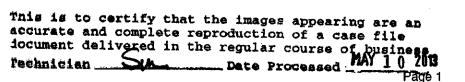
TOTAL CALL VOLUME (Outbound) J TTY- Baudot 6 Turbo Code 2 ASCII 2 Voice 4 VCO 5 HCO 5 Deat/Blind ASCII 0 Deat/Blind Baudot 5 Speech to Speech 5 Spanish Calls 19 % PERCENTAGE OF CALLS 11 TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0	256 4,10 840 5,74 300 30 0 27	Beth Blac 180 East I Columbus 5 6,151 5 2,150 5 2,150 5 2,150 5 2,150 5 2,150 6 245 0 0 0 6 14 5 5,066 6 245 0 0 0 6 14 5 5,066 6 14 5 5,074 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7	Broad Street , OH 43215 Oct 5,532 2,104 103 4,642 5,600 414 0 1 864 1 864 1 19,261 30.07% 11.44%		Dec 5,633 1,921 4 4,533 5,829 20 0 0 518 2 18,460 31.40%		Address	Emma Dar 2055 W. Ile Springfield, 5,178 1,905 22 3,530 5,392 25 0 0 5,392 25 0 1 5,67 1 1 6,620	s Avenue,	Suite D May	June	TOTAL 51,156 18,549 37,612 48,470 1,670 0 566 4,663 12 162,559	AVG 31.475 11.41% 0.23% 23.14% 29.32% 1.03% 0.00% 0.03% 2.37% 0.01% 1.00%
J J TTY- Baudot 6 Turbo Code 2 ASCII 2 Voice 4 VCO 5 HCO 5 Deat/Blind ASCII 5 Deat/Blind Baudot 5 Speech to Speech 5 Spanish Calls 19 % PERCENTAGE OF CALLS 11 TUrbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0	143 6,05 672 2,46 97 1 256 4,10 840 5,74 300 30 0 27 163 1 2 500 77% 32.39 82% 13.19	5 6,151 5 2,150 5 2,9 2 4,036 5 5,066 6 245 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	5,532 2,104 103 4,642 5,600 414 0 1 864 1 864 1 19,261	5,565 2,010 4 4,898 4,828 316 0 0 0 974 1 1 595 31.58%	5,633 1,921 4 4,533 5,829 20 0 0 0 518 2 18,460 31,40%	Jan 5,755 1,876 81 4,478 5,531 33 0 0 8 669 1 1 8,432	5,143 1,446 17 3,137 4,639 11 0 0 500 3 14,896	5,178 1,905 22 3,530 5,392 25 0 0 0 567 1		May		51,155 18,549 372 37,612 48,470 1,670 0 56 4,663 12	31.47% 31.41% 0.23% 23.14% 25.32% 1.03% 0.03% 0.03% 2.87% 0.01%
J J TTY- Baudot 6 Turbo Code 2 ASCII Voice Voice 4 VCO 5 HCO Deat/Blind ASCII Deat/Blind Baudot Speech to Speech Speach to Speech S TTY 19 % PERCENTAGE OF CALLS T TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0	143 6,05 672 2,46 97 1 256 4,10 840 5,74 300 30 0 27 163 1 2 500 77% 32.39 82% 13.19	5 6,151 5 2,150 5 2,9 2 4,036 5 5,066 6 245 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	5,532 2,104 103 4,642 5,600 414 0 1 864 1 864 1 19,261	5,565 2,010 4 4,898 4,828 316 0 0 0 974 1 1 595 31.58%	5,633 1,921 4 4,533 5,829 20 0 0 0 518 2 18,460 31,40%	5,755 1,876 81 4,478 5,531 33 0 0 8 669 1 1 33 0 1 33 0 1 33 18,432	5,143 1,446 17 3,137 4,639 11 0 0 500 3 14,896	5,178 1,905 22 3,530 5,392 25 0 0 0 567 1		May		51,155 18,549 372 37,612 48,470 1,670 0 56 4,663 12	31.47% 31.41% 0.23% 23.14% 25.32% 1.03% 0.03% 0.03% 2.87% 0.01%
TTY-Baudot 6 Turbo Code 2 ASCII Voice Voice 4 VCO 5 HCO Deaf/Blind ASCII Deaf/Blind Baudot Speech to Speech Spensh Calls TOTAL Y6 PERCENTAGE OF CALLS 19 76 PERCENTAGE OF CALLS 13 TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deaf/Blind ASCII 0 Voice 22 VCO 30 HCO 1 Deaf/Blind ASCII 0 Speech to Speech 0	143 6,05 672 2,46 97 1 256 4,10 840 5,74 300 30 0 27 163 1 2 500 77% 32.39 82% 13.19	5 6,151 5 2,150 5 2,9 2 4,036 5 5,066 6 245 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	5,532 2,104 103 4,642 5,600 414 0 1 864 1 864 1 19,261	5,565 2,010 4 4,898 4,828 316 0 0 0 974 1 1 595 31.58%	5,633 1,921 4 4,533 5,829 20 0 0 0 518 2 18,460 31,40%	5,755 1,876 81 4,478 5,531 33 0 0 8 669 1 1 33 0 1 33 0 1 33 18,432	5,143 1,446 17 3,137 4,639 11 0 0 500 3 14,896	5,178 1,905 22 3,530 5,392 25 0 0 0 567 1				51,155 18,549 372 37,612 48,470 1,670 0 56 4,663 12	31.47% 31.41% 0.23% 23.14% 25.32% 1.03% 0.03% 0.03% 2.87% 0.01%
Turbo Code 2 ASCII Voice 4 Voice 4 VCO 5 HCO Deaf/Blind ASCII Deaf/Blind Baudot 5 Speech to Speech Speach to Speech 19 76 PERCENTAGE OF CALLS 11 TTY 31 Turbo Code 13 ASCII 0 0 Voice 22 VCO 30 HCO 1 Deaf/Blind ASCII 0 Deaf/Blind ASCII 0 10 Deaf/Blind ASCII 0 30 HCO 1 Deaf/Blind ASCII 0 10 Deaf/Blind ASCII 0	672 2,46 97 1 256 4,10 840 5,74 300 30 0 27 163 1 2 1 500 18,84 77% 32.39 82% 13.19	5 2,150 5 29 2 4,036 5 5,066 6 245 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	2,104 103 4,642 5,600 414 0 1 864 1 864 1 19,261	2,010 4 4,898 4,828 316 0 0 0 974 1 1 596 31.58%	1,921 4 4,533 5,829 20 0 0 518 2 18,460 31,40%	1,876 81 4,478 5,531 33 0 8 669 1 1 8,432	1,446 17 3,137 4,639 11 0 0 500 3 4,896	1,905 22 3,530 5,392 25 0 0 0 567 1				18,549 372 37,612 48,470 1,670 0 56 4,663 12	11.41% 0.23% 23.14% 29.82% 1.03% 0.60% 0.83% 2.87% 0.81%
ASCII Voice 4 VCO 5 HCO 5 HCO 5 Deat/Blind ASCII 7 Deat/Blind Baudot 5 Speech to Speech 7 Spanish Calls 7 Y PERCENTAGE OF CALLS 7 TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind ASCII 0 Speech to Speech 0	97 1 256 4,10 840 5,74 300 30 0 27 163 1 2 500 18,84 77% 32.39 82% 13.19	5 29 2 4,036 5 5,066 6 245 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	103 4,642 5,600 414 0 1 864 1 864 1 9,261 30.07% 11.44%	4 4,898 4,828 316 0 0 974 1 18,596 31.58%	4 4,533 5,829 20 0 0 518 2 18,460 31,40%	81 4,478 5,531 33 0 8 669 1 1 8,432	17 3,137 4,639 11 0 0 500 3 3 14,896	22 3,530 5,392 25 0 0 0 567 567 1				372 37,612 48,470 1,670 0 56 4,663 12	0.23% 23.14% 25.32% 1.03% 0.03% 0.03% 2.87% 0.01%
Voice 4 VCO 5 HCO 5 Deaf/Blind ASCII 5 Deaf/Blind Baudot 5 Speech to Speech 5 Spanish Calls TOTAL Y6 PERCENTAGE OF CALLS 11 TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deaf/Blind ASCII 0 Speech to Speech 0	256 4,10 840 5,74 300 30 0 27 163 1 2 500 18,84 77% 32.39 82% 13.19	2 4,036 5 5,066 6 245 0 0 0 6 14 50 258 1 0 0 5 17,949 % 34.77% % 12.15%	4,642 5,600 414 0 1 864 1 864 1 30.07% 11.44%	4,898 4,828 316 0 0 974 1 18,596 31.58%	4,533 5,829 20 0 0 518 2 18,460 31,40%	4,478 5,531 33 0 8 669 1 1 8,432	3,137 4,639 11 0 0 500 3 14,896	3,530 5,392 25 0 0 567 1				37,612 48,470 1,570 0 56 4,663 12	23.14% 29.82% 1.03% 0.09% 0.83% 2.87% 0.01%
VCO 5 HCO Deat/Blind ASCII Deat/Blind Baudot Speech to Speech Speech to Speech Spanish Calls Y6 PERCENTAGE OF CALLS TOTAL TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Speech to Speech 0 Speech to Speech 0	840 5,74 300 30 27 163 1 2 500 18,84 77% 32.39 82% 13.19	5 5,066 6 245 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	5,600 414 0 1 864 1 19,261 30.07% 11.44%	4,828 316 0 974 1 18,596 31.58%	5,829 20 0 0 518 2 18,460 31.40%	5,531 33 0 8 669 1 18,432	4,639 11 0 500 3 14,896	5,392 25 0 0 567 1				48,470 1,670 0 56 4,663 12	24,82% 1,03% 0,00% 0,03% 2,87% 0,81%
HCO Deat/Blind ASCII Deat/Blind Baudot Speech to Speech Spanish Calls TOTAL 19 % PERCENTAGE OF CALLS TTY 31 Turbo Code 13 ASCII 00 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 00 Speech to Speech	300 30 0 27 163 1 2 500 18,84 77% 32.39 82% 13.19	6 245 0 0 0 6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	414 0 1 864 1 19,261 30.07% 11.44%	316 0 974 1 18,596 31.58%	20 0 518 2 18,460 31.40%	33 0 8 669 1 18,432	11 0 500 3 14,896	25 0 0 567 1				1,670 0 56 4,663 12	1.03% 0.00% 0.83% 2.87% 0.01%
Deat/Blind ASCII Deat/Blind Baudot Speech to Speech Spanish Calls TOTAL 19 % PERCENTAGE OF CALLS TTY 31 Turbo Code 13 ASCII 00 Voice 22 VCO 30 HCO 11 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech	0 27 163 1 2 500 18,84 77% 32.39 82% 13.19	0 0 0 6 14 50 258 1 0 0 5 17,949 % 34.77% % 12.15%	0 1 864 1 19,261 30.07% 11.44%	0 974 1 18,596 31.58%	0 0 518 2 18,460 31.40%	0 8 669 1 1 8,432	0 500 3 14,896	0 0 567 1				0 56 4,663 12	0.00% 0.03% 2.37% 0.01%
Deat/Blind Baudot Speech to Speech Spanish Calls TOTAL 9% PERCENTAGE OF CALLS TTY 31 Turbo Code ASCII Voice VCO 30 HCO Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech	27 163 1 2 500 18,84 77% 32.39 82% 13.19	6 14 50 258 1 0 5 17,949 % 34.77% % 12.15%	1 864 1 9,261 30,07% 11,44%	0 974 1 18,596 31.58%	0 518 2 18,460 31.40%	8 669 1 *********************************	0 500 3 14,896	0 567				4,663 12	0.03% 2.87% 0.61%
Speech to Speech Spanish Calls YorAL YS PERCENTAGE OF CALLS TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0	163 1 2 163 500 18,84 77% 32,39 82% 13,19	50 258 1 00 5 17,949 % 34.77% % 12.15%	864 1 19,261 30.07% 11.44%	974 1 18,596 31.58%	518 2 18,460 31.40%	669 1 **********************************	500 3 14,896	567 1				4,663 12	2.87% 0.81%
Spanish Calls TOTAL 19 % PERCENTAGE OF CALLS TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind ASCII 0 0 Speech to Speech 0 Speech to Speech	2 500 18,84 77% 32.39 82% 13.19	1 0 5 17,949 % 34.77% % 12.15%	1 19,261 30.07% 11.44%	1 18,596 31.58%	2 18,460 31.40%	1 18,432	3 14,896	1		1415 - 17 J a r		12	0.01%
TOTAL 19 % PERCENTAGE OF CALLS 11 TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0	77% 32.39 82% 13.19	% <u>34.77%</u> % <u>12.15</u> %	<u>30.07%</u> 11.44%	31.58%	31.40%		14,896	16,620		Mary Barry Barry	3. : (S 2)\$		
% PERCENTAGE OF CALLS TTY 31 Turbo Code 13 ASCII 00 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Speech to Speech 0	77% 32.39 82% 13.19	% <u>34.77%</u> % <u>12.15</u> %	<u>30.07%</u> 11.44%	31.58%	31.40%				AND COMPANY AND	and the second of the second	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	All an	
TTY 31 Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Speech to Speech 0	82% 13.19	% 12.15%	11.44%			32.40%	05 700	<u> </u>					
Turbo Code 13 ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0	82% 13.19	% 12.15%	11.44%			32.4076		32.26%			1		32.49%
ASCII 0 Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0					10.71%	10.56%	10.05%	11.87%					11,69%
Voice 22 VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0			0.56%	0.02%	0.02%	0.46%	0.12%	0.14%					0.23%
VCO 30 HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech 0				27.80%	25.27%	25.21%	21.80%	21.99%					23,78%
HCO 1 Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech			30.44%	27.40%	32.49%	31.14%	32.23%	33.59%			· · · · · · · · · · · · · · · · · · ·		30.76%
Deat/Blind ASCII 0 Deat/Blind Baudot 0 Speech to Speech	55% <u>30.73</u>		2.25%	1.79%	0.11%	0.19%	0.08%	0.16%					1.02%
Deat/Blind Baudot0 Speech to Speech	00% 0.00		0.00%	0.00%	0.00%	0.19%	0.00%	0.10%					0.00%
Speech to Speech	14% 0.03	the second s	0.00 %	0.00%	0.00%	0.00%	0.00%	0.00%					0.03%
		<u>% 0.03%</u> % 1%		5%	3%	4%	3%	3%	·				2.89%
Spanish Calls		% 1% % 0%		0%	0%	4%	0%	0%					2.00 A
TOTAL NUMBERS OF COMPLETED RE			0%	0%	076	0/0	0./6	0%		L.,			N.Q.1.70
			44.070	44.000	44 007	10 701	0.070	0.000		·' .	1	100 577	
	<u>,453 12,0</u>			11,008	11,037	10,701	8,878	9,922			 	102,532	34,79%
Intrastate (Intralata)		42 235		294	371	319 798	318	296				2,518	0.85%
Intrastate (Interlata)		25 432 34 360		673 382	667 500	/98 396	598 411	629 493			<u> </u>	5,365 4.004	1,82% 1,86%
Interstate Calls	4/4 4 ,645 1,8			382	1,500	396 1,820	1,665	493				4,004	1.38% 5.20%
	<u> </u>	94 1,557 60 36		1,529		1,820	1,665	the second s				15,331 591	
Directory Assistance	92	0 36		69 0	90	52	42	<u>57</u> 0				0	0.20%
900 (Attempted)	0	0 <u>0</u> 800		0	U 1		0				 		0.00%
International						27	0					42	
Marine (Attempted) Other Calls	0	0 0	0	0	0	0	0	0				0	0.00%
	,587 15,1	-	-	13,958	14,166	14,113	11,912	12,975				126,591	0.00% 42.96%
	,587 15,1			3,663	3,774	3,649	2,481	3,077		20		64,950	42.907 22.04%
	,405 3,5 ,335 18,6			3,663	3,774	3,649	14,393	3,077	U	┝┛┼┼		64,950 157,884	22.04% 53.58%
	,3351 18,6			14,725	17,940	15,269	14,393	13,500			1	136,794	
	טיטן 10.3	52 33,694					27,035				VH E10Z	294,678	40.44 %

RECEIVED-DOCKETING DIV

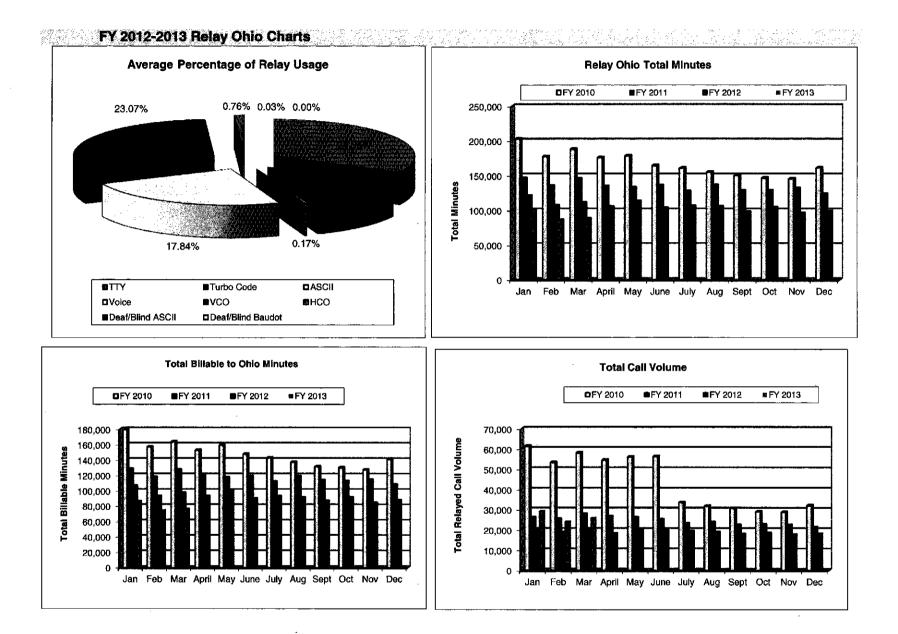


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Statisics

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Sprint	_		Traffic 9-TP-CO		rt							FY-2012	2-2013	
Relay Ohio		To: Address	Beth Black 180 East B	i lities Com mer road Street OH 43215	mission			Sprint Address	Emma Da 2055 W. II Springfield	es Avenue,	Suite D			
	2012						2013		·					_
MINUTES OF SERVICE													2000 - 2000	
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	60,332.52				600,885.85	9.26%
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	88,931.43				882,318.89	13.80%
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	3,867.83				30,667.16	0.56%
Less International	0.87	79.45	0.00	4.65	20.55	4.58	265.33	0.78	2.35				378.56	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	8,838.86				82,996.82	1,20%
Less Directory Session Min	37.35	0.68	3.25	51.07	16.47	40.55	23.95	0.00					204.84	0.00%
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	86,347.46	90,850.76	83,798.89	86,691.49	86,749.41	74,303,77	76,191.07			- 34 3.2. M	768,071,71	100.00%
Billable Minutes (STS)	897,31	855.96	1,481.32	4,394.85	6,307.40	3,975.79	4,126.69	3,406.82	3,472.66	\$.300 00 0 M	t Standar (B		28,918.80	100.00%
NUMBER OF CALLS TO RELAY														N # 2 \
Offered	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952				262.080	33.33%
Answered	31,106	30,080	29.034	31,352	28.247	27,508	28,385	23,406				· · · ·	254.393	32,36%
In Queue	32.063	30,917	29,776	32,302	29,111	28,415	29,350	24,194				···	262,080	33.33%
Abandoned in Queue	957	837	742	950	864	907	965	788					7.687	33,33%
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	72,582.00	77,856.00	A SHORE		1 Barrie St	786,240.00	100.00%
AVERAGE NUMBER OF CALLS -		ncluded												
Weekend	811	731	772	748	731	749	708	666	640				6,556	37.50%
Weekday	1,323	1.270		1.288	1,205	1.165	1.190	1.085					10.927	62.50%
Total AVG Number of Calls	,	2.001.00	2.071.00	2.036.00	1.936.00	1,914.00	1,898.00	1.751.00	· · · · · ·		1990 - 1990 - 3		17,483.00	100.00%
AVERAGE NUMBER OF CALLS I										· · · · ·				
Session Minutes	3.39	3.49	3.37	3.32	3.41	3.58	3.52	3.70	3.55				31.33	27.01%
Conversation Minutes	2.27	2.36		2.23	2.31	2.47	2.45	2.63					21.36	18,41%
Avg. Length of Completed Calls	6.82	6.96	6.95	7.12	6.99	7.07	7.16	7.32	2 6,92				63.31	54,58%
AVG Number of Calls in Session Minutes	12.48	12,81	12.55	12.67	12.71	13.12	13.13	13.65	12.88				116.00	100.00%
AVERAGE SPEED OF ANSWER													· · · · · · · · · · · · · · · · · · ·	-
Service Level	96.0%	96.0%	97.0%	96.0%	96.0%	95.0%	95.0%	95.0%	96.0%		· ·			96.86%
ASA	1.2	1.1		1.3	1.4	1.4	1.5						11.80	131%
Total AVG Speed of Answer	2.16	2,06	1.97	2.26	2.36	2,35	2.45	2.55					20.42	100.00%
CUSTOMER CONTACTS														
MRG and an and a state of the second	5													
Complaints	2	1	7	3	3	3	0	(0 0		1000 CT 10000		19	0.44%
Commendations	6	9	7	6	. 9	6	10	7	7 8				68	1.56%
Inquiries/Other	335	238	338	560	560	437	88	1,100	605				4,261	98,00%
Total	343	248	352	569	572	446	98	1,107	613	1. grépe j	85 A.A	- A) (3) (4. 14	4,348	100%
Relay Conference Captioning									~~					
RCC Minutes (effective 7/1/2009)	525	930	900	480	435	0	120	120	90			<u> </u>	3,600	400.D0



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Relay Usage	i Na State	2012		liter terminer Miller station	ener en	1995 - 1995 - 199	2013	i Aligne alig					
	Average	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
πγ	24.36%	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	35.73%	32.26%	0.00%	0.00%	0.00%
Turbo Code	8.77%	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.56%	10.05%	11.87%	0.00%	0.00%	0.00%
ASCI	0.17%	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.46%	0.12%	0.14%	0.00%	0.00%	0.00%
Voice	17.84%	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	25.21%	21.80%	21.99%	0.00%	0.00%	0.00%
VCO	23.07%	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	31.14%	32.23%	33.59%	0.00%	0.00%	0.00%
HCO	0.76%	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.19%	0.08%	0.16%	0.00%	0.00%	0.00%
Deat/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%
Deal/Blind Baudot	0.03%	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%

Total Mininge

Total Minutes							19 M. C.	and the start	1. 1. 1. 1. 1. 1.	ge distant	S. H. Mary	est in the
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Νον	Dec
FY 2008	328,519	309,401	327,137	300,773	296,301	283,383	281,090	272,619	271,922	269,156	246,240	265,802
FY 2009	265,494	232,467	254,018	234,518	219,254	219,402	219,882	219,527	208,348	214,788	194,367	206,253
FY 2010	202,844	177,451	187,967	175,866	178,617	164,745	160,777	155,319	150,477	146,604	145,589	161,343
FY 2011	146,155	135,061	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	105,975	105,230	97,854	103,481	95,658	98,557
FY 2013	100,194	86,438	88,931	0	0	0	0	0	0	0	0	0
Total Billable Minutes		an san ta		A BOLLER NOR	in which the second		意必感的		18. M. 18.	机试验	Server Store (Bell	
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Νον	Dec
FY 2008	281,075	266,297	293,952	265,651	264,882	253,779	251,388	242,796	242,773	236,426	217,538	235,973
FY 2009	237,108	204,666	219,351	202,052	191,288	192,976	194,508	193,096	183,731	189,973	172,765	180,605
FY 2010	179,619	157,123	163,584	152,767	159,304	147,708	142,946	137,351	131,536	130,163	127,286	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	76,191	0	٥	0	0	0	0	0	0	0
Total Relayed Cell Volume			S. S. Arres		ing and the second	al an fail an an a' thai	an a	é ké ké ké				
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
FY 2008	92,631	64,679	94,004	87,867	88,361	86,062	85,860	82,055	83,873	78,112	71,232	78,337
FY 2009	79,849	68,554	71,584	69,021	67,242	70,132	69,528	69,093	65,558	67,187	61,736	63,390
FY 2010	61,496	53,381	58,144	54,606	56,096	56,370	33,530	31,748	30,734	29,012	28,746	32,015
FY 2011	26,093	25,284	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	17,691	18,396	17,621	17,940
FY 2013	29,350	24,194	25,952	0	0	0	0	0	0	0	0	0

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		FY-12	/13 0	hio Ca	apTel	Servio	ce Pat	terns							
	Sprint A	Case I	No. 08	-439-	ГР-СС) i									
	Sprint Relay Ohio		To:	Address	tilities Co Beth Blac 180 East E Columbus	kmer Iroad Stree	A.		Address	Emma Dan 2055 W. Ile Springfield,	s Avenue,	Suite D			
	Ohio Contract calls for Session Minutes	2012						2013		· · ·					
		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Average	Total
	Billable Minutes	160,727.42	163,339.08	153,379.45	165,755.62	157,867.12	167,099.15	170,610.67	150,016.15	169,045.71				161,982.26	1,457,840.37
Monthly	Spanish Billable Minutes	0	0	0	0	_ 0	0	2.48	5.74	8.93				2	17.15
	Average Per Min Per User	142	145	137	151	161	168	183	165	184				160	923
	Average Per Min Per User billed to State	127	130	122	135	129	135	139	127	143				132	711
	Number of CapTel Activated	2,724	2,761	2,787	2,806	2,817	2,863	2,899	2,920	2,936				2,835	103
	Number of CapTel Shipped	2869	2928	2958	2981	3007	3066	3088	3,092	3,110				3,013	3176
	Number of Users/ Participants	1,128	1,124	1,118	1,100	1,093	1,094	t,092	1,055	1,061				1,096	1852
	Occupancy % User	39%	38%	38%	37%	36%	36%	35%	34%	34%				36%	
	Average Per call Length Per User	2.76	2.79	2.82	2.78	2.92	2.89	3.04	3.04	3.10				3.51	
	CapTel Traffic Patterns					al est.			1				3.4	Average	Total
	Call In	46,517	46,798	43,421	47,535	43,439	46,208	44,731	39,174	42,735				44,506	400558
	Voice In	11,665	11,827	10,992	12,068	10,695	11,644	11,302	10,128	11,753		- · ·		11,342	102074
	Total of Calls	58,182	58,825	54,413	59,603	54,134	57,852	10.033	49,302	54,488	70		0 %	57,135	502,632
	Total Seesion Min			9	<u></u>									Average	Total
	900 Calls	0.4	1	0	0	0	1	0	0	0.00	1	<u>, </u>]	0	2
	Answer Machine	1042.82	1,205.18	1133.02	1,428.70	1,099.33	830.06	731.75	721.32	770.83				996	8,963
	General Assistance	2887.5	2,739.76	2498.03	2,902.70	2,646.44	2,817.48	3,062.88	2,597.10	2,530.17				2,742	24,682
	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	9,029.68				7,814	70,328
	International	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12	36.60				42	374
	Interstate	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.98				18,480	166,322
	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	150,526.59				143,754	1,293,787
	Others	1,123.55	1,261.70	1,145.83	1,389.53	1,183.31	987.63	708.68	817.72	887.72				1,056	9,506
Less 51%	Toll Free	12,600.54	13,792.43	12,850.69	13,959.54	14,341.80	12,401.09	14,276.15	11,929.63	12,844.88				13,222	118,997
	Total of Sassion Min	185,136.29	189,724.38	178,216.62	192,308.33	183,721.56	194,943.28	198,551.44	174,018.55	195,339.45	0.00	0.00	0.00	141,080	1,692,960

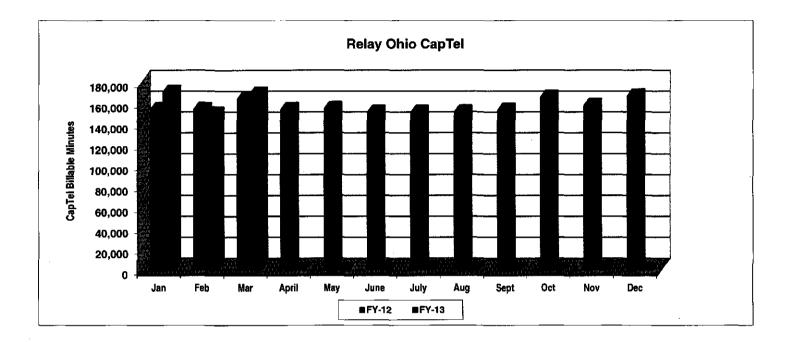
Number of Calls by each Traffic Pattern				195 - 123 M. 1		n arrent arrente arrente Arrente arrente a							Average	Total
ioo Call	1	1	0	0	0	3	0	0	0				.1	
Answer Machine	816	898	844	1,086	851	643	615	576	621				772	6,9
General Assistance	8,113	7,915	7,368	8,403	7,613	7,806	8,168	7,077	7,192				7,739	69,65
2 Line	2,406	2,463	2,210	2,561	2,131	2,046	1,973	1,785	2,244				2,202	19,81
International	33	52	40	21	34	19	30	17	28				30	27
inter-state	3,025	3,157	2,966	3,219	3,011	3,291	2,954	2,690	3,133				3,050	27,44
Intra-state	40,788	40,779	37,914	41,0 4 3	37,112	40,900	39,173	34,370	38,204				38,920	350,28
Others	581	586	526	470	465	475	451	400	473				492	4,42
Toll Free	2,419	2,774	2,545	2,800	2,917	2,669	2,669	2,387	2,593				2,641	23,77
Total	58,182	58,625	54,413	59,503	54,134	57,852	56,033	49,302	54,488	Ó	0	0	58,182	502,63
Describution		(%)) (%)		Red Law					and the second se				Average	Total
Inter-state Billable Min	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.98				18,480.17	166,321.5
Less International Session Min	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12	36.60				41.60	374.4
Less Toll Free	6,426.28	7,034.14	6,553.85	7,119.37	7,314.32	6,324.56	7,280.64	6,084.11	6,550.89				6,743.15	60,688.3
2 Line Session Min (11%)	18,122.05	18,390.26	17,416.34	18,496.41	17,679.47	20,610.02	19,794.35	17,099.63	18,712.98				18,480.17	166,321.5
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	151,326.00				144,361.58	1,299,254.2
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	27,918.94				27,577.05	248,193.4
	!													
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Νογ	Dec	Average	Total
FY-07	28,746	29,956	32,215	30,596	32,842	31,302	32,690	34,500	34,049	41,810	50,667	65,160		. 444,5
FY-08	66,470	61,780	70,580	63,494	62,040	63,038	63,847	25,952	61,603	62,901	61,477	70,511	64,557.00	733,6
FY-09	61,535	61,535	66,513	65,106	67,747	66,945	69,856	25,275	68,792	79,075	93,345	115,489.83	64,896.83	841,21
FY-10	133,145	125,673	127,483	124,371	125,530	124,652	134,612	25,952	138,957	142,236	142,765	164,612.55	127,923.65	1,509,9
FY-11	163,946	147,374	184,805	145,678	142,895	138,330	143,407	677	134,612	145,899	152,862	160,122	152,376.35	1,660,8
FY-12	154,225	154,225	164,312	154,045	154,735	151,318	151,318	151,318	153,379	165,756	157,867	167,099	154,882.47	1,879,5
	170,611	150,016	169,046	0	0	0	0	0	0	0	0	Ø	69,953.22	489,61

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CapTel Statistic



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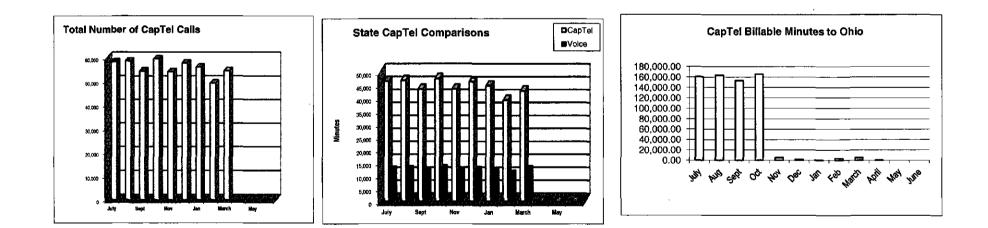
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FY-2012-2013 Ohio CapTel Statistic Charts

Total Numbe	r 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	54,488
April	0
Мау	0
June	0

Called by C	apTel or Voice	Caller
	CapTel	Voice
July	46,517	11, 6 65
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	42,735	11,753
April	0	0
May	0	0
June	0	0

Billable Minu	ites to State
July	160,727.42
Aug	163,339.08
Sept	153,379.45
Oct	165,755.62
Nov	5,178.00
Dec	1,905.00
Jan	22.00
Feb	3,530.00
March	5,392.00
April	25.00
May	0.00
June	0.00



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

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To: Public Utilities Commission Address Both Blackmer 180 East Broad Street Columbus, OH 49215

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h to Spee

From: Sprint Emma Danielson Address

March

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2055 W. lies Avenue, Suite D Springfield, IL 62704

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2012 2013 OctNov Feb Speech to Speech Minutes Sept Dec Jan Jul Aug 1,908.10 5,651.84 7,652.25 1,140.01 Total Session Min 1.094.42 5,016.11 4,929,11 4,018.47 4,198.10 Total Conversation Min 3,314.36 2,166.80 608.12 683.40 1,068,52 8,861.29 8,049.15 2,939.17 Los 200 th 13 1902 2003, OZ 19979 AA . Interstate Session Minutes of Use 9.1 6.38 2.04 120.0 24.54 8.40 7.51 36.85 International Session Minutes of Use 0.00 0.00 0,00 0.00 0.00 0.00 0.00 0.00

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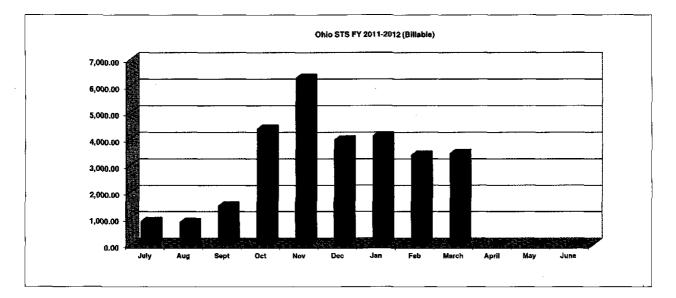
856.88

Interstate DA Sessian Minutes of Use 900 Session Minutes of Une 51% Total Billable Speech to Speech

Interstate Toll Free Session Minutes of Use 51%

Number of Calls Made Avorage Length of Call

	2012						2013						
Total Numbers of Completed Calls Speech to Speech (STS) Calls	Ju]	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Тоги
Local	79	81	180	247	655	812	890	825	831				2450
Intrastate	0	0	0	149	6	. 0	0	1	84				184
Interstate	2	1	0	14	8	2	2	6	6				35
Directory Assistance	18	17	22	72	72	34	69	86	26				361
General Assistance	0	0	0	0	0	0	0	. 0	0				0
International	0	0	0	0	0	0	0	0	0				0
800	0	0	0	0	0	0	0	0	0				D
Loss Tall Free	88	42	54	239	187	193	101	78	84		_		946
Maria» Calle	0	0	0	0	0	0	0	0	0				0
Buey Ring/No Answer	0	0	0		D	0	0	0	0				0
Other Calls	0	0	0	0	0	0	0	0	0				0
Total STS Calls	127	141	208	716	823	481	562	440	461				3976
Total STS Session Minutes	1,140	1,094	1,908	5,65 1	7,652	5,018	4,929	4,018	4,198				86604.91
Total STS Billeble Minutes	897	658	1,481	4,395	6,807.24	8,975.48	4,126.69	3,406.82	3,472.67				26917.87
	1												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Ohio STS	697.99	856.38	1,481.59	4,394.91	6,306.04	3,976.26	4,127.22	3,406.82	3,472.66	0.00	0.00	0.00	



Spr	^{int} ≫ Relay Ohio							
TIP		To	Case No.08-439-TP-					Emme Danielson
	telay –		F UNITE CHILLING COLINER			Beth Blackmer	- 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940 - 1940	2055 W. Iles Avenue, Suite D
	Ohio 🗌		No. of			180 East Broad Stre	et	Springfield, IL 62704
	·	33 - C		1.5		Columbus; OH 432	15	
Ohio Rel	ay Outreach Re	port - 7-201	2 to 6-2013	1	1	What materials		
Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	wriat materials were distributed?	Success or not?	Reasons?
horse 22	1. Sec. 1	5.				5	1 / 1 · 1	
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	Wheelersburg, 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 techical 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	Exhíbit	Relay Ohio brochures, CapTel 800/800i flyers	YE\$	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	YE\$	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

Sp	Relay Ohio							
TH		To	Case No.08-439-TP-(Public Utilities Commi			te e l'a		Emma Danielson
	Kelay -	10	Public Utilicies Comini	F SIQN		Dalla Dissionan	<u> </u>	and the second
	Cohio =				the second s	Beth Blackmer	<u> </u>	2055 W. Ites Avenue, Suite D
e e					<u> </u>	180 East Broad Stre Columbus, OH 432		Springfield, IL 62704
Ohia Pa	lay Outreach Re	aart - 7-701	7 to 6-7017	, Wilson		COUNDUS, OF 432	19	
Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
9/22/2012	Ride DEAF Bike Challenge	Plain City	Cyclists, families and	180	Exhibit	Relay Ohio brochures, CapTel Flyerse 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.
Oct-12								
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
10/6/2012	WRAAA 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 brochurse	YES	Many Health Profesionals 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 Confernce 2012	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	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 Relay Ohio team.

Spr	^{int} ≫ Relay ⁽ Ohio		Case No.08-439-TP-(201				
	Relay I	To:	Public Utilities Commi					Emma Danielson
						Beth Blackmer		2055 W, lies Avenue, Suite D
	Unio _					180 East Broad Stre	3.1 No. 1	Springfield, IL 62704
Ohio Rel	ay Outreach Rep	ort - 7-201	2 to 6-2013			Columbus, OH 432		
				Number of	· · · · · · · · · · · · · · · · · · ·	What materials	Success or	
Date	Event	City	Target Audience	Participants	Present Demo Exhibit	were distributed?	not?	Reasons?
Nov-12					1	distributed?		
11/1-2/2012 AND 11/5/12	1 New CapTel User	Waverly	1 new CapTel user		Demonstration/Technical Assistance	CapTel handout	YES	New CapTe! User all set up now.
11/10/2012	2012 Jam	Blacklick	Eastpointe members, community and professionals		Exhibit/Demonstration	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/ Demonstration	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/Demonstration	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						• • 1 • • •		
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	Demonstation on phone 45 minutes	CapTel	YES	Purchased 840i CapTel & will install it soon
Jan-13					Demonstration and			
	New CapTel User	Dublin	1 new CaptTel User	2	Technical Support	CapTel 840i	YES	New CapTel User!
1/21/2013	2013 Brunswick Senior Expo & Chili Cook Off	Brunswick	Senior Citizens, families and professionals	500	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More Senior Citizens educated
1/30-31/13	Winter Legislative Conference	Columbus	Social Workers, Supervisors, other professionals	500	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YE\$	More legislators, aids, state workers and other professionals educated
Feb-13						Relay		
2/20/2013	Madison Township 	Mansfield	EMS/Firemen	11	Presentation/Demonstrati on	Ohio/CapTel b <u>rochures</u>	YES	Educated and aware about Relay Ohio
2/22/2013	Ohio Academy of Audiology Conference	Columbus	Audiologists, ENT professionals, and school personnel	200	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More people aware of Relay Ohio/CapTel
2/25/2013	D.S.C.	Mt. Gilead	President of D.S.C Security	1	Demonstration	Relay Ohio/CapTel	Yes	Interested in ordering a few units for his company
2/26/2013	Mid-Ohio	Mt.Gilead	Audiologist	1	Demonstration	Relay Ohio/CapTel	Yes	Invited to attend ENT board meeting
Mar-13								
3/2/2013	Mansfield Deaf Club	Shelby	Deaf/ HH Communities	24	P/D	Relay Ohio/CapTel	Yes	Some are interested in getting CapTel
3/5/2013	Senior Manor Homes	Bucyrus	Emma Shiolh	2	Demonstation	CapTei	Yes	Returning again on 3/14/13 to do another workshop with more people there
3/ 9 /2013	The Anderson Twins Community Show	Westerville	Deaf/HH/ASL Students/Families/P rofessionals	350	Exhibit	Relay Ohio/Captel	Yes	More people educated about Relay Ohio and CapTel

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			Case No.08-439-TP-(9. ALC	5 March 19 Mar
Relay Ohio		To	To: Public Utilities Commission					Emma Danielson
		1				Beth Blackmer		2055 W. Iles Avenue, Sulte D
WOhio				Sus.	180 East Broad Street		Springfield, IL 62704	
				19.125.50		Columbus, OH 432	(5	<i></i>
Ohio Rel	lay Outreach Rep	ort - 7-201	2 to 6-2013				·	
Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
3/14/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for the Northwest/Dayton Area
3/14/2013	Senior Manor Homes	Bucyrus	Senior Citizens and Professionals	40	Presentation/ Demonstration	СарТеі	Yes	Very beneficial for Senior Citizens to have independence with CapTel Home considering purchasing one.
3/15/2013	67th Annual Ohio- Speech-Language Association Convention	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	700	Exhibit	Relay Ohio/Captel	Yes	More professionals educated about Relay Ohio and CapTel
3/18/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New Trainer for Statewide
3/19/2013	One-on-One Training	Toledo/VP	New CapTel Trainer	1	Training	Relay Ohio/Captel	Yes	New Trainer for the Toledo area
3/23/2013	Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton	Walk4Hearing Participants, HLAA members and families	100	Exhibit	Relay Ohio/Captel	Yes	More HLAA members aware of Relay Ohio/Captel services
3/30/2013 Apr-13	Serving Our Seniors (SOS) Day	Westerville	Senior Citizens, Westerville Residents, families and students	30	Exhibit	Relay Ohio/Captel	Yes	More Senior Citizens aware of Relay Ohio/Captel

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