTel Service Patterns
Case No. 08-439-TP-COI



To: Public Utilities Commission
 Address: Beth Blackmer
 180 East Broad Street
 Columbus, OH 43216

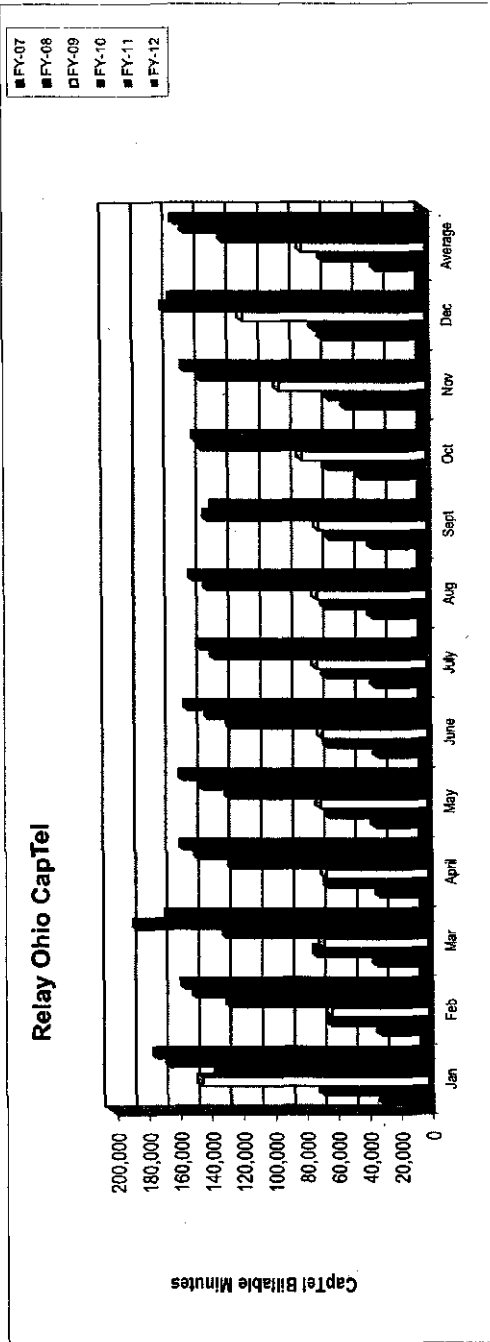
From: Sprint
 Address: Ennis Danielson
 2065 W. Iles Avenue, Suite D
 Springfield, IL 62704

Ohio Contract calls for Session Minutes 2011 2012

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	143,407.16	147,950.00	134,611.86	145,999.27	152,862.44	160,122.13	172,132.28	154,225.44	164,311.71	154,044.79	154,734.66	151,317.84	152,988.30	1,835,619.56
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	132	137	127	135	161	168	159	138	144	132	134	131	142	923
Average Per Min Per User billed to State	118	123	116	119	127	129	144	124	128	117	119	117	124	711
Number of CapTel Activated	2,239	2,267	2,306	2,357	2,396	2,460	2,493	2,550	2,597	2,631	2,662	2,688	2,630	109
Number of CapTel Shipped	2,885	2,419	2,467	2,513	2,557	2,631	2,656	2,705	2,748	2,793	2,823	2,858	2,630	3176
Number of Users/Participants	1,085	1,081	1,064	1,083	1,091	1,105	1,084	1,114	1,144	1,168	1,151	1,151	1,110	1,652
Occupancy % User	45%	45%	43%	43%	43%	42%	41%	41%	42%	42%	41%	40%	42%	
Average Per call Length Per User	2.82	2.83	2.84	2.85	2.83	2.86	3.07	3.06	2.91	2.81	2.77	2.68	2.68	3.51
Call In	43,991	45,127	41,087	44,382	43,132	44,607	44,183	39,505	44,588	44,035	44,418	44,442	43,633	523,697
Voice /h	10,828	11,045	9,996	10,629	10,982	11,371	11,921	10,882	11,762	10,874	11,483	11,945	11,142	133,898
Total of Calls	54,819	56,172	51,083	55,011	54,094	55,978	56,104	50,387	56,450	54,909	55,901	56,387	54,526	657,295
Call Out	1.12	0	0	1	0	0	0.58	0.43	0	0	0	0	0	4
Answer Machine	934.68	961.87	903.73	1,150.90	1,109.08	950.62	1,002.66	898.85	1,018.92	1,019.10	1,042.15	1,201.91	1,016	12,184
General Assistance	321.15	3,388.59	2,784.24	2,882.17	2,656.63	2,919.12	2,960.94	2,455.21	2,752.26	2,854.51	2,883.04	2,614.01	2,831	33,972
In 2 Line	8,816.16	8,841.66	8,340.22	8,765.86	9,280.82	8,825.50	9,024.58	8,336.56	8,377.95	7,554.50	7,522.16	8,590.35	8,523	102,277
International	100.54	149.34	125.05	68.02	48.41	78.72	94.59	196.54	66.28	6.62	42.76	34.42	84	1,011
Interstate	16,456.13	16,389.38	16,194.90	18,400.46	15,440.11	18,413.58	17,032.37	16,510.46	18,294.53	17,805.37	18,850.47	17,822.47	17,216	206,590
Intra-state	124,675.39	128,177.96	120,848.80	125,982.43	133,054.49	141,717.73	153,333.79	137,094.62	145,857.99	136,189.83	137,041.85	132,964.11	134,745	1,616,939
Others	1,245.12	1,284.96	1,138.81	1,193.85	1,340.07	993.78	926.63	646.47	863.40	1,089.99	1,005.76	1,085.10	1,061	12,732
Toll Free	11,190.90	12,790.90	11,841.95	14,072.75	13,447.42	11,624.91	12,195.51	11,651.91	12,921.63	12,811.81	12,789.95	12,014.87	12,421	149,055
Total of Session Min	166,641.54	171,954.66	162,175.70	172,508.90	176,077.03	185,515.94	196,471.85	177,791.05	189,178.14	179,231.73	189,178.14	176,037.25	177,898	2,134,774
Call Out	3	0	0	3	0	0	1	1	0	0	0	0	1	8
900 Call	668	721	669	865	875	740	807	676	766	787	846	879	775	9,302
Answer Machine	9,006	8,984	7,604	7,900	7,553	7,893	7,891	6,704	7,543	7,455	7,489	7,551	7,797	93,563
General Assistance	2,523	2,480	2,178	2,534	2,889	2,337	2,295	2,212	2,509	2,231	2,232	2,557	2,398	28,777
2 Line	32	23	23	17	23	33	28	28	28	15	26	44	27	320
International	2,785	2,912	2,820	2,957	2,756	3,006	2,773	2,834	2,982	2,859	2,998	3,018	2,858	34,251
Inter-state	37,050	38,114	35,281	37,522	37,109	39,194	39,276	35,360	39,369	38,288	39,157	39,285	37,918	455,015
Intra-state	607	611	545	596	674	570	500	369	546	592	541	520	552	6,621
Others	2,165	2,327	2,153	2,627	2,415	2,205	2,543	2,403	2,694	2,722	2,612	2,532	2,450	29,398
Toll Free	54,819	56,172	51,083	55,011	54,094	55,978	56,104	50,387	56,450	54,909	55,901	56,387	54,819	657,295
Total														

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Interstate Billable Min	16,496.13	16,389.38	16,194.90	18,400.46	15,440.11	18,413.58	17,032.37	16,510.46	18,294.53	17,805.37	18,050.47	17,622.47	17,215.85	206,590.23
Less International Session Min	100.54	149.34	125.05	66.02	48.41	78.72	94.59	196.54	66.28	6.62	4.76	34.42	84.27	1,011.29
Less Toll Free	5,707.36	6,523.36	6,039.39	7,177.10	6,705.18	5,928.70	6,219.71	5,942.47	6,590.03	6,534.02	6,522.87	6,127.59	6,334.82	76,017.80
2 Line Session Min (11%)	16,456.13	16,369.38	16,194.90	18,400.46	15,440.11	18,413.58	17,032.37	16,510.46	18,294.53	17,805.37	18,050.47	17,622.47	17,215.85	206,590.23
Billable to OH	127,921.36	132,553.20	123,621.46	126,462.76	138,443.22	142,676.36	156,092.61	139,631.12	146,937.59	137,080.35	137,511.57	134,030.31	137,047.07	1,644,564.90
NECA Billable Minutes	24,620.17	24,539.72	24,255.46	27,484.71	23,054.17	27,514.95	25,472.82	24,797.13	27,325.13	26,536.62	26,937.96	26,291.90	25,735.89	308,830.73

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,156	32,215	30,596	32,842	31,302	32,690	34,500	34,049	41,810	50,667	65,160	30,943.02	444,534
FY-08	66,470	61,780	70,560	63,494	62,040	63,038	63,847	64,538	61,603	62,901	61,477	70,511	64,557.00	772,279
FY-09	143,407	61,535	66,513	65,106	67,747	66,945	69,838	69,834	69,792	79,075	93,345	115,489.83	76,542.19	987,647
FY-10	133,146	125,673	127,483	124,371	125,530	124,652	134,612	138,740	138,957	142,236	142,765	160,612.55	127,923.65	1,622,776
FY-11	163,946	147,174	184,805	145,878	142,895	138,330	143,407	147,950	134,912	145,899	152,862	160,122	152,376.35	1,806,080
FY-12	172,132	154,226	164,312	154,045	154,735	151,318							158,461.12	950,767



Ohio CapTel Statistics Charts

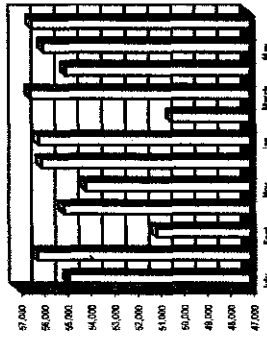
Total Number of Calls

Month	Total Number of Calls
July	54,819
Aug	56,172
Sept	51,083
Oct	55,011
Nov	54,094
Dec	55,978
Jan	56,104
Feb	50,387
March	56,450
April	54,909
May	55,901
June	56,387

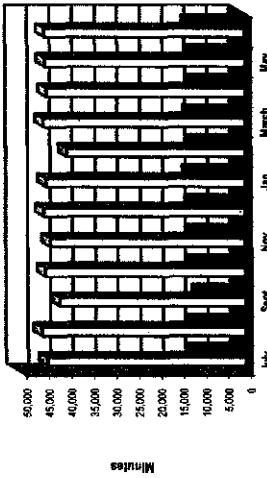
Month	CapTel	Voice
July	43,991	10,828
Aug	45,127	11,045
Sept	41,087	9,996
Oct	44,382	10,629
Nov	43,132	10,962
Dec	44,607	11,371
Jan	44,183	11,921
Feb	39,505	10,882
March	44,688	11,762
April	44,035	10,874
May	44,418	11,483
June	44,442	11,945

Month	Billable Minutes to State
July	143,407.16
Aug	147,950.00
Sept	134,611.86
Oct	145,899.27
Nov	152,862.44
Dec	160,122.13
Jan	172,132.26
Feb	154,225.44
March	164,311.71
April	154,044.79
May	154,734.66
June	151,317.84

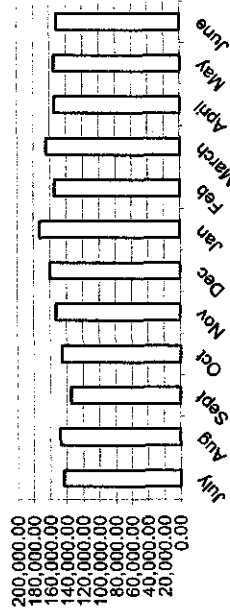
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



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



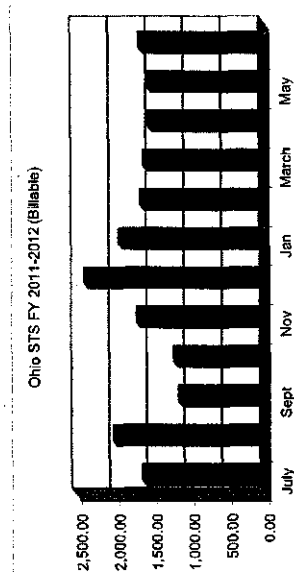
From: Sprint
Address: 2055 W. Lee Avenue, Suite D
Springfield, IL 62709

To: Public Utilities Commission
Address: 180 State Road Street
Columbus, OH 43215

Contract for Session Minutes Speech to Speech Minutes	2011												2012												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				
Total Session Min	3,028.55	2,878.57	1,363.01	1,393.41	2,166.34	3,135.53	2,446.51	2,372.59	2,106.48	1,741.45	1,827.24	2,021.31	2,196.50	2,626.53	1,600.25	1,899.25	638.22	638.50	1,903.11	1,599.55	1,468.55	1,396.18	1,241.16	903.56	815.68	1,141.27	1,183.52	14,202.21
Total Conversation Min																												
Less																												
Interstate Session Minutes of Use	1,127.56	127.47	0.00	83.20	5.55	140.13	0.00	296.11	91.58	42.09	14.92	55.00	153.60	184.315	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21	2.55
Interstate Toll Free Session Minutes of Use 51%	295.06	562.09	246.39	189.05	658.48	618.12	542.04	538.46	434.37	185.16	275.64	292.06	386.82	464.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interstate DA Session Minutes of Use	0.00	0.00	0.00	0.00	31.06	15.22	0.00	70.44	4.20	3.02	3.34	39.52	5.99	109.1	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
800 Session Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Billable Speech to Speech	1,600.83	1,887.48	1,116.65	1,174.16	1,671.24	2,363.75	1,904.47	1,616.63	1,578.33	1,611.25	1,627.83	1,654.73	1,640.78	1,968.41														

Number of Calls Made
Average Length of Call

Total Numbers of Completed Calls Speech to Speech (STS) Calls	2011												2012												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				
Local	130	153	92	108	119	161	154	109	124	139	109	123	151.8															
Interstate	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate	90	11	0	1	1	3	0	5	5	2	2	2	192															
Directory Assistance	9	0	18	20	26	19	22	12	17	26	18	19	205															
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
900	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Toll-Free	36	70	31	31	45	59	54	0	71	28	43	27	656															
Marine Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peer-to-Peer Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total STS Calls	289	285	147	158	191	242	230	186	217	195	176	177	241.8															
Total STS Session Minutes	3,024	2,680	1,368	1,393	2,166	3,136	2,447	2,374	2,106	1,741	1,827	2,021	2,626.59															
Total STS Billable Minutes	1,600	1,887	1,116	1,174	1,670.44	2,363.35	1,904.47	1,616.63	1,577.53	1,611.25	1,627.83	1,654.73	1,640.78	1,968.41														
Ohio STS	1,600.83	1,887.48	1,116.65	1,174.16	1,671.24	2,363.75	1,904.47	1,616.63	1,578.33	1,611.25	1,627.83	1,654.73	1,640.78	1,968.41														





To: Public Utilities Commission

Emmie Danielson

2056 W. Jules Avenue, Suite D
Springfield, IL 62704

Beth Blackmier

180 East Broad Street
Columbus, OH 43215

Ohio Relay Outreach Report - 7-2011 to 6-2012

Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
7/9/2011	Community Services for the Deaf and Hard of Hearing of Portsmouth Annual Community Picnic	Lake White, Piketon, OH	Community, Families and Board members	105	Exhibit	CapTel & Relay Ohio	YES	Educated potential customers
7/19/2011	Ohio Youth Leadership Forum	Columbus	Youths with Disabilities and their families and guardians	60	Exhibit	CapTel & Relay Ohio	YES	Educated youths and their families/guardians.several potential customers
7/22/2011	Radio Show 101.2 FM	Columbus	Community, Families and Friends (3,000 Listeners)	3000	Presentation	DSC/Relay Ohio/CapTel	YES	Several callers called in and emailed asking for follow up.
8/2/2011	Potential CapTel Customer	Cleveland	1 Interested CapTel customer	1	Demonstration	CapTel	YES	CapTel phone ordered for customer and will be delivered soon
8/3/2011	Columbus State Community College	Columbus	Students, Professors	9	Presentation	Relay Ohio/CapTel	YES	Educated new people with 1 lead for a mother who is hard of hearing
8/4/2011	ShalomNet Luncheon & Tech Fair	Cincinnati	Senior Tech Fair	250	Exhibit	CapTel/Relay Ohio	YES	Had a few interested future CapTel customers

8/6/2011	Shreve Methodist Church	Shreve	Health Fair	200	Exhibit	CapTel/Relay Ohio	YES	Several people interested in purchasing CapTel phones
8/12/2011	Ohio Association of the Deaf's 27th Conference	Hudson	OAD attendees	50	Exhibit	Relay Ohio/CapTel	YES	Educated new potential customers
8/24/2011	Staff & Client Meeting	Mansfield	Interested staff and clients	7	Presentation	CapTel 800 & 800i	YES	Clients plan to purchase phones for their workplaces and homes
8/28/2011	DSC's 20th Anniversary Celebration	Columbus	DSC Friends, Professionals, Community	150	Exhibit	Relay Ohio/CapTel	YES	Educated new potential customers & 2 possible new CapTel users
8/31/2011	Capital University's Community Service Day	Bexley	Capital Community, students, teachers, and office workers	200	Exhibit	DSC/Relay Ohio/CapTel	YES	Educated new population. Most were interested in CapTel info.
Sep-11								
9/11/2011	Columbus Colony Fall Festival	Westerville	Deaf and Hard of Hearing Senior Citizens	350	Exhibit	Relay Ohio/CapTel	YES	Educated customers and updated on WebCapTel product
9/10/2011	Youngstown Deaf Club's 90th Anniversary	Boardman	Deaf and Hard of Hearing members of the Club	34		Relay Ohio/CapTel	YES	Sponsored their event through their program book and got recognized in their program book too.
9/16/2011	Contractor Training	Worthington	1 new contractor; 1 needed refresher	2		Relay Ohio/CapTel	YES	2 new Contractors on team
9/17/2011	Cochlear Americas--Hearing Health Seminar	Beachwood	CI Professionals and families	150		Relay Ohio/CapTel	YES	Educated customers on services
9/17/2011	Liberty Baptist Church for the Deaf's 25th Anniversary Event	Westerville	Community members	80		Relay Ohio/CapTel	YES	Educated new customers on Relay Ohio and CapTel
9/22/2011	WRAAA Expo for Adults with Aging Parents	Tower City, Cleveland	Senior Citizens, families, professionals,	200		Relay Ohio/CapTel	YES	Educated a lot of people on Relay Ohio/CapTel services
9/22/2011	Central Ohio Workforce Investment Center	Columbus	Staff professionals	9		Relay Ohio/CapTel	YES	Presentation on staff on basic info about TTYs, Relay Ohio, and CapTel

9/30/2011	Supporting Children with Cochlear Implants in the Classrooms conference @ CSCC	Columbus	CI Professionals and families	150	Exhibit	Relay Ohio/CapTel	YES	4 new potential customers and educated others
9/30/2011	Orange Senior Center Community Health & Wellness Fair	Pepper Pike	Senior Citizens	200	Exhibit	Relay Ohio/CapTel	YES	Educated customers on services
10/1/2011	Cincinnati Deaf Day at Cincinnati Zoo	Cincinnati	Deaf, hard of hearing communities and their families and friends	200	Exhibit	CapTel flyers and Relay Ohio brochures	Yes	Educated a lot of people there
10/3/2011	Portsmouth Health Fair	Portsmouth	Portsmouth Community	150	Exhibit	CapTel flyers and Relay Ohio brochures	Yes	Educated potential customers
10/5/2011	WRAA Fall Expo-Seniors on Aging	Parma	Senior Citizens	300	Exhibit	Relay Ohio/CapTel	Yes	Educated Senior Citizens and got 2 possible new users
10/8/2011	Home Depot Safety Fair	Avon	Customers, families, professionals	500	Exhibit	Relay Ohio/CapTel	Yes	More people educated on Relay Ohio and CapTel
10/12/2011	One-on-One Training with New Trainer	Columbus	Trainer	1	Training	Relay Ohio/CapTel	Yes	She's on the team now! :) She is in the process of purchasing a new CapTel 800 phone
10/13/2011	One-on-One Training with potential new CapTel User	Cleveland	Demo	1	One-on-One training	CapTel	Yes	Ended up realizing he needed TTY, not CapTel due to his speech impairment so Debbie gave him her TTY at no charge
10/19/2011	One-on-One Training with CapTel customer	Shaker Heights	CapTel Customer for her son (and later provided TTY training too)	2	One-on-One training	CapTel & TTY	Yes/No	Educated more people and possible 1-2 new customers too
10/20/2011	Health Fair Event @ Mansfield Presbyterian Church	Mansfield	Mansfield community	10	Exhibit	Relay Ohio/CapTel	Yes	He brought a CapTel
10/21/2011	CSDHH Office	Portsmouth	New potential CapTel customer	1	Demonstration	CapTel	Yes	Educated potential customers
10/22/2011	AG Bell Convention	Columbus	AG Bell Attendees	30	Exhibit	Relay Ohio/CapTel	Yes	Educated many people plus got one new potential business customer. Will follow up with her this week.
10/28/2011	Ohio Senior Hunger Summit	Grove City	Senior Citizens	140	Exhibit	Relay Ohio/CapTel	Yes	

11/1/2011	Cincinnati Children's Hospital	Cincinnati	Health Fair	5	Exhibit-Got cancelled but was able to educate the people who were there	Relay Ohio/CapTel	Yes	Created awareness about Relay Ohio/CapTel while there.
11/1/2011	1 New CapTel customer	Cleveland	1 New CapTel customer	1	Demo/Info	CapTel	Yes	Brought a new CapTel for her home in Cleveland
11/2/2011	CapTel Trainer	Wadsworth	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	We have a new trainer on the team to do outreach around the state
11/5/2011	Ohio DEAFair 2011	Columbus	Deaf, Hard of hearing, Deaf Blind individuals and communities	895	Exhibit	Relay Ohio/CapTel	Yes	Educated a lot of potential customers with 15 in the process of purchasing CapTel phones and 9 others wanting follow ups.
11/12/2011	Cochlear Americas	Cincinnati	People with Cochlear Implants; their families and professionals	100	Exhibit	Relay Ohio/CapTel	Yes	Drummed up a lot of interest for CapTel phones
11/13/2011	Cerebral Palsy Inspires	Cincinnati	People with Cerebral Palsy, professionals, families and community	150	Exhibit	Relay Ohio/CapTel	Yes	Speech-to-Speech services -- much interest and explained
12/2/2011	United Disability Services	Akron	People with disabilities	8	Presentation	Relay Ohio/CapTel	Yes	New possible Relay Ohio/CapTel customers
1/3/2012	1 CapTel Wireless Customer	Gallion	1 CapTel Wireless Customer	1	Information/ Demonstration (Followed up from fall conference)	CapTel	Yes	She has the app on her phone now and can use CapTel wireless services
1/16/2012	1 CapTel Wireless Customer	Portsmouth	1 CapTel Wireless Customer	1	Demonstration	CapTel	Yes	She has the app on her phone now and can use CapTel wireless services

2/2/2012	OACAA Winter Legislative Conference	Columbus	Legislative aids, legislators, people with disabilities advocates	300	Exhibit	Relay Ohio/CapTel	Yes	Got a couple of leads for future presentations and exhibit opportunities as well as 3 possible new CapTel customers
2/7/2012	First Congregational Church	Marietta	Congregational and community members	20	Presentation	Relay Ohio/CapTel	Yes	Got a handful new leads to follow up
2/8/2012	Riverview Retirement Center	Portsmouth	Residents	15	Presentation	Relay Ohio/CapTel	Yes	Will follow up on several interested CapTel customers
2/16/2012	Akron's Children's Hospital	Akron	Staff professionals	8	Presentation/Demonstration	Relay Ohio/CapTel	Yes	Educated staff about Relay Ohio/CapTel and Wireless CapTel, pagers, Alert Master
2/23/2012	Portage Senior Services Network	Ravenna	Staff, professionals, customers	30	Presentation/Demonstration	Relay Ohio/CapTel	Yes	Educated staff about Relay Ohio/CapTel, Wireless CapTel and other items.
2/27/2012	Relay Ohio Customer	Columbus	Staff at ODH	1	Demonstration	Relay Ohio	Yes	Understood how Relay Ohio works now
2/28/2012	McDermott Senior Center	McDermott	Local Senior Citizens	20	Presentation	CapTel/Relay Ohio	Yes	Will follow up on several interested CapTel customers
3/2/2012	Ohio University--Lancaster: Celebrate Women 2012	Lancaster	Women staff, professionals, students and families	200	Exhibit	Relay Ohio/CapTel	Yes	Got around 30 leads to follow up -- 10 for CapTel
3/9/2012	Ohio Speech, Language Hearing Association Conference	Columbus	Audiologist, professionals, educators, families		Exhibit	Relay Ohio/CapTel	Yes	A lot of education for the attendees that day on Relay Ohio/CapTel; have 34 leads to follow up
3/10/2012	Ohio University- Chillicothe Health Fair	Chillicothe	Community	1,500	Exhibit	flyers	yes	info about CapTel
3/17/2012	University of Cincinnati -- Deaf Health Fair	Cincinnati	Deaf, hard of hearing, hearing students, families, communities from Ohio, Indiana and Kentucky	500	Exhibit	Relay Ohio/CapTel	Yes	A lot of education for the attendees that day on Relay Ohio/CapTel
3/16/2012	Relay Ohio Customer	Broadview Heights	Relay Ohio Customer	1	Technical/Demonstration/Support	Relay Ohio/MCO/CapTel	Pending	Been working with this customer non stop since 3/16/12 with several issues including VCO, Relay Ohio, and CapTel.

3/24/2012	Deaf Grange Conference	Zanesville	Deaf Grange staff and families	50	Exhibit/Demonstration	Relay Ohio/CapTel	Yes	Many people were interested in CapTel services including WebCapTel and Wireless CapTel
3/30/2012	CSCC--Perspective on Language and Literacy for Deaf and HoH Learner's Center	Columbus	Students, Professors, Staff & families	150	Exhibit	Relay Ohio/CapTel	Yes	25 brochures took for Relay Ohio; 5 flyers taken for CapTel; 25 asked about Sprint services for phones
3/30/2012	Meigs County Senior Services	Pomeroy, OH	Case Mangers for the Aging	25	Presentation	flyers	yes	info about CapTel
3/31/2012	CapTel customer	Cleveland	One-on-One problem solving	1	Demonstration	CapTel	Yes	Customer's CapTel issues resolved
3/31/2012	HLAA Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton/Beavercreek	HLAA members, families, friends, professionals	55	Exhibit	Relay Ohio/CapTel	Yes	More people educated on Relay Ohio and especially CapTel
4/10/2012	Cleveland Clinic Audiologist Staff	Cleveland	Audiologists & professionals	11	Presentation	Relay Ohio/CapTel	Yes	Long time follow up with this Audiology dept to do this presentation and now have several leads
4/14/2012	Hillsboro Health Fair	Hillsboro	Hospital staff, families, professionals	70	Exhibit	Relay Ohio/CapTel	Yes	Reached to a new target population never targeted before in rural Southern Ohio
4/14/2012	Adams County Regional Health Fair	Seaman	Hospital staff, families, professionals	100	Exhibit	Relay Ohio/CapTel	Yes	Reached to a new target population never targeted before in rural Southern Ohio near Portsmouth
4/22-24/12	CapTel Training	Denver, CO	CapTel Training	30-40? (Waiting for John to get back with me on this)	Training	CapTel	Yes	John will do a workshop in July for the Relay Ohio/CapTel team to update us on what he learned in CO
4/26/2012	CapTel User	Cleveland	CapTel User Training	1	Demonstration	CapTel	Yes	New CapTel User!
4/28/2012	Wayne County Home & Garden Show	Wayne County	General Public	750	Exhibit	Relay Ohio/CapTel	Yes	Educated many people about Relay Ohio/CapTel
4/28/2012	US Deaf Soccer Team Exhibition Event	Columbus	Deaf Women, Men, their families, friends, fans and general public	400	Exhibit	Relay Ohio/CapTel	Yes	Educated many people about Relay Ohio/CapTel and possible 6 new CapTel users

4/29/2012	CODA International Mother/Father Deaf Day	Springfield	Springfield community, church members, and deaf community	60	Presentation	CapTel	Yes	4 new CapTel users
5/8/2012	Columbus Speech and Hearing Center	Columbus	Columbus Speech and Hearing Center staff	12	Presentation	CapTel	Yes	Staff are now educated about CapTel
5/19/2012	HLAA Dayton/Cincinnati Walk4Hearing	Dayton/Beavercreek	HLAA members, families, friends, professionals	350	Exhibit	Relay Ohio/CapTel	Yes	More HLAA members know about Relay Ohio/CapTel services
6/2/2012	NAMI Walk	OSU/Columbus	Students, Staff, Families	300	Exhibit	Relay Ohio/CapTel	Yes	More people know about Relay Ohio/CapTel
6/27/2012	WRAAA Senior Wellness Expo	Great Northern Mall, Olmsted	Senior Citizens, families, professionals,	400	Exhibit	Relay Ohio/CapTel	Yes	More senior citizens and people are educated about Relay Ohio/CapTel