

08-439-TP-COI

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Sprint

Relay Ohio

FY-2012-2013

Case No. 08-439-TP-COI

Relay Ohio Traffic Report

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

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

	2012	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
TTY-Baudot	6,143	6,055	6,151	5,532	5,665	5,633	5,833							35,079
Turbo Code	2,872	2,465	2,150	2,104	2,010	1,921								13,322
ASCII	97	15	29	103	4	4								252
Voice	4,256	4,102	4,036	4,642	4,898	4,533								25,467
VCO	5,840	5,745	5,088	5,600	4,828	5,828								32,908
HCO	300	306	245	414	318	20								1,601
Deaf/Blind ASCII	0	0	0	0	0	0								0
Deaf/Blind Baudot	27	6	14	1	0	0								48
Speech to Speech	163	150	258	864	974	518								2,927
Spanish Calls	2	1	0	1	1	2								7
<b>TOTAL</b>	<b>19,300</b>	<b>18,245</b>	<b>17,549</b>	<b>19,261</b>	<b>18,596</b>	<b>18,480</b>								<b>112,811</b>
<b>% PERCENTAGE OF CALLS</b>														<b>AVERAGE</b>
TTY	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%								32.00%
Turbo Code	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%								12.12%
ASCII	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%								0.22%
Voice	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%								24.18%
VCO	30.20%	30.73%	28.64%	30.44%	27.40%	32.48%								29.98%
HCO	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%								1.45%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
Deaf/Blind Baudot	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%								0.04%
<b>TOTAL NUMBERS OF COMPLETED RELAYED CALLS</b>														<b>TOTAL</b>
Local	12,453	12,034	11,529	14,970	11,008	11,037								73,031
Intrastate (Intralate)	182	242	235	261	294	371								1,585
Intrastate (Interlate)	741	425	432	402	673	667								3,340
Interstate Calls	474	484	360	524	382	500								2,704
Toll Free	1,645	1,894	1,557	2,144	1,529	1,500								10,269
Directory Assistance	92	50	36	83	69	90								440
900 (Attempted)	0	0	0	0	0	0								0
International	0	8	0	2	3	1								14
Marine (Attempted)	0	0	0	0	0	0								0
Other Calls	0	0	0	0	0	0								0
<b>TOTAL COMPLETED</b>	<b>15,537</b>	<b>15,127</b>	<b>14,149</b>	<b>14,634</b>	<b>13,958</b>	<b>14,166</b>								<b>87,591</b>
Busy Ring No answer	37,405	3,567	3,542	3,792	3,663	3,774								55,743
<b>TOTAL OUTBOUND</b>	<b>19,335</b>	<b>18,654</b>	<b>17,621</b>	<b>18,396</b>	<b>17,621</b>	<b>17,940</b>								<b>109,677</b>
General Assistance	17,070	16,358	16,003	17,211	14,725	14,016								95,363
<b>TOTAL Relayed Calls</b>	<b>36,405</b>	<b>35,052</b>	<b>33,694</b>	<b>34,507</b>	<b>32,946</b>	<b>31,956</b>								<b>205,060</b>

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.   
 Date Processed: 1/28/13   
 Technician: [Signature]

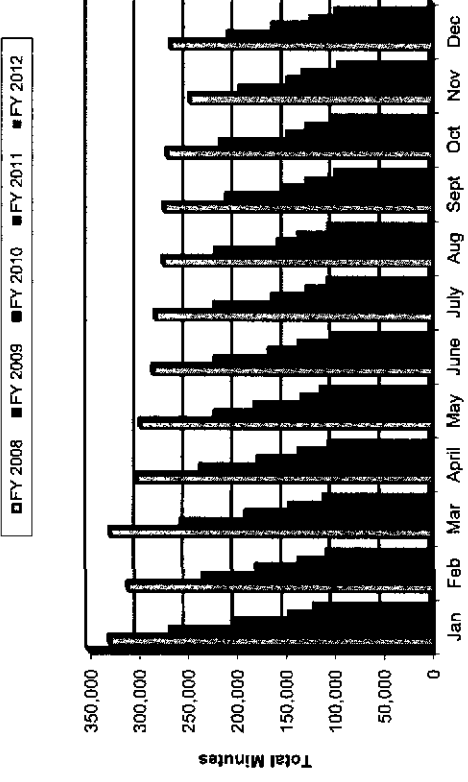
MINUTES OF SERVICE	71,154.12	64,897.52	68,428.85	64,648.93	67,932.43	TOTAL
Less 800 Toll-Free	105,975.47	97,853.90	103,481.38	95,658.05	98,556.58	409,196.05
Less Interstate	4,265.38	3,303.50	3,000.82	2,986.90	3,573.23	606,755.21
Less International	0.87	0.00	4.65	20.55	4.58	20,851.83
Less 800 Toll-Free	9,250.13	8,189.69	9,574.08	8,835.24	8,245.73	110.10
Less Directory Session Min	37.35	3.25	51.07	16.47	40.55	54,816.45
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	148.37
Available Minutes	92,421.74	86,347.46	90,660.76	83,796.89	86,691.49	0.00
Available Minutes (STS)	887.31	1,481.32	4,384.85	6,307.40	3,975.79	0.00
Offered	32,063	30,917	29,776	32,302	28,415	TOTAL
Answered	31,106	30,080	29,054	31,352	27,508	182,584
In Queue	32,063	30,917	29,776	32,302	28,415	177,327
Abandoned in Queue	957	837	742	950	907	182,584
AVERAGE NUMBER OF CALLS PER MINUTE						AVERAGE
Weekend	811	731	748	731	749	757.00
Weekday	1,323	1,270	1,289	1,288	1,185	1,258.33
AVERAGE NUMBER OF CALLS IN SERVICE PER MINUTE						AVERAGE
Session Minutes	3.39	3.49	3.37	3.32	3.41	3.43
Conversation Minutes	2.27	2.36	2.23	2.23	2.31	2.31
Avg. Length of Completed Calls	6.82	6.96	6.95	7.12	6.99	6.99
AVERAGE PERCENTAGE OF CALLS ANSWERED						AVERAGE
Service Level	96.0%	96.0%	97.0%	96.0%	96.0%	96.00%
ASA	1.2	1.1	1.0	1.3	1.4	1.23.33%
Complaints	2	1	7	3	3	19
Comments	6	9	7	6	9	43
Inquiries/Other	335	238	338	560	437	2,468
Total	343	248	352	569	572	2,530
Complaints/Comments						
RCC Minutes (effective 7/1/2009)	625	930	900	480	435	3,270

Average Percentage of Relay Usage

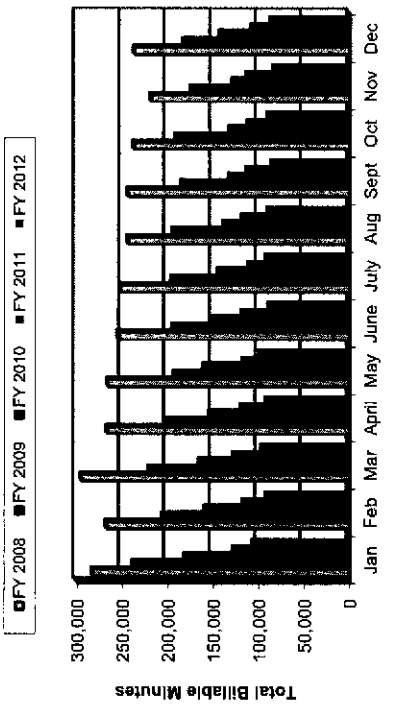


- TTY
- Turbo Code
- ASCII
- Voice
- VCO
- HCO
- Deaf/Blind ASCII
- Deaf/Blind Baudot

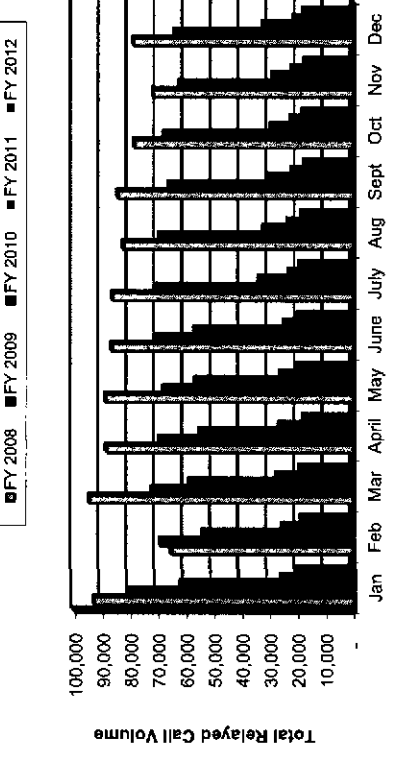
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



**Relay Usage**

**2012**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Turbo Code	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ASCII	0.50%	0.06%	0.16%	0.56%	0.02%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Voice	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
VCO	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
HCO	1.55%	1.64%	1.36%	2.25%	1.79%	0.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DeafBlind 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%
DeafBlind Braille	0.02%	0.03%	0.08%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

**2013**

**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	232,457	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	145,456	134,562	132,403	135,270	127,094	135,916	128,069	127,873	131,270	123,434
FY 2012	120,750	106,681	110,427	104,743	112,988	102,862	105,975	105,230	97,854	103,481	95,658	98,557

**Total Billable Minutes**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	281,075	286,297	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	126,148	117,729	127,326	119,519	117,337	118,646	111,551	118,729	113,366	111,965	113,775	107,709
FY 2012	106,087	92,515	97,071	92,578	99,554	89,127	92,422	90,717	86,347	90,851	83,799	86,691

**Total Relayed Call Volume**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	92,631	84,679	84,004	87,867	86,361	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	69,628	69,093	65,658	67,187	61,736	63,390
FY 2010	61,496	53,361	58,144	54,806	58,096	56,370	53,530	51,748	50,734	49,012	48,746	52,015
FY 2011	26,093	25,284	27,664	26,391	26,121	25,085	23,178	23,780	22,308	22,550	22,396	21,358
FY 2012	20,134	18,813	19,463	18,052	20,185	19,894	19,335	18,694	17,691	18,396	17,621	17,940

# FY-12/13 Ohio CapTel Service Patterns



Case No. 08-439-TP-COI

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

From: Sprint  
 Address: 2955 W. Iles Avenue, Suite D  
 Springfield, IL 62704

Ohio Contract calls for Session Minutes

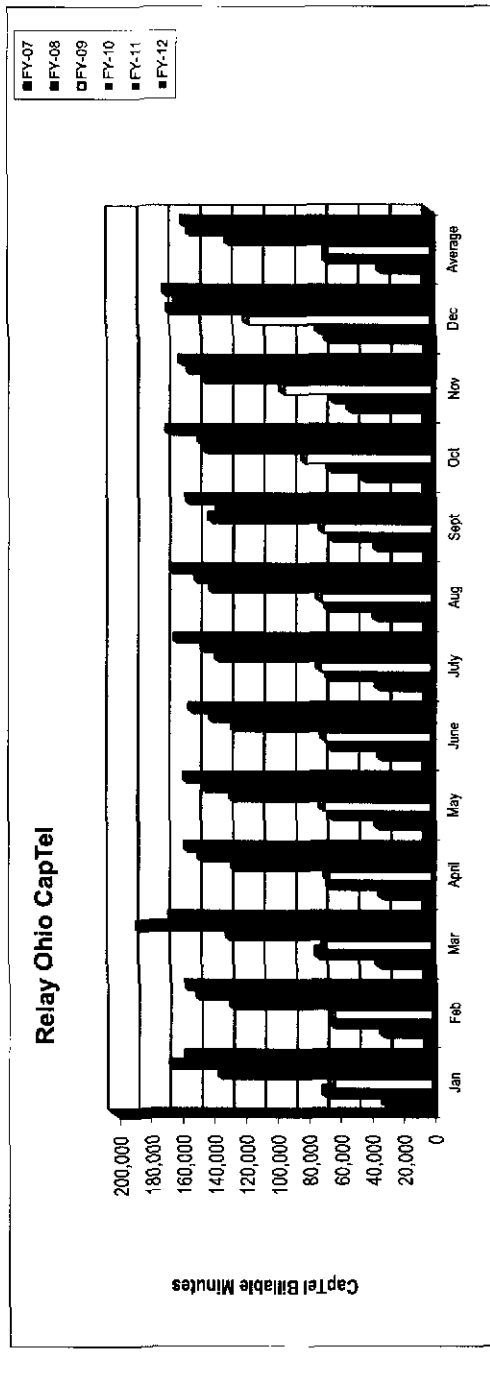
2012

2013

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
Billable Minutes	180,727.42	183,338.08	153,379.46	185,755.62	157,867.12	147,889.19	0	0	0	0	0	0	181,361.31	983,167.84
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	142	145	137	151	161	163	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	923
Average Per Min Per User billed to State	127	136	122	135	129	135	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	711
Number of CapTel Activated	2,724	2,781	2,787	2,806	2,817	2,863							2,793	103
Number of CapTel Shipped	2889	2928	2958	2981	3007	3066							2,972	3176
Number of Users/Participants	1,128	1,124	1,118	1,100	1,093	1,094							1,110	1852
Occupancy % User	39%	38%	36%	37%	36%	36%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	37%	
Average Per Call Length Per User	2.76	2.79	2.82	2.78	2.89	2.89	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.51	
Call In	46,517	46,798	43,421	47,535	43,439	46,208							Average	273916
Voice In	11,665	11,827	10,992	12,068	10,685	11,644							45,653	273916
Total of Calls	58,182	58,625	54,413	59,603	54,134	57,852	0	0	0	0	0	0	57,135	342,988
900 Calls	0.4	1	0	0	0	1							Average	2
Answer Machine	1042.82	1205.18	1133.02	1428.70	1099.33	830.06							1,123	6739
General Assistance	2887.5	2,799.76	2488.03	2,902.70	2,846.44	2,817.48							2,749	16,402
In 2 Lins	7,612.68	8,308.71	7,185.37	8,225.53	7,276.61	8,109.45							7,786	46,716
International	23.06	46.87	78.22	32.68	61.29	17.42							43	257
Interstate	18,122.05	18,390.26	17,416.34	18,486.41	17,079.47	20,610.02							18,452	110,715
Intra-state	142,723.69	143,979.07	135,911.12	145,873.24	139,433.41	149,168.91							142,848	867,089
Others	1,123.95	1,261.70	1,145.83	1,389.53	1,183.31	987.63							1,182	7,092
Toll Free	12,600.54	13,792.43	12,850.69	13,959.54	14,341.90	12,401.09							13,324	79,946
Total of Session Min.	186,136.29	189,774.36	170,216.62	192,208.33	183,721.66	194,943.21	0.00	0.00	0.00	0.00	0.00	0.00	93,754	1,125,030
900 Call	1	1	0	0	0	3							Average	5
Answer Machine	816	698	844	1,085	851	643							856	5,136
General Assistance	8,113	7,915	7,368	8,403	7,919	7,806							7,870	47,218
In 2 Lins	2,406	2,463	2,210	2,561	2,137	2,046							2,303	13,817
International	39	52	40	21	34	19							33	199
Inter-state	3,025	3,157	2,986	3,219	3,011	3,291							3,112	18,669
Intra-state	40,788	40,779	37,914	41,043	37,112	40,900							39,756	238,536
Others	581	588	526	470	465	475							517	3,103
Toll Free	2,419	2,774	2,545	2,800	2,917	2,689							2,687	16,124
Total	56,162	58,625	54,413	59,603	54,134	57,852	0	0	0	0	0	0	58,182	342,988

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
Interstate Billable Min	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	0.00	0.00	0.00	0.00	0.00	0.00	9,226.21	110,714.55
Less International Session Min	23.06	46.87	76.22	32.68	61.29	17.42	0.00	0.00	0.00	0.00	0.00	0.00	21.45	257.34
Less Toll Free	6,426.28	7,034.14	6,553.85	7,119.37	7,314.32	6,324.56	0.00	0.00	0.00	0.00	0.00	0.00	3,397.71	40,772.51
2 Line Session Min (11%)	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	0.00	0.00	0.00	0.00	0.00	0.00	9,226.21	110,714.55
Billable to OH	143,442.85	145,863.05	136,753.87	148,163.46	140,987.11	147,381.19	0.00	0.00	0.00	0.00	0.00	0.00	71,882.63	862,591.54
MECA Billable Minutes	27,024.91	27,448.16	26,026.57	27,592.33	26,403.70	30,726.35	0.00	0.00	0.00	0.00	0.00	0.00	13,768.50	165,222.02

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,245	30,596	32,842	31,302	32,690	34,500	34,049	41,810	50,887	65,160	30,943.02	444,534
FY-08	66,470	61,780	70,580	63,484	62,040	63,038	63,847	64,538	61,603	62,961	61,477	70,511	64,567.00	772,279
FY-09	61,535	61,535	66,543	65,106	67,747	66,945	69,658	68,834	68,792	79,075	93,345	115,489.83	64,806.83	885,775
FY-10	133,145	125,673	127,493	124,371	125,530	124,652	134,612	138,740	138,957	142,236	142,765	164,612.55	127,823.65	1,622,776
FY-11	163,946	147,374	164,805	145,878	142,895	138,330	143,407	147,950	134,612	145,899	152,862	160,122	152,876.35	1,808,080
FY-12	154,225	154,225	164,312	154,045	154,735	151,318	160,727	163,339	153,379	165,756	157,867	167,099	158,226.69	1,901,027

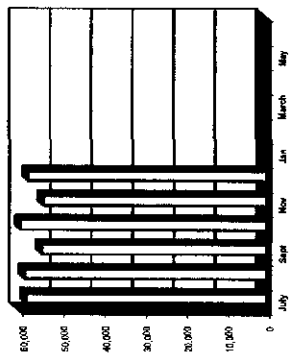


Total Number of Calls	
July	58,182
Aug	58,625
Sept	54,413
Oct	59,603
Nov	54,134
Dec	57,852
Jan	0
Feb	0
March	0
April	0
May	0
June	0

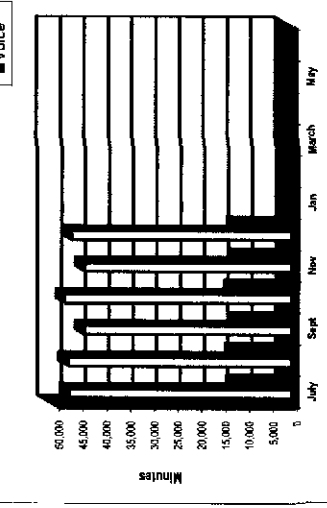
Called by CapTel or Voice Caller	
July	46,517
Aug	46,798
Sept	43,421
Oct	47,535
Nov	43,439
Dec	46,208
Jan	0
Feb	0
March	0
April	0
May	0
June	0

July	160,727.42
Aug	163,339.08
Sept	153,379.45
Oct	165,755.62
Nov	157,867.12
Dec	167,098.15
Jan	0.00
Feb	0.00
March	0.00
April	0.00
May	0.00
June	0.00

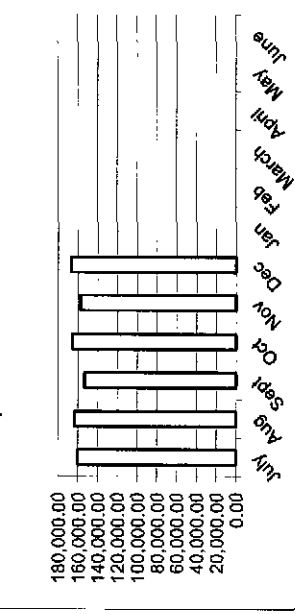
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



**Sprint** **Relay Ohio**

**Relay Ohio Traffic Report for Case No. 08-439-TP-COI** FY 2011-2012

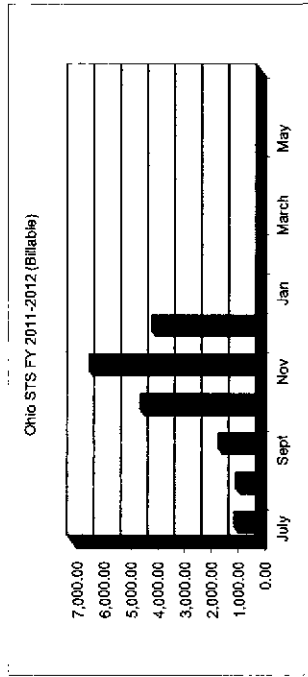
*Speech to Speech*

For Further Information Contact: **Relay Ohio Support Center**  
 Address: **100 West Broad Street**  
 Columbus, OH 43260

Contract for Session Minutes	2012												2013												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	1,140.01	1,094.42	1,903.10	6,661.84	7,652.26	5,018.11																				3,743.21	22,458.23	
Total Conversation Min	606.12	638.40	1,063.52	3,314.36	3,981.29	3,043.15																					2,604.57	12,029.84
Interstate Session Minutes of Use	9.18	6.38	2.04	130.06	24.54	8.40																					28.44	179.82
International Session Minutes of Use	0.00	0.00	0.00	0.00	0.00	0.00																					0.00	0.00
Interstate Toll Free Session Minutes of Use 61%	218.36	225.35	398.40	1,057.00	1,167.23	978.18																					674.09	4,044.54
Interstate DA Session Minutes of Use	14.46	6.31	21.07	79.35	139.44	55.25																					54.91	325.85
900 Session Minutes of Use 81%	0.00	0.00	0.00	0.00	0.00	0.00																					0.00	0.00
Total Billable Speech to Speech	897.99	856.38	1,481.58	4,384.81	6,308.04	3,876.28	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	1,492.53	17,915.19	

Number of Calls Made  
Average Length of Call

Total Number of Completed Calls Speech to	2012												2013												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	79	81	130	247	555	312																					1,404	
Intrastate	0	0	0	149	6	0																						149
Interstate	2	1	0	14	3	2																					22	
Directory Assistance	13	17	22	72	72	34																					230	
General Assistance	0	0	0	0	0	0																					0	
International	0	0	0	0	0	0																					0	
900	0	0	0	0	0	0																					0	
Leap Toll-Free	33	42	51	238	187	133																					688	
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	137	141	206	715	823	481																					2,493	
Total STS Session Minutes	1,140	1,094	1,903	6,661	7,652	5,018																					22,458	
Total STS Billable Minutes	897	856	1,481	4,384	6,308	3,876																					17,915	
Ohio STS	897.99	856.38	1,481.58	4,384.81	6,308.04	3,876.28	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	1,492.53	







## 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?
7/5-6/2012	National Association of the Deaf Convention	Louisville, KY	NAD Convention attendees, professionals, families	3000	Exhibit	Relay Ohio/CapTel 840i	YES	Reached out new customers that haven't seen/met in Ohio
7/6/2012	Customer Training	Wheelerburg, WVA	Kes Keene	3	1-1 training	CapTel brochure and flyers CapTel packets, 840i flyers, PowerPoint presentations from the Denver, CO training	YES	New CapTel customer
7/13/2012	CapTel Training	Columbus	Relay Ohio/CapTel trainers	10	Presentation/Demonstration	Flyers on CapTel and Relay Ohio were passed out	YES	All Relay Ohio/CapTel trainers are now updated with 840i and other technical issues for Relay Ohio.
7/14/2012	CSDHH Picnic	Lake White	Deaf and Hard of Hearing individuals and their families and friends	130	Presentation	Relay Ohio brochures, CapTel 800/800i flyers	YES	Possible new CapTel customers. Will follow up
7/28/2012	Deaf Black Advocates Conference	Middlesburg Heights	Deaf and Hard of Hearing individuals and their families and friends	60	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Did a lot of CapTel phone demonstrations as requested. May get new CapTel phone users
Aug-12								
8/4/2012	HAAA Ohio Chapter Leaders Conference	Newark	HAAA leaders, trainers and members	50	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated new people and answered questions about the new 840i phone

8/14/2012	Rally for Wellness Health Fair	The Ohio State University-Columbus	OSU students, staff, professionals in health industries, Hospital reps	2,500	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	YES	Educated a lot of new customers and even have some new leads to follow up.	
8/22/2012	One-on-One Training	Smithville	2 people	2	Demonstration	CapTel brochure and order forms	YES	Considering purchasing a new CapTel phone	
<b>Sep-12</b>									
9/9/2012	Columbus Colony Housing's Fall Festival	Westerville	Deaf, hard of hearing and deaf-blind individuals and their families, senior citizens, friends of CCH	900	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated a lot of people about the CapTel 840i and 840. Also got a few leads - will follow up on them.	
9/14/2012	NOCCCI & OH Chapter AB Bell Conference	Akron	Professionals, members of AB Bell Association	200	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many professionals and members	
9/17-18/12	DisAbility Jobs Summit: Connecting & Building Partnerships	Columbus	Employers, vocational rehabilitation counselors & coordinators, vocational consultants, supervisors, mental health and developmental disabilities professionals, educators, individuals with disabilities and their families	500	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Many people stopped by and asked about CapTel 840 and 840i so we were able to answer their questions.	
9/21/2012	Columbus Catholic Services	Columbus	Staff	7	Presentation and Demonstration	Relay Ohio brochures, CapTel flyers and order forms	YES	Educated all staff about Relay Ohio and CapTel services	
9/22/2012	Ride DEAF Bike Challenge	Plain City	Cyclists, families and	180	Exhibit	Relay Ohio brochures, CapTel Flyer and Order forms	YES	Several cyclists with hearing loss plan to contact us for more information about CapTel	

9/22/2012	Dayton Deaf Awareness Day	Dayton	Deaf, hard of hearing and deaf-blind individuals and their families, senior citizens, friends from Dayton area	600	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated a lot of people about the CapTel 840i and 840. Also got a few leads -- will follow up on them.	
9/28/2012	Orange Health & Wellness Fair	Pepper Pike	Health Professionals, patients, families, community members	500	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Many people are now aware of Relay Ohio and CapTel services.	
9/29/2012	OASLTA (Ohio American Sign Language Teachers Association)	Dayton	Teachers, professionals, interpreters	41	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many, teachers, professionals and OASLTA members	
9/29/2012	Hearing Health Seminar hosted by Cochlear Americas	Columbus	Professionals, family members	125	Exhibit/Demonstration	Relay Ohio brochures, CapTel flyers	YES	Educated many professionals and members. Also associated with Cochlear America.	
<b>Oct-12</b>									
10/6/2012	Northwest Ohio Walk4Hearing 2012	Lima	Professionals, HLAA members, Families and Friends	70	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More HLAA members aware of CapTel phones and 3 possible new users	
10/6/2010	WRAAAA Senior Wellness Expo 2012	Parma	Senior Citizens, families and professionals	450	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	Many senior citizens are educated more about the Relay Ohio and CapTel services	
10/10/2012	St. Vincent Charity Medical Center	Cleveland	Health Professionals, patients, families, community members	300	Exhibit/Demonstration	Relay Ohio/CapTel brochure	YES	Many Health Professionals and community members know about Relay Ohio and CapTel services.	
10/13/2012	HLAA Local Chapter--Columbus	Columbus	HLAA members and their families	10	Presentation	Relay Ohio/CapTel brochures and flyers	YES	New HLAA members educated about services	
10/16/2012	Defense Logistics Agency (DLA)	Columbus	Federal Employees, Supervisors and Board	24	Exhibit	Relay Ohio/CapTel brochures and flyers	YES	2 Federal Employees were interested in getting CapTel phones for their work.	
10/22/2012	OSSPEAC (Ohio Speech Pathology Educational) Fall Conference 2012	Columbus	Speech Pathologists, audiologists, school program	450	Exhibit/Demonstration	Relay Ohio/CapTel brochures and flyers	YES	More people educated about the Relay Ohio/CapTel services. Got 2 possible new trainers for	
<b>Nov-12</b>									

11/1-2/2012 AND 11/5/12	1 New CapTel User	Waverly	1 new CapTel user		Demonstration /Technical Assistance	CapTel handout	YES	New CapTel User all set up now.
11/10/2012	2012 Jam	Blacklick	Eastpointe members, community and professionals		Exhibit/Demon stration	Relay Ohio/CapTel brochures and handouts	YES	1 new possible trainer and several people educated
11/12/2012	Hamilton County Call Center	Cincinnati	Call Center dispatchers		Presentation/D emonstration	Relay Ohio/CapTel brochures and flyers	YES	More dispatchers understand how Relay Ohio and CapTel users make their calls and how they should handle such calls
11/17/2012	1st Annual Deaf Festival	Struthers	Church, Community and families	80	Exhibit/Demon stration	Relay Ohio & CapTel flyers	YES	Educated new people in that area
11/19/2012	New Possible CapTel user	Findlay	1 new CapTel user	1	Demonstration - 50 minutes on phone	CapTel	YES	Ended up purchasing the 840i CapTel phone
11/30/2012	National Association of Social Workers Conference	Polaris	Social Workers, Supervisors, other professionals		Exhibit	Relay Ohio/CapTel brochures, flyers and handouts	YES	More educated people now; Also got a couple leads for future presentations and/or demonstrations
Dec-12								
12/14/2012	Ohio Relay Consumer Committee Meeting	Columbus	ORCC members and other professionals		Meeting	Relay Ohio/CapTel issues were discussed	YES	ORCC members get to meet Relay Ohio/CapTel trainers
12/17/2012	New CapTel User	Cleveland	1 new CapTel user	1	Demonstration on phone 45 minutes	CapTel	YES	Purchased 840i CapTel & will install it soon