

Relay Ohio Traffic Report

Case No. 08-439-TP-COI

FY-2012-2013

Sprint



To: Public Utilities Commission

Address Beth Blackmer

180 East Broad Street

Columbus, OH 43215

From: Sprint Emma Danielson

Address

2055 W. Iles Avenue, Suite D

Springfield, IL 62704

2012

2013

TOTAL CALL VOLUME (Outbound)

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL	AVG
TTY- Baudot	6,143	6,055	6,151	5,532	5,565	5,633	5,755	5,143					45,977	31.50%
Turbo Code	2,672	2,465	2,150	2,104	2,010	1,921	1,876	1,446					16,644	11.40%
ASCII	97	15	29	103	4	4	81	17					350	0.24%
Voice	4,256	4,102	4,036	4,642	4,898	4,533	4,478	3,137					34,082	23.35%
VCO	5,840	5,745	5,066	5,600	4,828	5,829	5,531	4,639					43,078	29.52%
HCO	300	306	245	414	316	20	33	11					1,645	1.13%
Deaf/Blind ASCII	0	0	0	0	0	0	0	0					0	0.00%
Deaf/Blind Baudot	27	6	14	1	0	0	8	0					56	0.04%
Speech to Speech	163	150	258	864	974	518	669	500					4,096	2.81%
Spanish Calls	2	1	0	1	1	2	1	3					11	0.01%
TOTAL	19,500	18,845	17,949	19,261	18,596	18,460	18,432	14,896					145,939	100%

% PERCENTAGE OF CALLS

TTY	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	35.73%						32.51%
Turbo Code	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.56%	10.05%						11.67%
ASCII	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.46%	0.12%						0.24%
Voice	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	25.21%	21.80%						24.01%
VCO	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	31.14%	32.23%						30.41%
HCO	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.19%	0.08%						1.12%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Deaf/Blind Baudot	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.05%	0.00%						0.04%
Speech to Speech	1%	1%	1%	4%	5%	3%	4%	3%						2.82%
Spanish Calls	0%	0%	0%	0%	0%	0%	0%	0%						0.01%

TOTAL NUMBERS OF COMPLETED RELAYED CALLS

Local	12,453	12,034	11,529	14,970	11,008	11,037	10,701	8,878					92,610	34.93%
Intrastate (Intralata)	182	242	235	261	294	371	319	318					2,222	0.84%
Intrastate (Interlata)	741	425	432	402	673	667	798	598					4,736	1.79%
Interstate Calls	474	464	360	524	382	500	396	411					3,511	1.32%
Toll Free	1,645	1,894	1,557	2,144	1,529	1,500	1,820	1,665					13,764	5.19%
Directory Assistance	92	60	36	93	69	90	52	42					534	0.20%
900 (Attempted)	0	0	0	0	0	0	0	0					0	0.00%
International	0	8	0	2	3	1	27	0					41	0.02%
Marine (Attempted)	0	0	0	0	0	0	0	0					0	0.00%
Other Calls	0	0	0	0	0	0	0	0					0	0.00%
TOTAL COMPLETED	15,587	15,127	14,149	14,604	13,958	14,166	14,113	11,912					113,616	42.85%
Busy Ring No answer	37,405	3,567	3,542	3,792	3,663	3,774	3,649	2,481					61,873	23.34%
TOTAL OUTBOUND	19,335	18,694	17,681	18,396	17,621	17,940	17,762	14,393					141,832	53.50%

PUCO

2013 APR -8 AM 8:25

RECEIVED-DOCKETING DIV

General Assistance	17,070	16,358	16,003	17,211	14,725	14,016	15,269	12,642	123,294	46.50%
	36,405	35,052	33,694	35,607	32,346	31,966	33,031	27,035	265,126	100.00%
MINUTES OF SERVICE										
Total Conversation Minutes	71,136.20	71,154.12	64,897.52	69,428.85	64,648.93	67,932.43	69,803.43	61,551.85	540,553.33	10.28%
Total Session Minutes	105,975.47	105,229.83	97,853.90	103,481.38	95,658.05	98,556.58	100,194.45	86,437.80	793,387.46	15.32%
Less Interstate	4,265.38	3,722.00	3,303.50	3,000.82	2,986.90	3,573.23	2,987.13	2,960.37	26,799.33	0.62%
Less International	0.87	79.45	0.00	4.65	20.55	4.58	265.33	0.78	376.21	0.00%
Less 800 Toll-Free	9,250.13	10,710.58	8,199.69	9,574.08	8,835.24	8,246.73	10,168.63	9,172.88	74,157.96	1.34%
Less Directory Session Min	37.35	0.68	3.25	51.07	16.47	40.55	23.95	0.00	173.32	0.01%
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
Billable Minutes	92,421.74	90,717.12	96,347.46	90,850.76	83,798.89	86,691.49	96,749.41	74,303.77	691,980.64	100.00%
Billable Minutes (STS)	897.31	855.96	1,401.32	4,394.85	6,307.40	3,975.79	4,126.69	3,406.82	25,446.14	100.00%

NUMBER OF CALLS TO RELAY

Offered	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	236,128	37.14%
Answered	31,106	30,080	29,034	31,352	28,247	27,508	28,385	23,406	229,118	36.04%
In Queue	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	236,128	37.14%
Abandoned in Queue	957	837	742	950	864	907	965	788	7,070	37.14%
Total Number of Calls to Relay	96,189.00	92,751.00	89,328.00	96,906.00	87,333.00	85,245.00	88,050.00		635,802.00	100.00%

AVERAGE NUMBER OF CALLS - STS not included

Weekend	811	731	772	748	731	749	708	666	5,916	37.58%
Weekday	1,323	1,270	1,299	1,288	1,205	1,165	1,190	1,085	9,825	62.42%
Total AVG Number of Calls	2,134.00	2,001.00	2,071.00	2,036.00	1,936.00	1,914.00	1,898.00	1,751.00	15,741.00	100.00%

AVERAGE NUMBER OF CALLS IN SESSION MINUTES

Session Minutes	3.39	3.49	3.37	3.32	3.41	3.59	3.52	3.70	27.78	28.94%
Conversation Minutes	2.27	2.36	2.23	2.23	2.31	2.47	2.45	2.63	18.95	18.38%
Avg. Length of Completed Calls	6.82	6.96	6.95	7.12	6.99	7.07	7.16	7.32	56.39	54.68%
AVG Number of Calls in Session Minutes	12.48	12.81	12.55	12.67	12.71	13.12	13.13	13.65	103.12	100.00%

AVERAGE SPEED OF ANSWER

Service Level	96.0%	96.0%	97.0%	96.0%	96.0%	95.0%	95.0%	95.0%		96.56%
ASA	1.2	1.1	1.0	1.3	1.4	1.4	1.5	1.6	10.50	131%
Total AVG Speed of Answer	2.16	2.06	1.97	2.26	2.36	2.35	2.45	2.55	18.16	100.00%

CUSTOMER CONTACTS

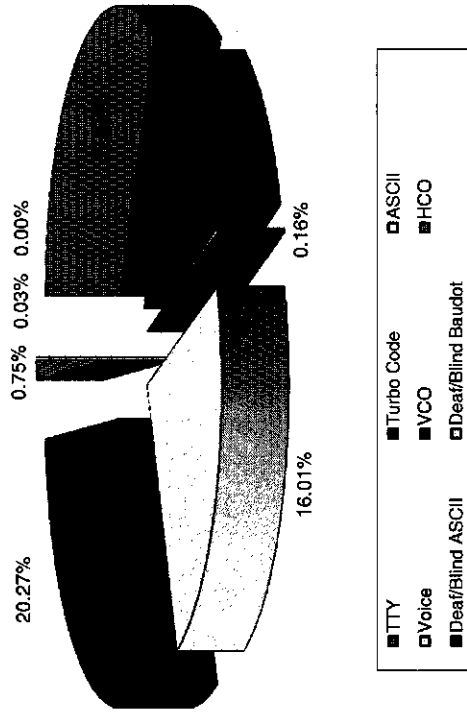
Complaints	2	1	7	3	3	3	0	0	19	0.51%
Commendations	6	9	7	6	9	6	10	7	60	1.51%
Inquiries/Other	335	238	338	560	560	437	88	1,100	3,656	87.88%
Total	343	248	352	569	572	446	98	1,107	3,735	100%

Relay Conference Captioning

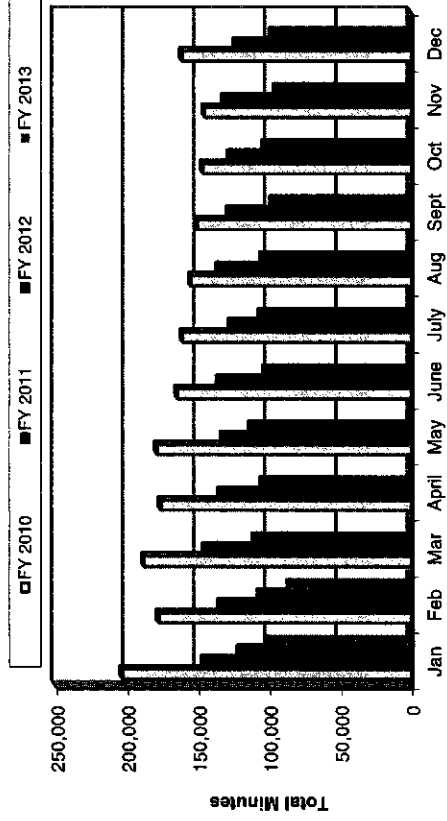
RCC Minutes (effective 7/1/2009)	525	930	900	480	435	0	120	120	3,510	436.75
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FY 2012-2013 Relay Ohio Charts

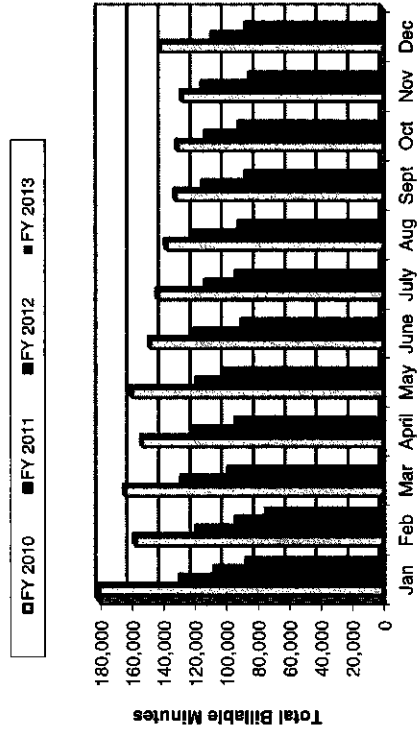
Average Percentage of Relay Usage



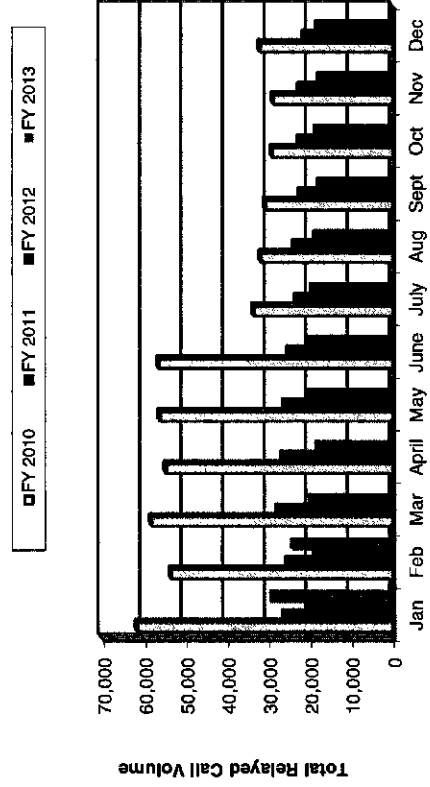
Relay Ohio Total Minutes



Total Billable to Ohio Minutes



Total Call Volume



Relay Usage

2012

2013

	Average	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
TTY	21.68%	31.77%	32.39%	34.77%	30.07%	31.59%	31.40%	31.40%	32.40%	35.73%	0.00%	0.00%	0.00%	32.40%	35.73%	0.00%	0.00%	0.00%	0.00%
Turbo Code	7.78%	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.71%	10.56%	10.05%	0.00%	0.00%	0.00%	10.56%	10.05%	0.00%	0.00%	0.00%	0.00%
ASCI	0.16%	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.02%	0.46%	0.12%	0.00%	0.00%	0.00%	0.46%	0.12%	0.00%	0.00%	0.00%	0.00%
Voice	16.01%	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	25.27%	25.21%	21.80%	0.00%	0.00%	0.00%	25.21%	21.80%	0.00%	0.00%	0.00%	0.00%
VCO	20.27%	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	31.14%	31.14%	32.23%	0.00%	0.00%	0.00%	31.14%	32.23%	0.00%	0.00%	0.00%	0.00%
HCO	0.75%	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.11%	0.19%	0.08%	0.00%	0.00%	0.00%	0.19%	0.08%	0.00%	0.00%	0.00%	0.00%
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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deaf/Blind Baudot	0.03%	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.05%	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 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	202,944	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	135,918	128,069	127,873	131,270	123,434
FY 2012	120,750	108,681	110,427	104,743	112,988	102,862	105,975	105,230	97,854	103,481	95,658	98,557
FY 2013	100,194	86,436	0	0	0	0	0	0	0	0	0	0

Total Billable Minutes

	Jan	Feb	Mar	Apr	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	163,594	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	118,646	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
FY 2013	86,749	74,304	0	0	0	0	0	0	0	0	0	0

Total Relayed Call Volume

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	92,631	64,679	94,004	87,967	88,361	86,062	85,880	82,055	83,873	78,112	71,232	78,337
FY 2009	79,949	68,554	71,594	69,021	67,242	70,192	69,528	69,093	65,558	67,187	61,736	63,990
FY 2010	61,496	53,381	58,144	54,606	56,096	56,370	53,530	53,748	30,794	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	21,358
FY 2012	20,134	18,813	19,463	18,052	20,185	19,894	19,335	18,694	17,681	18,396	17,621	17,940
FY 2013	29,350	24,194	0	0	0	0	0	0	0	0	0	0

FY-12/13 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. Iles Avenue, Suite D
Springfield, IL 62704

Ohio Contract calls for Session Minutes

Ohio Contract calls for Session Minutes														2013						2012					
	Jan	Feb	March	April	May	June	Average	Total		July	Aug	Sept	Oct	Nov	Dec		Jan	Feb	March	April	May	June	Average	Total	
Eligible Minutes										160,727.42	163,338.08	153,379.45	165,755.62	157,967.12	167,099.15		170,610.67	150,016.15							
Spanish Billable Minutes										0	0	0	0	0	0		2.48	5.74					1	8.22	
Average Per Min Per User										142	145	137	151	161	168		183	142					154	923	
Average Per Min Per User billed to State										127	130	122	135	129	135		139	127					130	711	
Number of CapTel Activated										2,724	2,761	2,787	2,806	2,817	2,863		2,899	2,920					2,822	103	
Number of CapTel Shipped										2388	2328	2353	2381	2307	2366		2388	2362					3,001	3176	
Number of Users/ Participants										1,128	1,124	1,118	1,100	1,083	1,094		1,092	1,055					1,101	1852	
Occupancy % User										39%	36%	36%	37%	36%	36%		35%	34%					37%		
Average Per call Length Per User										2.76	2.79	2.82	2.78	2.82	2.89		3.04	3.04					3.51		
CapTel Traffic Patterns																									
Call In										46,517	46,798	43,421	47,535	43,439	46,208		44,731	39,174					44,728	357823	
Voice In										11,655	11,827	10,982	12,068	10,695	11,944		11,302	10,128					11,290	90321	
Total of Calls										58,182	58,625	54,413	59,603	54,134	57,852		56,033	49,302	0	0	0	0	57,135	448,144	
Total Session Min																									
900 Calls										0.4	1	0	0	0	1		0	0					0	2	
Answer Machine										1042.82	1,205.18	1,133.02	1,428.70	1,099.33	830.06		731.75	721.32					1,024	8,192	
General Assistance										2887.5	2,738.76	2498.03	2,902.70	2,646.44	2,817.48		3,062.98	2,597.10					2,769	22,152	
In 2 Line										7,612.68	8,308.71	7,185.37	8,225.53	7,276.61	8,109.45		7,365.53	7,213.98					7,662	61,299	
International										23.06	46.67	76.22	32.68	61.29	17.42		55.37	25.12					42	338	
Intrastate										18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02		19,794.35	17,099.63					18,451	147,609	
Intrastate										142,723.69	143,979.07	135,911.12	145,873.24	139,433.41	149,168.98		152,556.73	133,614.05					142,908	1,143,260	
Others										1,123.55	1,261.70	1,145.83	1,388.53	1,183.31	987.63		708.68	817.72					1,077	8,618	
Toll Free										12,600.54	13,792.43	12,850.69	13,959.54	14,341.80	12,401.09		14,276.15	11,829.63					13,269	106,152	
Total of Session Min										106,135.29	108,724.36	178,216.62	192,306.33	183,721.66	194,943.28		198,551.44	174,018.55	0.00	0.00	0.00	0.00	124,902	1,497,621	
Leas 51%																									

Less 51%

Number of Calls by each Traffic Pattern													Average	Total
800 Call	1	1	0	0	0	3	0	0	0	0	0	0	1	5
Answer Machine	816	888	844	1,086	851	643	615	576					791	6,329
General Assistance	8,113	7,915	7,388	8,403	7,613	7,806	8,168	7,077					7,808	62,463
2 Line	2,406	2,463	2,210	2,551	2,131	2,046	1,973	1,785					2,197	17,575
International	33	52	40	21	34	19	30	17					31	246
Inter-state	3,025	3,157	2,966	3,219	3,011	3,231	2,954	2,690					3,039	24,313
Intra-state	40,788	40,779	37,814	41,043	37,112	40,900	39,173	34,370					39,010	312,079
Others	581	586	528	470	465	475	451	400					494	3,954
Toll Free	2,419	2,774	2,545	2,800	2,917	2,660	2,387						2,648	21,180
Total	58,182	58,625	54,413	59,803	54,134	57,852	56,033	49,302	0	0	0	0	55,182	446,144

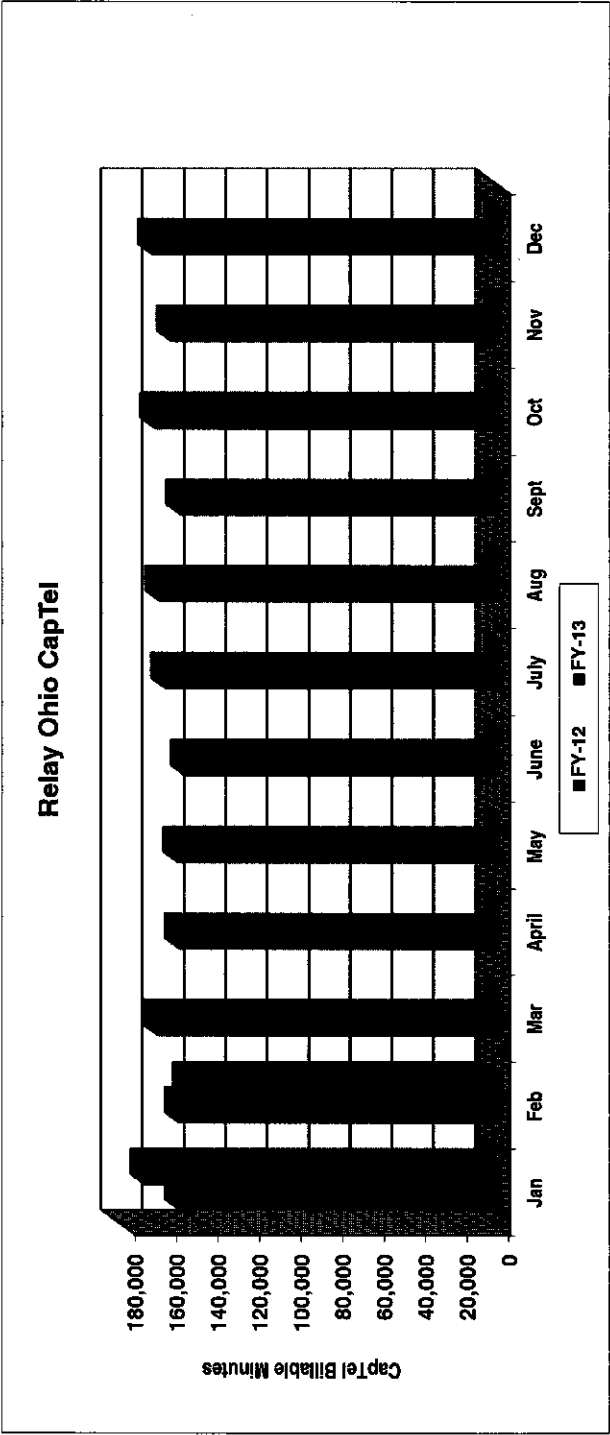
Distribution													Average	Total
Inter-state Billable Min	18,122.05	18,390.26	17,416.34	18,406.41	17,679.47	20,610.02	19,794.35	17,069.63					18,451.07	147,806.53
Less International Session Min	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12					42.23	337.83
Less Toll Free	6,408.28	7,034.14	6,553.85	7,119.37	7,314.32	6,324.56	7,280.84	6,084.11					6,767.18	54,137.45
2 Line Session Min (11%)	18,122.05	18,390.26	17,416.34	18,406.41	17,679.47	20,610.02	19,794.35	17,069.63					18,451.07	147,806.53
Billable to OH	143,442.85	145,863.05	136,753.87	148,163.46	140,987.11	147,381.26	151,626.53	133,710.06					143,491.03	1,147,928.21
NECA Billable Minutes	27,024.91	27,448.16	26,026.57	27,592.33	26,403.70	30,726.35	29,548.95	25,503.57					27,534.32	220,274.54

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,596	32,842	31,302	32,680	34,500	34,049	41,810	50,667	65,180	30,943.02	444,534
FY-08	66,470	61,780	70,590	63,494	62,040	63,038	63,947	64,536	61,603	62,901	61,477	70,511	64,567.00	772,278
FY-09	61,535	61,535	66,513	65,106	67,747	68,945	69,868	69,894	68,792	79,075	93,345	115,489.83	64,896.83	885,775
FY-10	133,145	125,673	127,483	124,371	125,530	124,652	134,612	138,740	138,357	142,236	142,765	164,612.55	127,923.65	1,622,776
FY-11	165,946	147,374	184,805	145,878	142,895	139,330	143,407	147,950	134,612	145,889	152,862	160,122	152,376.35	1,806,080
FY-12	154,225	154,225	164,312	154,045	154,735	151,316	160,727	163,309	153,379	165,796	157,867	167,099	156,226.69	1,901,027
FY-13	170,611	150,016	0	0	0	0	0	0	0	0	0	0	45,803.83	320,827

1.61

1.368

1.61



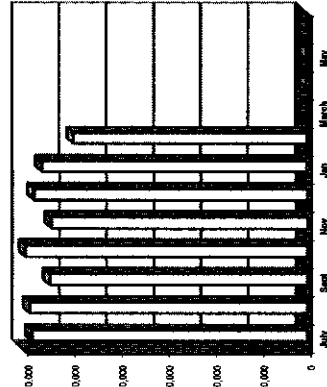
FY-2012-2013 Ohio CapTel Statistic Charts

Total Number of Calls	
July	58,182
Aug	58,625
Sept	54,413
Oct	59,603
Nov	54,134
Dec	57,852
Jan	56,033
Feb	49,302
March	0
April	0
May	0
June	0

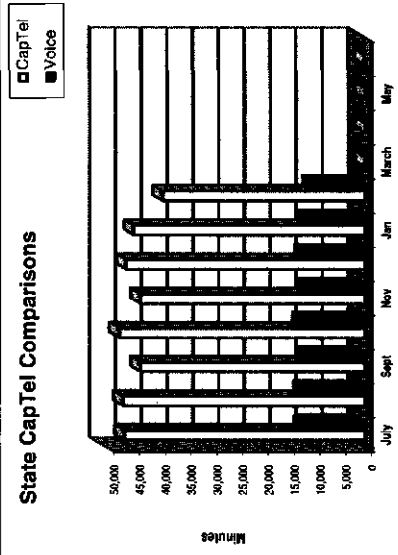
Called by CapTel or Voice Caller		
	CapTel	Voice
July	46,517	11,665
Aug	46,798	11,827
Sept	43,421	10,992
Oct	47,535	12,068
Nov	43,439	10,695
Dec	46,208	11,644
Jan	44,731	11,302
Feb	39,174	10,128
March	0	0
April	0	0
May	0	0
June	0	0

Billable Minutes to State	
July	160,727.42
Aug	163,339.08
Sept	153,379.45
Oct	165,755.62
Nov	157,867.12
Dec	167,089.15
Jan	170,610.67
Feb	150,016.15
March	0.00
April	0.00
May	0.00
June	0.00

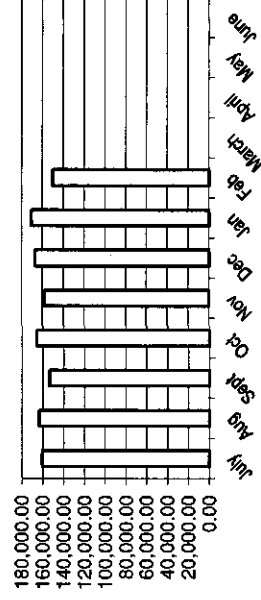
Total Number of CapTel Calls



State CapTel Comparisons



CapTel Billable Minutes to Ohio



Sprint

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

FY 2012 - 2013



Speech to Speech

To: Public Utilities Commission

From: Sprint

Emma Danieleson

Address: Beth Blackmer
180 East Broad Street
Columbus, OH 43215

Address: 2055 W. Illes Avenue, Suite D
Springfield, IL 62704

Contract for Session Minutes

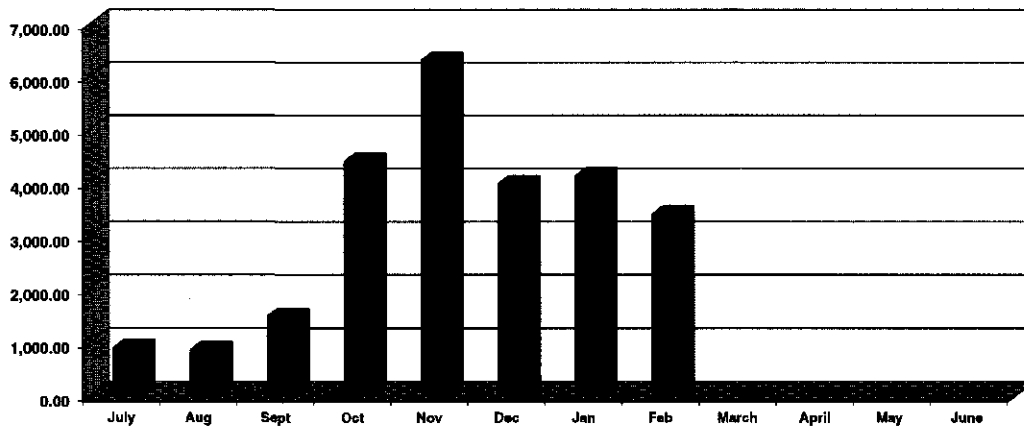
	2012						2013						Average	Total
Speech to Speech Minutes	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
Total Session Min	1,140.01	1,084.42	1,903.10	5,651.34	7,652.25	5,018.11	4,929.11	4,018.47					3,025.85	31406.81
Total Conversation Min	608.12	638.40	1,063.52	3,314.36	3,361.28	3,049.15	3,939.17	2,166.30					2,141.81	17135.31
Less														
Interstate Session Minutes of Use	9.18	5.38	2.04	120.08	24.54	8.40	7.51	36.86					26.87	214.98
International Session Minutes of Use	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0.00	0
Interstate Toll Free Session Minutes of Use 51%	218.38	225.35	388.40	1,057.00	1,167.23	978.18	742.22	524.70					663.83	6311.46
Interstate DA Session Minutes of Use	14.46	6.31	21.07	79.35	152.44	65.25	52.18	56.10					53.89	431.14
900 Session Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0.00	0
Total Billable Speech to Speech	897.99	856.38	1,481.59	4,394.91	6,308.04	3,976.98	4,127.22	3,406.82	0.00	0.00	0.00	0.00	2,120.77	25446.23

Number of Calls Made

Average Length of Call

	2012						2013						Total
Total Numbers of Completed Calls Speech to Speech (STS) Calls	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Local	79	81	130	247	555	812	890	325					2119
Intrastate	0	0	0	143	6	0	0	1					160
Interstate	2	1	0	14	8	3	2	5					29
Directory Assistance	13	17	22	72	72	34	69	86					335
General Assistance	0	0	0	0	0	0	0	0					0
International	0	0	0	0	0	0	0	0					0
900	0	0	0	0	0	0	0	0					0
Less Toll-Free	33	42	54	239	187	133	161	73					862
Machine 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
Total STS Calls	127	141	206	715	823	481	562	440					3495
Total STS Session Minutes	1,140	1,084	1,903	5,651	7,652	5,018	4,929	4,018					31406.81
Total STS Billable Minutes	897	856	1,481	4,395	6,307.24	3,975.46	4,126.69	3,406.82					25444.7
													0
Ohio STS	897.99	856.38	1,481.59	4,394.91	6,308.04	3,976.98	4,127.22	3,406.82	0.00	0.00	0.00	0.00	

Ohio STS FY 2011-2012 (Billable)





Case No.08-439-TP-COI

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 - 7-2012 to 6-2013

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	YES	New CapTel customer
7/13/2012	CapTel Training	Columbus	Relay Ohio/CapTel trainers	10	Presentation/ Demonstration	CapTel packets, 840i flyers, PowerPoint presentations from the Denver, CO training	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	Flyers on CapTel and Relay Ohio were passed out	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	HLAA Ohio Chapter Leaders Conference	Newark	HLAA 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
Sep-12								
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 Flyers 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



To: Public Utilities Commission

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

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