FY-2012-2013

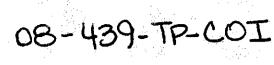


From: Sprint Emma Danielson

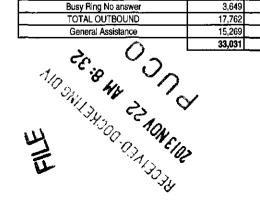
2013

Address 2055 W. Iles Avenue, Suite D

Springfield, IL 62704



OTAL CALL VOLUME (Outbo	und)						·		· · · ·					
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL	AVG
TTY- Baudot	5,755	5,143	5,178	4,619	4,615	4,337	4,343	4,207	3,971				42,168	31.01
Turbo Code	1,876	1,446	1,905	1,618	1,812	1,776	1,535	1,703	1,397				15,068	11.08
ASCI	81	17	22	116	7	3	76	16	12				350	0.26
Voice	4,478	3,137	3,530	3,040	3,051	3,112	3,260	2,825	2,402				28,835	21,21
VCO	5,531	4,639	5,392	4,780	4,771	4,530	4,738	4,453	4,861				43,695	32.13
HCO	33	11	25	70	55	22	13	31	9				269	0.20
Deaf/Blind ASCII	0	0	0	0	0	0	0		0					0.00
Deaf/Blind Baudot	8	0	0	0	0	0	0	0	0				8	0.01
Speech to Speech	669	500	567	658	679	523	593	700	68 9				5,578	4.10
Spanish Calls	1	3	1	0	1	1	1	2	0				10	0.01
TOTAL	18,432	14,896	16,620	14,901	14,991	14,304	14,559	13,937	13,341		<u> </u>		135,981	. 100
PERCENTAGE OF CALLS		1. ·								a starter a				
ΤТΥ	32.40%	35.73%	32.26%	32.43%	32.25%	31.47%	31.10%	31,79%	31.39%					32.31
Turbo Code	10.56%	10.05%	1 1.8 7%	11.36%	12.66%	12.89%	10.99%	12.87%	11.04%					11.59
ASCII	0.46%	0.12%	0.14%	0.81%	0.05%	0.02%	0,54%	0.12%	0.09%					0.26
Voice	25.21%	21.80%	21.99%	21.34%	21.32%	22.58%	23.34%	21.34%	18.99%					21.99
VCO	31.14%	32.23%	33.59%	33.56%	33.34%	32.87%	33.93%	33.65%	38.42%			ľ		33.64
HCO	0.19%	0.08%	0.16%	0.49%	0.38%	0.16%	0.09%	0.23%	0.07%					021
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00
Deaf/Blind Baudot	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.01
Speech to Speech	4%	3%	3%	4%	5%	4%	4%	5%	5%		_			4,14
Spanish Calls	0%	0%	0%	0%	0%	0%	- 0%	0%	0%			-		0.01
AL NUMBERS OF COMPLETE	ED RELAYE	D CALLS												···· ,
Local	10,701	8,878	9,922	8,944	8,922	8,453	8,620	8,388	8,003		T		60.831	30.97
Intrastate (Intralata)	319	318	296	225	329	267	220	203	194		r –		2,371	0,91
Intrastate (Interlata)	798	598	629	379	374	248	348	397	491			<u> </u>	4,262	1,63
Interstate Calls	396	411	493	371	386	322	222	233	220				3,054	1,17
Toll Free	1,820	1,665	1,577	1,436	1,518	1,309	1,363	1,426	1,358		1		13,472	5.16
Directory Assistance	52	42	57	35	32	52	47	24	35				376	0.14
900 (Attempted)	0	0	0	0	0	0	0	0	0				0	0.D0
International	27	0	1	1	0	0	1	2	2				34	0,01
Marine (Attempted)	0	0	0	0	0	0	0	0	0				0	0.00
Other Calls	0	0	0	0	0	0	0	0	0				0	0.00
TOTAL COMPLETED	14,113	11,912	12,975	11,391	11,561	10,651	10,821	10,673	10,303				104,400	40.01
Busy Ring No answer	3,649	2,481	3,077	2,852	2,750	3,129	3,144	2,562	2,349				25,993	9.96
TOTAL OUTBOUND	17,762	14,393	16,052	14,243	14,311	13,780	13,965	13,235	12,652				130,393	49.97
General Assistance	15,269	12,642	13,500	13,672	14,199	14,097	16,539	15,509	15,140				130,567	50.03
	33,031	27,035	29,552	27,915	28,510	27,877	30,504	28,744	27,792			where the state	260,960	100.00



This is to certify that the images appearing are an accurate and complete reproduction of a cise file locument delivered in the regular course of business. Technician _____ Bate Processed NOV 2 2 2013 4

FY-2012-2013



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From: Sprint Emma Danielson Address 2055 W. Iles Avenue, Suite D

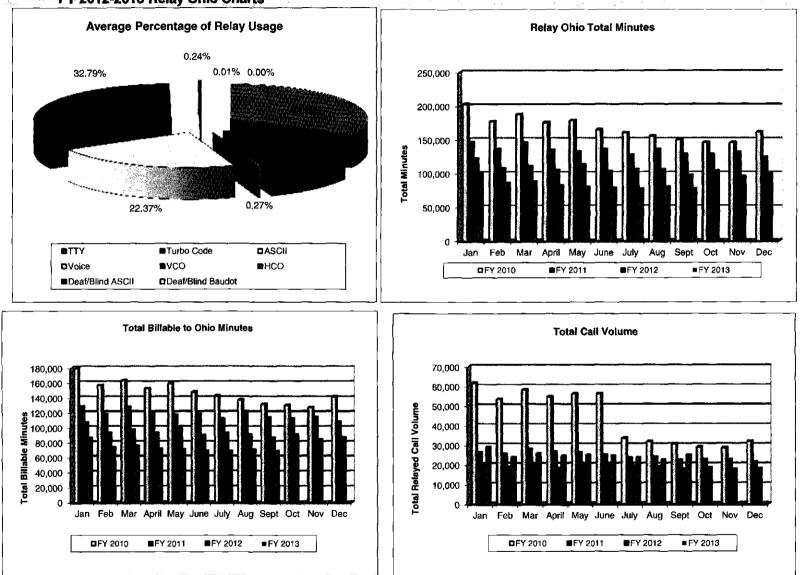
Springfield, IL 62704

NINUTES OF SERVICE Total Conversation Minutes 69.803.40 51.51.86 60.323.27 57.065.28 54.204.42 64.21.88 55.235.55 64.40.10 518.71.32 178.47.30 178.47.33 178.47.33 178.47.33 178.47.33 178.47.33 178.47.33 178.47.33 178.47.33 178.47.33 178.47.33 1.23.87.13 2.42.77.7 4.468		2013										,			
Total Conversation Minutes 19:03:03 0:151:82 0:052:82 54:00:10 51:07:03 51:07:03 51:07:03 71:	MINUTES OF SERVICE						- 							,	
Less himsgrafe 2,28(7):13 2,986,28 2,287,12 2,988,42 2,277,15 1,283,15 2,282,177 4,493,22 Less B00 Toll-Fire 10,186,63 9,172 2,235 1,65 0,83 3,33 7,217 17,18 2,819,277 7,418,78 3,338 2,217 7,418,78 3,338 2,217 7,418,78 3,338 2,217 7,418,78 3,338 2,217 7,418,78 1,338 4,3		69,803.43	61,551,85	60,332.52	57,085.38	54,504.43	54,421.68	52,359.98	55,252.55	54,450.10		Г	T	519,761.92	10.63%
Less Prietwartions 295.33 0.72 2.25 195 0.08 3.33 22.17 7.16 29.18 7.98	Total Session Minutes	100,194.45	86,437.80	88,931.43	82,974.83	80,991.53	78,890.77	77,620.87	80,069.18	78,577.33		1		754,688.19	15.26%
Lass 800 Tol-Free 10.188 82 9.7281 8.878.86 8.470.54 7.281.68 7.282.04 7.930.82 7.680.77 17.4189.76 1.285 Less 900 Assestant Min 0.00 <td< td=""><td>Less Interstate</td><td>2,987.13</td><td>2,960.37</td><td>3,867.83</td><td>2,687.18</td><td>2,998.42</td><td>2,671.62</td><td>1,439.52</td><td>2,071.55</td><td>1,838.15</td><td></td><td></td><td></td><td>23,521.77</td><td>0.45%</td></td<>	Less Interstate	2,987.13	2,960.37	3,867.83	2,687.18	2,998.42	2,671.62	1,439.52	2,071.55	1,838.15				23,521.77	0.45%
Less Dirscory Session Vin 23.95 0.00 0.122 0.00 <t< td=""><td>Less International</td><td>265.33</td><td>0.78</td><td>2.35</td><td>1.85</td><td>0.63</td><td>3.33</td><td>22.17</td><td>17.18</td><td>26.18</td><td></td><td>i –</td><td>1</td><td>339.80</td><td>0.04%</td></t<>	Less International	265.33	0.78	2.35	1.85	0.63	3.33	22.17	17.18	26.18		i –	1	339.80	0.04%
Less 902 Assignant Min 0.00 0.0	Less 800 Toll-Free	10,168.63	9,172.88	8,838.86	8,405.54	7,561.68	7,392.84	7,426.04	7,530.52	7,692.77				74,189.76	1.55%
Billable Minutes 96,749.41 74,303.77 76,191.07 71,880.38 70,442.07 68,810.30 68,733.14 70,448.01 69,01133 6956,550.06 100,095. Billable Minutes (STS) 4,126.59 3,446.52 3,472.66 3,427.76 2,857.31 2,046.56 3,431.85 4,276.51 4,256.80 22,533.86 100,095. NUMBER OF CALLS TO RELAY 29,350 24,104 25,952 24,051 24,859 22,228 22,528 22,527 3,339. 23,416 25,857 3,339. 24,164 25,959 26,000 23,844 22,869 25,228 22,528 22,527 3,339. 23,843 22,869 25,228 22,527 3,339. 23,463,35 4,418 779 1,035 694 780 6,644 33,339. 71,161 10,007. 3,494,40 7,900,40 7,1,532,00 84,677.00 7,544,400 77,116 10,007. 3,498,400 77,1,500,40 7,1532,00 3,548,400 77,1,502,00 3,548,400 77,1,502,00 3,548,400 77,1,502,00	Less Directory Session Min	23.95	0.00	31.32	0.00	28.63	12.08	0.00	1.92	8.90				106.80	0.06%
Billioble Minutes (STS) 4 128.69 3,495.82 3,494.58 3,431.85 4,076.51 4,286.80 22,633.96 100,09% NUMBER OF CALLS TO RELAY Offered 29,350 24,104 25,052 24,655 25,250 25,000 23,844 22,863 226,33.96 100,09% Answered 28,350 24,104 25,052 24,665 25,276 23,004 224,838 2216,503 23,824 22,609 25,228 228,372 33,38% In Oueve 29,350 74,104 25,926 24,665 25,270 25,000 23,844 22,669 25,228 228,372 33,38% Abardmond Couve 965 778 47,4850 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 73,985,00 1,73,20 56,864 30,92 984 595 984 5,772 35,874 Weekrat 7/28 660 640 586 620 635 594<	Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00	0.00%
NUMBER OF CALLS TÓ RELAY Offered 29,950 24,194 25,962 24,655 25,200 23,844 22,009 25,228 226,572 33,38% Answered 28,385 224,065 25,275 24,618 26,200 23,844 22,009 25,228 226,372 33,38% Abandonod In Quoue 29,350 24,149 25,962 24,465 25,220 226,372 33,38% Abandonod In Quoue 956 788 677 444 441 779 1,036 894 730 6,664 33,38% AverAce NUMBER OF CALLS - STS not Included 77,865.00 73,865.00 75,900.00 75,900.00 75,900.00 75,900.00 75,840.00 75,840.00 75,847.% Weekerd 708 666 640 566 626 636 649 594 574 35,87% VerRAGE NUMBER OF CALLS INSEND MINUTES 1,901 1,056 1,022 1,073.00 1,713.00 1,742.00 1,858.00 1,658.00 1,658.00 1,	Billable Minutes	86,749.41	74,303.77	76,191.07	71,680.26		68,810.90	68,733.14	70,448.01	69,011.33	ve nove	4		656,530.06	100.00%
Othered 29,350 24,194 25,052 24,655 25,200 23,944 22,960 25,228 226,372 33,384 Answered 28,365 23,066 25,275 24,161 24,269 22,206 21,175 24,436 219,508 33,384 Abardoned in Queue 29,350 24,141 25,228 228,372 33,384 Abardoned in Queue 3955 788 677 494 441 779 1,098 894 720 6,684 33,384 Abardoned in Queue 3955 788 677 494 441 779 1,098 894 720 6,684 33,384 Attribute of Calls to Reave 3950,00 77,885,00 73,885,00 75,940,00 75,520,09 75,884,00 75,884,00 75,884,00 76,884,00 36,722 38,874 Weekend 708 666 620 586 626 536 649 595 594 5,722 38,874 Weekend 708 666	Billable Minutes (STS)	4,126.69	3,406.82	3,472.66	3,924.76	2,851.31	3,046.56	3,431.85	4,076.51	4,296.80				32,633.96	<u> </u>
Othered 29,350 24,194 25,052 24,655 25,200 23,944 22,960 25,228 226,372 33,384 Answered 28,365 23,066 25,275 24,161 24,269 22,206 21,175 24,436 219,508 33,384 Abardoned in Queue 29,350 24,141 25,228 228,372 33,384 Abardoned in Queue 3955 788 677 494 441 779 1,098 894 720 6,684 33,384 Abardoned in Queue 3955 788 677 494 441 779 1,098 894 720 6,684 33,384 Attribute of Calls to Reave 3950,00 77,885,00 73,885,00 75,940,00 75,520,09 75,884,00 75,884,00 75,884,00 76,884,00 36,722 38,874 Weekend 708 666 620 586 626 536 649 595 594 5,722 38,874 Weekend 708 666		,	,				· ,	•			· · · · ·				
Answered 28.865 23.406 25.275 24.161 24.899 24.221 22.081 21.975 24.433 219.501 38.38% m Cureue 28.850 24.194 25.052 24.065 25.200 23.944 22.669 25.223 22.8372 38.38% Abardmed in Cureue 2865 7.88 677 44 441 7.9 1.036 694 730 6.664 33.38% Total Number of Calls to Relay 38,050.00 77,856.00 73,940.00 75,030.00 75,584.00 75,58		00.050		05.050	01055	05 000	05.000					·····	·		
In Cueue 28.350 24.194 25.052 25.290 25.000 23.844 22.869 25.228 28.572 33.38% Abardoned in Lucue 965 786 6.77 494 441 779 1.036 694 790 6,664 53.33% AVERAGE NUMBER OF CALLS - STS not Included 780 6.666 640 5.86 6.26 6.38 6.49 5.95 5.84 6.771 6.067 6.967 6.967 6.967 6.967 6.967 6.967 6.96 6.99 5.962 5.94 6.971 6.967 6.967 6.967 6.96 6.97 6.967 6.96 6.97 5.962 5.94 5.97 </td <td></td> <td>,</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>┞───</td> <td>┢────</td> <td>a second s</td> <td>A Martin Contraction of the second second</td>		,										┞───	┢────	a second s	A Martin Contraction of the second
Abardoned nueue 985 788 677 494 441 779 1.036 894 790 6,664 33.388 Total Number of Calis to Relay 88,050.00 72,582.00 77,860.00 75,004.00 76,004.00 76,004.00 </td <td></td> <td>.,</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>┣━━━━</td> <td>├────</td> <td></td> <td></td>		.,										┣━━━━	├ ────		
Total Number of Calls to Relay 88,050.00 72,582.00 73,985.00 73,9												 	╃─────	- function of the second se	
AVERAGE NUMBER OF CALLS - STS not included Weekend 708 666 640 596 649 595 594 \$7,702 38,778 Weekeday 1,130 1,026 1,022 1,075 1,100 1,063 1,009 \$7,702 38,778 Total AVG Number of Calle 1,898.00 1,778.00 1,742.00 1,842.00 1,718.00 1,748.00 1,653.00													<u> </u>		
Weekend 708 666 640 586 626 638 649 595 584 5762 5887% Weekday 1,190 1,085 1,102 1,020 1,075 1,100 1,069 9,762 5333% AVERAGE NUMBER OF CALLS IN SESSION MINUTES 1,742.00 1,648.00 1,713.00 1,748.00 1,663.00 1,733.00 1,743.00 1,66				11,000,00	13,905,00	10,040,00	75,000.00	71,002.00	00,007,00	10,004.00 [<u></u>	013,110	100,00%
Weekday 1,190 1,085 1,102 1,022 1,075 1,100 1,063 1,069 9,762 53319 Total AVG Number of Calls 1,898.00 1,775.00 1,742.00 1,848.00 1,7740.00 1,683.00 1,663.00				040	596	600	<u></u>					. · · · · · · · · · · · · · · · · · · ·	T	6 700L	
Total AVG Number of Calls 1,898.00 1,771.00 1,749.00 1,683.00 1,68												<u> </u>	╉──────		
AVERAGE NUMBER OF CALLS IN SESSION MINUTES Session Minutes 3.52 3.70 3.55 3.42 3.26 3.25 2.90 3.19 3.21 30.00 25,78% Conversation Minutes 2.45 2.68 2.41 2.35 2.19 2.24 1.96 2.20 2.23 20.66 17,75% Avg. Length of Completed Calls 7.16 7.32 6.92 7.34 6.99 7.44 7.30 7.56 7.70 65,73 66,87% AVG Number of Calls in Seasion Minutes 13.13 13.26 12.44 12.93 12.16 12.95 13.14 116.39 100.00% AVG Number of Calls in Seasion Minutes 95.0% 96.0% 97.0% 95.0% 93.0% 94.0% 94.0% 8.56 38% AVG Number of Calls in Seasion Minutes 1.5 1.6 1.3 1.5 1.1 1.6 2.4 2.2 1.9 1.51.0 8.56 38% Service Level 95.0% 95.0% 93.0% 94.0% 94.															
Session Minutes 3.52 3.70 3.55 3.42 3.26 3.25 2.90 3.19 3.21 30.00 45.78% Conversation Minutes 2.45 2.63 2.41 2.35 2.19 2.24 1.96 2.20 2.23 20.66 17.73% Avg Length of Completed Calls 7.16 7.32 6.92 7.34 6.99 7.44 7.30 7.56 7.70 65.73 56.47% AVG Number of Calls in Session Minutes 13.13 13.65 12.88 13.11 12.44 12.93 12.16 12.95 13.14 116.39 100.00% AVERAGE SPEED OF ANSWER 95.0% 95.0% 97.0% 97.0% 95.0% 93.0% 94.0% 8.56 35% Service Level 95.0% 95.0% 97.0% 95.0% 93.0% 94.0% 8.56 35% Cotal AVG Speed of Answer 2.45 2.55 2.26 2.47 2.07 2.55 3.33 3.14 2.84 23.66 100.0%					1,042.04	1,040,00	1,113,000	F,748.00]	1,00,000	1,003.00		<u></u>		1994 (19 1404)	10020076
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Avg. Length of Completed Calls 7.16 7.32 6.92 7.34 6.99 7.44 7.30 7.56 7.70 657.73 56.87% AVG Number of Calls in Session Minutes 13.13 13.65 12.88 13.11 12.44 12.93 12.16 12.95 13.14 116.39 100.00% AVERAGE SPEED OF ANSWER Service Level 95.0% 96.0% 97.0% 95.0% 93.0% 94.0% 84.0% 8.56 80% ASA 1.5 1.6 1.3 1.5 1.1 1.6 2.44 2.2 1.9 15.10 84.% Complaints 0 0 1 0 3 - 1 1 6 9.10%													┨──────		1 N 177 0 1 N 00 10 10 10 10 10 10 10 10 10 10 10 10
AVG Number of Calls in Session Minutes 13.13 13.65 12.88 13.11 12.44 12.93 12.16 12.95 13.14 116.39 100.00% AVERAGE SPEED OF ANSWER Service Level 95.0% 95.0% 97.0% 97.0% 95.0% 93.0% 94.0% 94.0% 8.56 35% ASA 1.5 1.6 1.3 1.5 1.1 1.6 2.4 2.2 1.9 15.10 64% Total AVG Speed of Answer 2.45 2.55 2.26 2.47 2.07 2.55 3.33 3.14 2.84 2.84 2.86 100,0% Customer Contacts Complaints 0 0 1 0 3 1 1 1 6 0.10% Complaints 0 0 1 0 3 1 1 1 6 0.10% Complaints 0 0 1 0 3 1 1 1 6 0.10% Inquiree/Other<												┣─────	┢┈────		
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Total AVG Speed of Answer 2.45 2.55 2.26 2.47 2.07 2.55 3.33 3.14 2.84 23.68 100.00% CUSTOMER CONTACTS This 0 0 0 1 0 3 - 1 1 66 0.10% Complaints 0 0 1 0 3 - 1 1 66 0.10% Complaints 0 0 1 0 3 - 1 1 66 0.10% Commendations 10 7 8 10 2 4 7 7 7 62 0.10% Inquiries/Other 88 1,100 605 595 629 593 818 626 671 5,725 36.83% Total 98 1,107 613 606 631 600 825 634 679 5,793 100% Relay Conference Captioning 3 3 3 3												<u> </u>	┼───-	and address of the	
CUSTOMER CONTACTS Complaints 0 0 1 0 3 - 1 1 68 9.10% Commendations 10 7 8 10 2 4 7 7 7 62 1.07% Inquiries/Other 88 1,100 605 595 629 593 818 626 671 5,725 96.83% Total 98 1,107 613 606 631 600 825 634 679 5,793 100% Relay Conference Captioning 5,793 513 606 631 600 825 634 679 5,793 10%	Total AVG Speed of Answer	2.45	2.55	2.26	2.47	2.07	2.55		3.14		2 A A A A A A A A A A A A A A A A A A A		1.00kg		and the second state of the second states
Complaints 0 0 1 0 3 - 1 1 66 0.10% Commendations 10 7 8 10 2 4 7 7 7 62 0.10% Inquiries/Other 88 1,100 605 595 629 593 818 626 671 5,725 96,83% Total 98 1,107 613 606 631 600 825 634 679 5,793 100%	CUSTOMER CONTACTS	21.										a haran an a	- 1057		
Complaints 0 0 1 0 3 - 1 1 68 0.10% Commendations 10 7 8 10 2 4 7 7 7 62 107% Inquiries/Other 88 1,100 605 595 629 593 818 626 671 5,725 96,83% Total 98 1,107 613 606 631 600 825 634 679 5,793 100% Relay Conference Captioning 5,793 5,793 5,793 100% 5,793 100%			1	No. Spec. 4						5					
Inquiries/Other 88 1,100 605 595 629 593 818 626 671 5,725 98,83% Total 98 1,107 613 606 631 600 825 634 679 5,793 100% Relay Conference Captioning 5,793 5,793 5,793 10% 5,793 10%	Complaints	0	· 0	0	1	0	3	-	1	1				6	0.10%
Total 98 1,107 613 606 631 600 825 634 679 5,793 108% Relay Conference Captioning		10	7	8	10	2	4	7	7	7				62	
Total 98 1,107 613 606 631 600 825 634 679 5,793 108% Relay Conference Captioning	Inquiries/Other	88	1,100	605	595	629	593	818	626	671	· · ·			5,725	98,83%
											N. 840		11	A	Sec. 10. 10. 10. 10. 10. 10. 10. 10.
	Relay Conference Captioning			· · · · · · · · · · · · · · · · · · ·		· · · · · · · · ·	in the second			·		••••••••••••••••••••••••••••••••••••••	•••••••		
		120	120	90	0	120	300	180	0	330)		Γ	Ι	1,260	140.00

FY 2012-2013 Relay Ohio Charts

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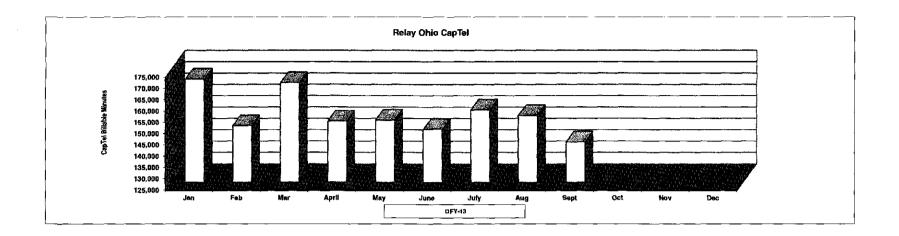
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	Sprint 🎾			Tel Servic	e Pattern	s				·					
	Relay	Case No.		Public Utilities (Commission Both Blackmer			From:	Sprint Address	Emma Denislau 2055 W. Iles Ave					
	Ohio	ę			80 East Broad Si Columbus, OH 41		<u>.</u>		11 - 14 1	Springfield, IL 62	704			1.1	15.
	Dhio Contract calls for Session Minutes	2013			Johannous, Ort 44	32.10	······································								
		Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	ôlaw.	Dec.	Average	т
-	Ulable Window	178,618,67	158,016.16	168,045,71	152,915,16	152,684,44	148,459,65				3	N21 81	No. 19. 1	155,224.8	9 /-
, I	janish Billeble Minutes	2.48	5 74	6 93	2.9	0.08	0				0		1		2
ŕ	Warage Per Min Per User	183	165	184	171	172	176	177	177	166				17	8
E	warage Per Min Per User billed to State	130	127	143	130	145	154	131				<u> </u>	+	13	
- 6	lumber of CapTol Activated	2,899	2,920	2,936	2,943	2,973	2,968	3.012		3,04				2.57	
- 6	lumber of CapTel Shipped	3,068	3,092	3,110	3,117	3,141	3,161	3,176						3,14	
- 5	lumber of Users/ Participants	1,092	1,055	1,061	1,087	1.036	987	1,036		1,00		·		1,03	
E	Decupancy % User	35%	34%	34%	33%	33%	31%	33%		319				339	
- 6	Verage Per call Length Per User	2.04	2.04	3.10	2.95	2.66	2.82	2.80						2.9	
F											·				·
l	apTat Tentie Patiene							·, · · · · ·	2	- · · ·	······		1	Average	1.71
	all in	44,731	39,174	42,735	40,764	41,529	41,018	43,865	44,261	41,193	1	1		42,14	
	folice in	11,302	10,128	11,753	10,740	11,818	11,544	12,142		10.849				11,32	
	out of Calls and the second	· · · · · · · · · · · · · · · · · · ·	49,302	64,468	51,504	53,347	52,562	56,027						53,468	
f							_				· · · · · · · · · · · · · · · · · · ·		- <u>-</u>		
- 6	olul Synalus Mill	· · · · ·			·	,		<u>-</u>	· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·			Average	
	00 Calls	0	0	0	0	0	0			1	1	T	<u> </u>		6 ·
- 1	Insurer Machine	731.75	721.32	770.83	\$28.35	835.70	780.08	899.98	669 DC	715.4	/			79	4
- 1	Anoral Assistance	3,062.88	2,597.10	2,530.17	2,254.77	2,448.77	2,252.87	2,521.25	2,738.12	2,512 71				2,54	7
	2 Lino	7,365.53	7,213.98	9,029.68	7,629.30	8.940.92	8,755.68	9.394.22	8,153 56	7,918.10				0,297	
	Inmational	56 37	25,12	36.60	48,43	\$9.07	71,40	102.88	197.26	147.76	5		1	8	0
- 6	alusedado anticipation and a second and as second and a	19,784.35	17,099.63	18,712.98	17,775 67	17,919.22	17,211.02	17,844 72	18,086.85	17,760.15	-			10,92	
	tractale	152,558.73	133,614,05	150.526.59	134,641.23	148.571.93	129,750,60	136,965,56	136.043.12	125,020.60		<u> </u>	<u>+</u>	139.63	
E	Ithere	708.68	817.72	887.72	1,017.78	1,090.93	1,273 12	1,160,23	1,104.37	1.040 33		<u> </u>		1,81	
» F	off Prese	14,276.15	11,929.63	12,844.88	18,230 43	12,824.23	13,429.42	14,530.53	13,345.98	13,221.57				13,255	
	otal of Secolor Min	778.551.44	174,018,45	195,239,45	177,425,40	192,791,77	173,554,19		140,468.27			15	17.	182.65	
E												1.1			
E	under of Cirlls by meth Trullio Pattorn						<u> </u>		tin di	<u> </u>	<u> </u>	fundie in the	12222	Average	
- F	00 Call	615	576		- 607	652				530	<u> </u>				1
- 6	namer Machine			621			627	697	662			 		62	
Ľ	ieneral Assistance	ð,158	7,077	7,192	5,632	6,929 2,465	6,560	7.170				<u> </u>	·	7,166	
	L/ne	1.973	1,785	2,244	2,018		2,509	2,687						2,214	
Ę	ternetionei	30	17	28	2,987		40	61	50			·	<u> </u>	*	
- jî	ster-state	2,954	2,630	3,133		3,142	3,095	3.210		3,097		{	↓	3,085	
	nira-siate	39.173	34,370	38,204	36,238	37,029	36,647	36,768				└── ─	+	33,44/	
	ithers	451	400	473	478	581	536	622				+		\$2	
ļ	ad Free	2,669	2,387	2,593	2,503	2,506	2,498	2,812	2,854	2,862			<u>.</u>	2,61(
- 1	old a second and a second a second	\$6,033	49,382	\$4,405	STAD \$1,504	53,347	\$2,582	58,827	<u></u>	18,325	<u>۲. ۲۲ ما</u>	- <u> </u>	<u>10</u>	49,71	म <u>्र</u> <u>२</u> .४२
- t	funtion and the second s	1 1 1	· · · · · ·	17.97		T	······	· · · · · · · · · · · · · · · · · · ·		<u> </u>	1	1 .		Average	1 1
E	Hor-state Billimbie Min	19,794.35	17,099.63	18,712.98	17,775.67	17,9(8 22	17,211 02	17,844.72	18,096,85	17,760.15	si	1		18,022.75	
- E	ere International Seasion Min	55.37	25.12	36.60	45 43	69.07	71,40	102.88	137.26	147.76		t — — -	<u> </u>	80.45	
- 6	eas Tall Free	7,280.84	6,064.11	6,550,88	6,747.52	6,540.36	6,849,00	7,410.57	8,608.45	6,743.00	j	<u> </u>	1	8,779.11	
Ē	Line Seelon film (11%)	19,794.35	17.098.63	18,712.98	17 775.67	17,919,22	17,211.02	17.844.72	18.096.85	17,780,15	i — — —	<u> </u>	t	18.622.75	
- fi	Wathin to OH	151,626.53	133,710.06	151,326.00	135,078.70	150,253.90	132,211.75	140,216.57	137,350.84	125.926.87		<u> </u>	†	199,744,54	· · · · · · · · · · · · · · · · · · ·
- E	ECA Blippio Minutes	29,548.95	25,509.57	27,918.94	28,534.18	26,799.71	25,715.62	26,891.51	27,086.69	26,610.3		1		26,954.30	
F				47,0 10.04	+=,			20,001.01			·	.1		1	·
ł	स्ति स्तुति । इति । योग	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	flec	Average	
ł	FY-67	28,746	29,355	12,215	30,596	32,842	31,302	32,696							
H	FY-00	56,470		70,580	63,494	52,040	\$1,382	43.847							
ŀ	FY49	F1,535	61,636	66,513	\$5,106	\$7,747	66,945	69,858	25,275						
ł	FY-18	(23,145	125,673	127,485	124,571	125,536	124,462	134,612	26,962						
ł	FY-1	163,946	147,374	164,606	145,878	142,895	138,336	143,407	677	134,612					
ŀ	FY-12	154,225	154,225	156,312	154,046	154,734	151,318	151,314	151,310	169,041					
		170,611	160,016	169,046	152,015	152,494	148,490	157.028	164,542			146,000	140,44	156,224.05	

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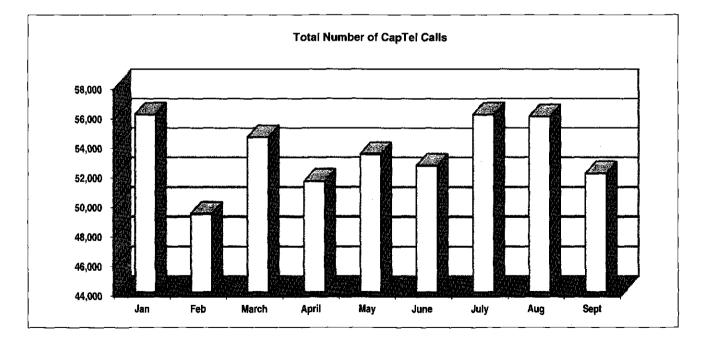
FY-2012-2013	Ohio CapTel	Statistic	Charts

Total Numbe	er of Calls
Jan	56,033
Feb	49,302
March	54,488
April	51,504
May	53,347
June	52,562
July	56,027
Aug	55,877
Sept	52,042
Oct	
Nov	
Dec	

•

Called by C	pTel or Valce	Caller
	CapTel	Voice
Jan	44,731	11,302
Feb	39,174	10,128
March	42,735	11,753
April	40,764	10,740
May	41,529	11,818
June	41,018	11,544
July	43,885	12,142
Aug	44,261	11,616
Sept	41,193	10,849
Oct		
Nov		
Dec		

Billable Min	utes to State
Jan	170,610.67
Feb	150,016.15
March	169,045.71
Apri)	152,015.15
May	152,484.44
June	148,459.65
July	157,027.93
Aug	154,541.60
Sept	142,815.53
Oct	
Nov	
Dec	



FY-2012-2013 Ohio CapTel Statistic Charts

Total Numbe	er of Calls
Jan	56,033
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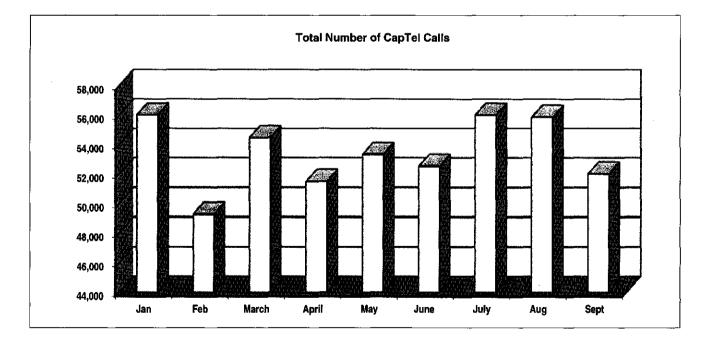
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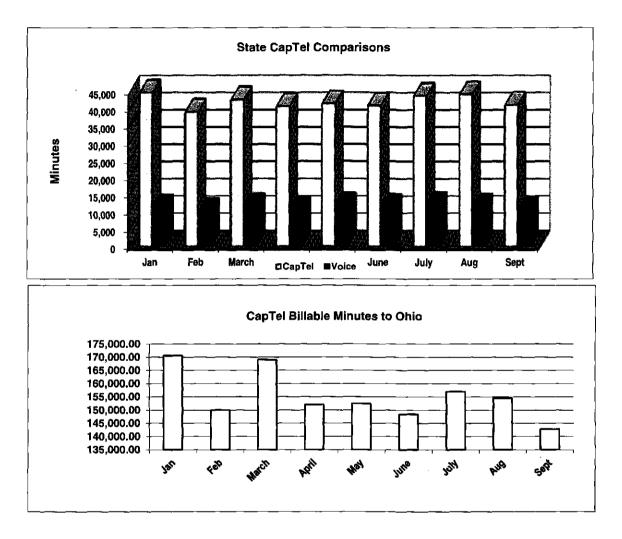
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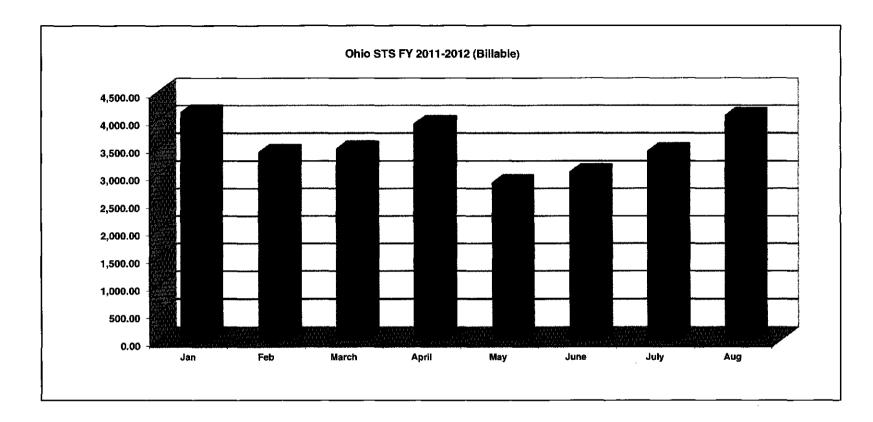




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Sprint 🎾					I Y-2012 - 2	2013								
Relay Ohio	From:	Address	Emma Dan 2055 W. Ile Springfield,	is Avenue, :	Suite D									
Contract for Session Minutes	2013			<u></u>	<u> </u>		سريطني		<u> </u>		<u></u>	ala dan atabiya	<u></u>	
Speech to Speech Minutes	Jan	Feb	March	Aprii	May	June	July	Aug	Sept	Oct	Nov	Dec	Average	Tota
Total Session Min	4,929.11	4,018.47	4,198.10	4,764.15	3,386.68	3,740.08	4,900.42	5,391.17	5,499.48				4,536.41	40,827
Total Conversation Min	2,939.17	2,166.30	2,126.23	2,376.40	1,670.83	1,887.03	2,603.72	2,571.67	2,638.03				2,331.04	20,97
Lexis	- 41 - 1 3		1 . N	S. 84	1999 - N	100		the second		ia ya:	·			
Interstate Session Minutes of Use	7.51	36.85	83.00	167.92	140.85	253.83	724.65	474.40	355.52				249.39	2,244
International Session Minutes of Use	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			[0.00	C
Interstate Toll Free Session Minutes of Use 51%	742.22	524.70	597.77	622.44	329.06	404.40	733.95	775,46	830.90				617.88	5,560
Interstate DA Session Minutes of Use	52.16	50.10	44.67	49.03	65.47	35.28	9.97	64.80	16.27				43.08	387
900 Session Minutes of Use 51%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	_		[0.00	(
Total Billable Speech to Speech	4,127.22	3,406.82	3,472.66	3,924.76	2,851.30	3,046.57	3,431.85	4,076.51	4,296.79				3,626.05	32,634
Number of Calls Made	562	440	481	570	507	452	502	492	501		r	. 	501	4,
Average Length of Call	12.55	12.94	11.38	11.22	10.05	11.13	11.55	11.38	11.12		r	t	11.48	·
	2013				•									
Total Numbers of Completed Calls Speech to														
Speech (STS) Calls	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totai	
Local		325	331	385	361	314	280	400	349				3,135	
Intrastate	0	1	34	6	4	0	34	14	42		ļ	L	135	
interstate	2	5	6	20	19	_27	51	45	37				212	
Directory Assistance	69	36	26	47	47	40	30	34	49				378	
General Assistance	0	Ó	0	0	0	0	0	0	0			L	0	
International	0	0		0	0	0	0	0	0		L	L	0	
900	0	0	0	0	0	0	0	0	0		L		0	
Less Toil-Free	101	73	84	112	76	71	81	132	143		L		873	
Marine Calls	0	0	0	0	0	0	٥	0	0				0	
Busy Ring/No Answer	0	٥	<u> </u>	0	0	0	0	0	0		<u> </u>	<u> </u>	0	
Other Calls	0	0	0	0	0	0	0	0	0		L	L	0	
Total STS Calls	562	440	481	570	507	452	476	625	620		<u> </u>	<u> </u>	4,733	
Total STS Session Minutes	4,929	4,018	4,198	4,764	3,387	3,740	4,900	5,391	5,499.48			L	40,827	
Total STS Billable Minutes	4,126.69	3,406.82	3,472.66	3,924.76	2,851.30	3,046.56	3,431.51	4,076.51	4,296.79			L	32,634	
									· <u> </u>				-	
Ohio STS	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec		
0110 010	4,127.22	3,406.82	3,472.66	3,924.76	2,851.30	3,046.57	3,431.65	4,076.51	4,296.79	0.00	0.00	0.00		



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Sprint								
	elay Ohio Outreach Repor	1911/2	Case No.08-439-TP-C Public Utilities Commis Beth Blackmer 180 East Broad Street Columbus, QH 43215	alon	an a			Emma Danistson 2055 W. Iles Avenue, Suite D Springfield, IL 62704
Date	Event	Çity	Target Audience	Humber of Participants	Pressnt Demo Exhibit	What materials were clistributed?	Success or not?	Rescons?
Jan-13	New CapTel User	Dublin	1 new CapTel User	2	Demonstration and 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	600	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	YES	More legislators, aids, state workers and other protessionale educated
Feb-13 2/20/2013	Madison Township	Mansfield	EMS/Firemen	11	Presentation/ Demonstration	Relay Ohio/CapTet brochures	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. Gifead	Audiologist	1	Demonstration	Relay Ohio/CapTel	Yes	
	Mid-Ohio	Mt. Gilead	Audiologist	1	Demonstration		Yes	Invited to attend ENT board
2/26/2013 Mar-13 3/2/2013	Mid-Ohio Mansfield Deaf Club	Mt. Gilead Shelby	Audiologist Dea1/ HH Communities	1	Demonstration P/D		Yes Yes	Invited to attend ENT board
Mar-13		Shelby	Deaf/ HH			Ohio/CapTel Relay		Invited to attend ENT board meeting Some are interested in
Mar-13 3/2/2013	Manafield Deaf Club	Shelby	Deaf/ HH Communities	24	P/D	Ohio/CapTel Relay (Ohio/CapTel	Yes	Invited to attend ENT board meeting Some are interested in getting CapTel Returning again on 3/14/13 to do another workshop
Mar-13 3/2/2013 3/5/2013	Mansfield Deaf Club Senior Manor Homes The Anderson Twins	Shelby Bucyrus	Deaf/ HH Communities Emma Shiolh Deaf/HH/ASL Students/Families/P	24	P/D Demonstration	Ohio/CapTel Relay Ohio/CapTel CapTel Refay	Yes	Invited to attend ENT board meeting Some are interested in getting CapTel Returning again on 3/14/13 to do another workshop with more people there More people educated about Relay Ohio and
Mar-13 3/2/2013 3/5/2013 3/9/2013	Manafield Deaf Club Senior Manor Homes The Anderson Twins Community Show	Shelby Bucyrus Westerville Worthington	Deat/ HH Communities Emma Shíolh Deat/HH/ASL Students/Families/P rofessionals	24 2 350	P/D Demonstration Exhibit	Ohio/CapTel Relay Ohio/CapTel CapTel Refay Dhio/CapTel Relay	Yes Yes Yes	Invited to attend ENT board meeting Some are interested in getting CapTel Returning again on 3/14/13 to do another workshop with more people there More people educated about Relay Ohio and CapTel New Trainer for the Northwest/Dayton Area Very beneficial for Senior Citizens to have
Mar-13 3/2/2013 3/5/2013 3/9/2013 3/14/2013	Mansfield Deaf Club Senior Manor Homes The Anderson Twins Community Show One-on-One Training	Shelby Bucyrus Westerville Worthington	Deat/ HH Communities Emma Shiolh Deat/HH/ASL Students/Families/P rofessionals New CapTel Trainer Senior Citizens and	24 2 350 1	P/D Demonstration Exhibit Training	Ohio/CapTel Relay Ohio/CapTel CapTel Relay Ohio/CapTel Relay Ohio/CapTel	Yes Yes Yes Yes	Invited to attend ENT board meeting Some are interested in getting CapTel Returning again on 3/14/13 to do another workshop with more people there More people educated about Relay Ohio and CapTel New Trainer for the Northwest/Dayton Area Very beneficial for Senior Citizens to have independence with CapTel. Home considering purchasing one.
Mar-13 3/2/2013 3/5/2013 3/9/2013 3/14/2013 3/14/2013	Manafield Deaf Club Senior Manor Homes The Anderson Twins Community Show One-on-One Training Senior Manor Homes Senior Manor Homes	Shelby Bucyrus Westerville Worthington Bucyrus	Deaf/ HH Communities Emma Shiolh Deaf/HH/ASL Students/Families/P rofessionals New CapTel Trainer Senior Citizens and Professionals Speech Pathologists, audiologists, audiologists, coordinators, other professionals,	24 2 350 1 40	P/D Demonstration Exhibit Training Presentation/Demonstration	Ohio/CapTel Relay Ohio/CapTel CapTel Refay Ohio/CapTel Relay Ohio/CapTel CapTel	Yes Yes Yes Yes	Invited to attend ENT board meeting Some are interested in getting CapTel Returning again on 3/14/13 to do another workshop with more people there More people educated about Relay Ohio and CapTel New Trainer for the Northwest/Dayton Area Very beneficial for Senior Citizens to have independence with CapTel. Home considering purchasing one.

Sprint	110							
The	Case No.08-439-TP-CO							
- (((F	lelay Obio	Te:	: Public Utilities Commission Beth Blackmer			From: Sprint, Emma Danielson		
- Mar	Ohio		180 East Broad Street	× · · · · · · · · · · · · · · · · · · ·			e.	2055 W. Ites Avenue, Sulte D Springfield, IL 62704
			Columbus, OH 43215					
Ohio Relay	Outreach Repor	t - 7-2012 to	6-2013					
Date	Event	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
3/23/2013	Dayton/Cincinnati Walk4Hearing Kickoff Party	Dayton	Walk4Hearing Participants, HLAA members and families	100	Exhibit	Relay Ohio/CapTel	Yas	More HLAA members aware of Relay Ohio/CapTel services
3/30/2013	Serving Our Seniors (SOS) Dey	Westerville	Senior Citizens, Westerville Residents, families and students	30	Exhibit	Relay Ohio/CapTel	Yes	More Senior Citizens aware of Relay Ohio/CapTel
Apr-13								
4/4/2013	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/CapTel	Yes	New CapTel trainer on the team (Last one to complete the replacements)
4/4/2013	OSU-FLC Career Night	Columbus	College Students	30	Exhibit	Relay Ohio/CapTel	Yes	A lot of interest and met several hoh students
4/5/2013	One-on-One Training	Portsmouth	3 potential ne w customers	3	Demonstration	СарТеі	Yes	Potential customers
4/8/2013	One-on-One Training	Portsmouth	Will Lanigan	1	Demonstration	СарТы	Yes	Demonstrated the 840i phone and did a lot of hands on to learn how to use it
4/9/2013	One-on-One Training	Portsmouth	Cindy Wilson	1	Demonstration	СарТеі	Yes	Provided more into about the 840i
4/17/2013	South Webster High School	South Webster	High School students, teachers, community members	500	Exhibit	Flyers on CapTel and Relay Ohio were passed out	Yes	Provided information and educated potential customer s
4/16/2013	WRAAA Senior Wellness Expo 2013	Beachwood	Senior Citizens	100	Exhibit	Relay Ohio/CapTel	Yəş	Met a lot of Senior Citizens who never heard of CapTel before
4/28/2013	Father & Mother Deaf Day	Springfield	Deaf Awareness Day	50	Presentation and Exhibit	Relay Ohio/CapTel booklets and flyørs	Yes	Several expresses interest in how to order CapTel phones.
May-13								
5/9/2013	Hamilton County Call Center	Hamilton	Dispatch 911 Responders	12	Presentation	Relay Ohio/CapTel flyers and booklets	Yes	All dispatchers are educated on how to handle 711 and CapTel calls
5/14/2013	Preble County Council on Aging	Eaton	Senior Citizen Day		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/16/2013	Bristol Village Retirement Center	Waverly	Residents		Presentation	Flyers	Yes	Provided info and answered questions about the CapTel phone as well as Relay Ohio services
5/16/2013	Huron Senior Citizens Day	Huron	Senior Citizens		Exhibit	Flyers	Yes	More educated people
5/17/2013	Ashland County Council on Aging Senior Health Fair	Ashland	Senior Citizens	700	Exhibit	Relay Ohio/CapTel booklets and ftyers	Yes	More senior citizens Interested in CapTel phones
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Sprint	24							
	-1		Case No.08-439-TP-C	0				
	elay Ohio	To:	Public Utilities Commis				From: Sprint,	Emme Danielson
	Ohio	Sec. 8	Beth Blackmer					2055 W. Iles Avenue, Suite D Springfield, IL 62704
		100	Columbus, OH 43215			e e e e e e e e e e e e e e e e e e e	·	opingnena, n. ozio4
Ohio Relay	Outreach Repor	t - 7-2012 to	6-2013				, <u></u> ,,	
Date	Event.	City	Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
5/17-18/2013	OCRID Conference	Columbus	Interpreters, professionals		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More interpreters and other professionals aware of CapTel and Relay Ohio
5/17-18/2013	Ohio Deaf Bowling Association Tournament	Toleto	Deaf, Hard of Hearing people and their families and friends		Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Few interested in purchasing new CapTel phones and/or using Relay Ohio services
5/20/2013	Christ Tunnel United Methodist Women's Club	Marietta	Women's Club	33	Presentation	Relay Ohio/CapTel flyers and booklets	Yes	Several new futurə potential CapTel users
5/21/2013	OACCA	Cincinnati	Consumers, Professionals	300	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More professionals know about Relay Ohio and CapTel services
5/21/2013	Medina County Senior Citizens Day	Medina	Senior Citizens, professionals, families	500	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	More senior citizens interested in CapTel phones
5/24/2013	Washington Elementary School	Hilliard	Kids and Teachers	58	Presentation	Relay Ohio and CapTel info	Yes	More students and their families and teachers learn about Relay Ohio and CapTel
5/29/2013	Senior Health And Fitness Day	Seven Hills	Senior Citizens	500	Exhibit	Relay Ohio/CapTel booklets and flyers	Yes	Senior Citizens more aware of 711 services and CapTel services
Jun-13								
6/1/2013	Great Lakes Cl Support Group	Independence	Cl Recipients, professionals and families		Presentation and Demonstration	Relay Ohio and CapTel info.	Yes	More CI recipients educated about CapTel phones and services
6/12/2013	WRAAA Seni <i>or</i> Wellness Expo 2013	North Olmsted	Senior Citizens	400	Exhibit and Demonstrations	Relay Ohio/CapTel booklets and flyers	Yes	More Senior Citizens educated and a few interested in purchasing
6/26/2013	WRAAA Senior Wellness Expo 2013	Cleveland	Senior Citizens, professionals, families	300	Exhibit and Demonstrations	Relay Ohio and CapTel booklets and flyers	Yes	Senior Citizens more aware of 711 services and CapTel services
Jul-13						Relay Ohio,		
7/10/2013	7th Annual Picnic- Village of the Falls	Ofmsted Falls	Senior Citizens	50	Exhibit and Demo	CapTel brochures	Yes	More people know about Relay Ohio and CapTel
7/18/2013	Youth Leadership Conference	Columbus	Youth ages 16-20	100	Exhibit and Demo	Relay Ohio, CapTel brochures	Yes	More Youth with Disabilities aware of Relay Ohio and CapTel
7/20/2013	Reinvent Yourself Wellness & Total Learning	Austinburg	Senior Citizens	150	Exhibit and Demo	CapTel and Relay Ohio Brochures, flyers	Yes	New segment we never touched before
7/25/2013	JCC Senior Center Celebration Fair	Cincinnati	Senior Citizens	200	Exhibit and Demo	Relay Ohio, CapTel brochures	Yes	More Senior Citizens know about Relay Ohio and CapTel- New venue for us this year
7/27-28/13	WBNS-TV10 Health and Fitness Expo	Columbus	All ages	2500	Exhibit and Demo	CapTel and Relay Ohio Brochures, flyers	Yes	We aducated so many people during the 2-day Expo. 2500 - including providing Interpreters for the 2 day show
Aug-13								
	Central American Medical Outreach Program	Orrville	CAMO staff and executive Director	4	Exhibit and Demo	СарТеі	Yes	Executive Director is now interested in purchasing a CapTel

Sprint	200							
	elay Ohio		Case No.08-439-TP-C Public Utilities Commis Beth Blackmer 180 East Broad Street Columbus, OH 43215			: · · · ·	From: Sprint,	Emma Denielson 2055 W. Iles Avenue, Sutte D Springfield, IL 62704
Ohio Relay Date	Outreach Repor	t - 7-2012 to City	6-2013 Target Audience	Number of Participants	Present Demo Exhibit	What materials were distributed?	Success or not?	Reasons?
8/13/2013	OSU Relay Health Fitness	Columbus	OSU students, professionals, families	500	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More people educated about Relay Ohio/CapTel
8/28/2013	1 New CapTel User	Cincinnati	1 New CapTei User	1	Demonstration and Training	CapTel	Yes	She is now able to use her CapTel phone. She was ready to throw it out!
Sep-13								
9/8/2013	Ohio School for the Deaf Alumni Association's Annual Fall Festival	Westervilie	Senior Citizens, their families, professionals and community members	400	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More senior Citizens and their families and friends know about Relay Ohio and CapTel
9/17/2013	Galion Hospital	Galion	Public Relations Dept.	2	Presentation	Relay Ohio and CapTel brochures	Yes	Hospital is now interested in obtaining a few TTY's and 2 CapTels for their patients
9/18-19/2013	WRAAA Expo Tower City	Cleveland	Senior Citizens and their families & professionals	500	Exhibit and Demo	CapTel and Relay Ohio	Yes	A lot of senior citizens had questions for me about CapTel
9/19/2013	Morrow Health Hospital	Mt. Gilead	Lois Peoples - Public Relations	1	Presentation	Relay Ohio and CapTel brochures	Yes	Hospital is now interested in purchasing a few equipment
9/20/2013	Orange Senior Center's Community Health and Wellness Fair	Pepper Pike	Senior Citizens, their families, professionals and community members	200	Exhibit and Demo	CapTel mostly but some Relay Ohio	Yes	More people educated about Relay Ohio/CapTel- new venue for us this year
9/21/2013	3rd Annual Ride DEAF Bike Challenge	Plain City	Bikers and their families and friends	115	Exhibit	Relay Ohio and CapTel brochures	Yes	More blkers and families aware of CapTel and Relay Ohio services
9/24/2013	Med-Central	Mansfield	Public Relations Dept.	3	Presentation and Demonstration	CapTel and Relay Ohio	Yes	Interested in purchasing 1 CapTel for their patient's use
9/26/2013	2013 Positive Aging Expo-Western RoundUp	Mansfield	Senior Citizens & Professionals	700	Exhibit and Demo	CapTel and some Relay Ohio info	Yes	More Senior Citizens - a few new possible CapTel users
9/27/2013	Ohio American Sign Language Teacher Association	University of Cincinnati, Cincinnati	ASL teachers, professionals, families, students	250	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More professionals educated about Relay Ohio and CapTel
9/28/2013	2013 Ohio Women's Veterans Conference	Columbus	Women Veterans	400	Exhibit and Demo	CapTel	Yes	So many veterans were unaware of the options available for phone services especially CapTel. We will have a few new CapTel users soon
9/28/2013	Celebrating Women's Health, Wealth and Wellness	Cleveland	Women, professionals, students	200	Exhibit and Demo	Relay Ohio and CapTel brochures	Yes	More Women familiar with CapTel and Relay Ohio services
9/30/2013	NADD (National Association for the Dually Diagnosed)	Columbus	Professionals and families and customers	125	Exhibit and Demo	CapTel and Relay Ohio	Yes	More professionals educated about Relay Ohio and CapTel
			TOTAL	12,454				