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U-verse TV - Continued

Other Charges and Credits - Continued

4. Regulatory Video Cost Recovery Charge	0.09
Total Surcharges and Other Fees	10.86

Government Fees and Taxes

5. OH County District Sales Tax	0.05
6. OH County Sales Tax	0.13
7. OH State Sales Tax	0.60
Total Government Fees and Taxes	0.78

Total Other Charges & Credits 11.64

Total U-verse TV 99.64

Internet

AT&T Internet 12 - provides speed and reliability; and includes built-in wireless home networking capability, access to the entire national AT&T Wi-Fi Hot Spot network, 11 email accounts, photo storage, AT&T Security Suite powered by McAfee*, pop-up blocker, and parental controls.

Total Unlimited Data Internet Usage Allowance - Your internet usage allowance provides unlimited data each billing period. Visit www.att.com/internet-usage to view details of your internet data usage.

Monthly Charges - Jul 5 thru Aug 4

1. Internet 12	52.00
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Other Charges and Credits

Data Usage Summary

Total Unlimited Data Internet Usage Allowance	
Plan GB	1,024
TV and Internet Unlimited	Unlimited
Usage Plan	
GB Used	894

Total Internet 52.00

Phone

AT&T Phone - Includes over 20 features, including advanced features that integrate with U-verse TV, Internet, and Wireless from AT&T.

Monthly Charges - Jul 5 thru Aug 4

1. Phone Unlimited	36.00
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Other Charges and Credits

Call Detail Charges

614 799-9031

Domestic Plan

Minutes Used 34

Surcharges and Other Fees

2. Federal Universal Service Charge	4.11
3. OH Telecom Relay Service	0.05
4. Regulatory Cost Recovery Charge	0.66
Total Surcharges and Other Fees	4.82

Government Fees and Taxes

5. OH County District Telecom Tax	0.20
6. OH County Telecom Tax	0.52
7. OH State Telecom Tax	2.33
Total Government Fees and Taxes	3.05

Total Other Charges & Credits 7.87

Total Phone 43.87

News You Can Use

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Consumer Need to Know Information

Telecommunications Relay Service

customer guide 13

Ohio Relay Service™ For Persons with Communications Disabilities call either 7-1-1 or 800-760-0750. The Ohio Relay Service enables persons with communication disabilities to use their TTY (Text Telephone Yoke) to place calls to and receive calls from hearing people anywhere.

When using a TTY, the typed messages are transmitted to a Communication Assistant (CA) who voices them to a hearing person. When the hearing person speaks, the CA relays the message by typing it to the TTY user's display or printer. Calls can be placed 24 hours a day, seven days a week, with no restrictions on the length or number of calls placed. All calls are confidential. Discount rates apply for long distance calls within Ohio made by registered TTY users.

ATTY or voice customer can reach the Ohio Relay Service by calling either 7-1-1 or 800-760-0750. If emergency help is required, call 9-1-1 or your local emergency number. Most police and fire departments have TTYs. As a TTY user, you can refer to the White Pages and call these agencies directly. If that is not possible, a CA will connect you with the appropriate agency. For more information about the Ohio Relay Service, call the Relay Service administrative number, toll free, 800-325-2223 (TTY/Voice). The Ohio Relay Service is operated statewide by Sprint.

Public Telephone Calls Using Relay Services

Instructions for making a Relay Call from a Payphone For Local Calls:

1. Dial 7-1-1
2. Provide the Communications Assistant (CA) with the area code and phone number you wish to dial.

Local calls are free

For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial 7-1-1
2. Provide the CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.

- Calling card calls cost no more than if you paid with coins.
- Prepaid calling card rates vary. Check with your card provider about their rates.

TTY Operator/Directory Assistance

Call 800-855-4000 (TTY* only. Nationwide service is provided by Sprint.)

Service Assistance Plans

The following service assistance plans are designed to help qualifying customers obtain and maintain basic residential telephone service. Please check with your local telephone company listed at the number under Service Assistance Plans on the telephone Provider Information page to see which of these assistance plans they may offer.

Lifeline Ohio

AT&T offers a discounted telephone service plan called Lifeline Ohio to make basic phone service even more affordable for qualified customers. To apply for Lifeline Ohio, telephone service must be listed in the name of the customer applying for the plan. The customer cannot be a dependent on another person's tax return (customers over 60 are exempt from this provision) and the address listed must be the primary residence of the customer and not a second home or business.

For customers without telephone service, arrangements can be made to establish new service and apply for the plan. Lifeline is a government assistance program and is non-transferable. Only eligible consumers may enroll in the program and certain eligibility documentation is required. Lifeline is limited to one wireline or wireless service is offered. Additional eligibility requirements and certain restrictions apply. Willfully making false statements to obtain benefits can be punished by fine or imprisonment, or can result in being barred from the Lifeline program.

Benefits of the Plan

- Monthly discount for local service
- Waiver of basic installation charge
- Toll restriction at no charge
- Waiver of deposit for local service
- Free optional blocking of 900 and 976 numbers

Residential Services

Sales/Customer Service/Bill Inquiries
Repair
Establish, Move or Change Service
AT&T ConnectTech
Payment Arrangements
High Speed Internet
Information

800-288-2020
800-246-8464
800-288-2020
866-441-8466
800-288-2020
800-288-2020
www.att.com

AT&T Contact

Business Services

Sales/Customer Service/Bill Inquiries 800-499-7928
Repair 800-286-8313
P&X & Key Equipment 800-231-1997
Data Services - WATS 800-286-8313
Payment Arrangements 800-924-1743
High Speed Internet 800-499-7928
Information www.att.com

Public Utility Commission Contact

Men Number
Complaint Number
In-State Toll-Free Number

614-468-3016
614-468-9292
1-800-486-7626
* Text Telephone



Ohio FCC Complaint Log 2012-2013

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/12	Customer reported having difficulty placing a call to a CapTel user.	06/07/12	The Customer Service Representative investigated and identified that the call was routing through an incompatible Voice Over Internet Protocol network. Technical support made an adjustment to change the routing for this customer. Customer confirmed this remedied the circumstance.
2	06/13/12	Customer stated that the Communications Assistant did not redial as requested.	06/13/12	The Supervisor met with the Communications Assistant and the Communications Assistant was coached to always keep the customer informed.
3	07/27/12	Customer stated that he or she placed a call to a voice line and reached a voice mail recording machine. The customer had notes that said to always leave a message the first time and don't type the words "answering machine". The Communications Assistant instead typed out the entire answering machine message leaving the customer unable to leave a message. The customer then asked the operator for the Communications Assistant's ID. The Communications Assistant's ID was given. However, at the beginning of the call, the Communications Assistant indicated that his or her ID was different that what was given. The Customer felt that the Communications Assistant was not being truthful. The Communications Assistant apologized to the customer. No follow up requested.	07/27/12	The Communication Assistant's ID number (and the second ID number) is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
4	07/28/12	A Text Telephone user called in and reached a Communications Assistant. The only text sent was the beginning macro with the Communications Assistant's ID number. The Communications Assistant disconnected the caller without placing a call. The Customer Service Representative apologized and took the Communications Assistant's information for follow up. Follow up requested via email.	07/28/12	No Communications Assistant assigned this number. Unable to further investigate. Emailed customer that there is no Communications Assistant with this ID number.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	08/09/12	An Ohio voice caller complained that she should not have to hold when calling to this relay service. "This has to be corrected now." The Communications Assistant apologized and explained that when call volumes are extremely high, a person may have to hold a short time to be able to speak with customer service. The Communications Assistant provided a contact number for equipment resource and CapTel customer service. The Communications Assistant explained that he or she will be sure to inform the Relay Program Manager. Call contact requested.	08/09/12	The customer service Supervisor called the customer and left a voicemail. The Communications Assistant apologized for hold time and explained that although we have a limited staff, our reports did not show any unusually long hold times as described. The Customer Service Supervisor left a contact number and asked the customer to return a call if she wanted to discuss this further.
6	09/04/12	The Communications Assistant kept typing and didn't respond when the caller instructed the Communications Assistant to hang up.	09/04/12	The Communications Assistant was typing information to the Voice Carry Over user and the caller was trying to talk while the information was being transmitted. The Communications Assistant was relaying background noises and keeping the caller informed. The caller stated that the Communications Assistant was being too wordy so early in the morning. No notes were provided to indicate not to relay certain information. A Supervisor was notified and encountered the same issue when trying to communicate with the caller.
7	09/10/12	The Communications Assistant did not follow the customer's database notes that said that the customer wished to leave message the first time. The Communications Assistant typed out the answering machine message, which caused the customer to have to redial. The Communications Assistant apologized to the customer and told them that the Communications Assistant would be coached to read the customer's notes first. No follow up necessary.	09/10/12	Supervisor met with the Communications Assistant. The Communications Assistant indicated that he or she had seen the notes but out of instinct, typed out the answering machine message. The Communications Assistant does know to follow the customer's notes first and this was stressed as important. Closing the contact since a resolution has been completed.
8	09/10/12	A Text Telephone user stated that the Communications Assistant disconnected an important call in the middle of the conversation.	09/10/12	The Supervisor met with Communications Assistant. The Communications Assistant believes that the wrong information was sent but did not realize it, nor correct it. The Communications Assistant was coached to make sure to indicate to caller if a mistake was made.
9	09/14/12	A Voice Carry Over user requested to retrieve messages from the answering machine. While the Communications Assistant was typing the messages, the Voice Carry Over user was trying to tell the Communications Assistant that the messages were garbling and that he was unable to read them. The Communications Assistant never responded.	09/14/12	Supervisor met with Communications Assistant. The Communications Assistant was not aware that the Voice Carry Over user was not receiving the complete message. The Communications Assistant was coached to be aware of when Voice Carry Over is trying to communicate.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10	09/17/12	Customer called the library, got through, and then the Communications Assistant stopped processing the call.	09/17/12	The Supervisor met with the Communications Assistant. The Communications Assistant said that the outbound had hung up and was waiting for a response, and does not remember anything else about the call. The Supervisor coached the Communications Assistant on call processing and to request assistance if necessary.
11	10/13/12	A customer stated that she cannot make an outgoing call on the CapTel phone.	10/13/12	The Customer Service Representative advised the customer to contact his or her telephone service provider to ensure that he or she has a functional phone line. This resolved the customer's experience.
12	10/18/12	Customer stated that the Communications Assistant had enough information to be able to understand where the message is going. However, the Communications Assistant asked the customer for the same words over and over even though the customer already told them to the Communications Assistant. The Supervisor offered for the message to be saved and for the customer to call back and get another Communications Assistant. Follow up requested via email.	10/18/12	The Communications Assistant had followed procedure by asking the Speech to Speech user to repeat as necessary. Follow up was sent via email as requested.
13	11/02/12	Customer complained that the Communications Assistant is very "militant" and would not follow the customer's request to have a friend speak on the call to clarify words such as credit card numbers, et cetera. to help speed up the call. Customer Service apologized and explained that as long as the customer is in control of the call, the person can speak for him for clarity. Customer did not request follow up.	11/02/12	The Communications Assistant followed procedure and the customer's request for repeating as needed. The customer never addressed the Communications Assistant directly, but only spoke to the called party and the friend in the background.
14	11/03/12	Customer was frustrated because the Communications Assistant wasn't pronouncing a word correctly. An Assistant Supervisor apologized and helped clear up the issue and the call continued. No follow up requested.	11/03/12	The Communications Assistant had the correct word but wasn't pronouncing it correctly so that Speech to Speech customer could understand it.
15	11/26/12	A Speech to Speech caller reported that the Supervisor was rude when the customer commented that he wanted control of the call. The Customer received the Supervisor's name, but did not have her ID number. The Customer also commented that some Communications Assistants need more training because they caused him frustration. Customer Service assured the caller that we would do what we could do to help. The Communications Assistant apologized for the inconvenience. No follow up requested.	11/26/12	The Supervisor got on the line to assist the Communications Assistant in explaining call procedures, then the caller hung up.

Complaint Tracking for OH (June 2012 - May 2013). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16	12/13/12	The Communications Assistant did not announce relay to the called to party. It took about 30 seconds or so for the Communications Assistant to respond when doing the call. Supervisor thanked the caller for his or her feedback and attempted to apologize when the caller hung up. No follow up requested.	12/13/12	The Supervisor met with the Communications Assistant. The Communications Assistant doesn't quite remember this call but does remember a call in which she asked Speech to Speech to hold while entering information. The Supervisor coached the Communications Assistant to stay focused and to answer the caller when they are speaking.
17	12/17/12	The Communications Assistant did not follow the customer's notes. The notes said that the customer wanted to leave a message the first time and to only type on an answering machine. The Communications Assistant typed out the answering machine message. The Supervisor apologized to the customer and said that he or she would follow up with the Communications Assistant. The customer continued to talk and then ended up hanging up in mid sentence and said they were going to call customer service. The customer was angry.	12/17/12	The customer made the complaint on the spot, therefore, after the call was done, I went over the importance of following customer notes with the Communications Assistant and made sure that the Communications Assistant did understand this particular customer's notes. I also gave the Communications Assistant a helpful hint for the agent to send (one moment please, reading customer notes) before dialing out when there are a lot of notes.
18	12/18/12	The Communications Assistant waited too long to begin relaying the typed text telephone message which, at times, made the voice caller think that the line was disconnected. Also, the Communications Assistant was not able to keep up with the voice person as the voice person is very familiar with relay and speaks slowly so that everything is typed. The Supervisor informed the caller that everything was being documented and will be forwarded to the agent's immediate Supervisor. Follow up requested via phone call.	12/18/12	The Supervisor met with the Communications Assistant to coach on proper pacing and the importance of keeping the voice caller informed of the call process. Multiple attempts were made to follow up with the customer via a phone call as per requested. A message was left with Supervisor's contact information.
19	04/05/13	Customer's son reported connection issues with some incoming captioned calls.	04/24/13	The Customer Service Representative worked extensively with the customer to explore and confirm their set up. Technical support changed the routing of long distance calls to transmit over a different carrier's network, which the customer's son confirmed resolved the customer's experience.
20	04/17/13	The Communications Assistant would not allow inmates to make toll free calls. The notes stated to collect on long distance calls only. The Supervisor thanked the caller for letting us know. No follow up requested.	04/17/13	The Supervisor met with the Communications Assistant and the Communications Assistant was coached on proper procedure and clarification of notes.



Ohio FCC Complaint Log 2013-2014

Complaint Tracking for Ohio (06/01/2013-05/31/2014). Total Customer Contacts: 15

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/13	Communication Assistant did not follow the customer's notes. He typed out the answering machine recording. Apologized to the customer. No follow up requested.	06/11/13	Supervisor spoke with the Communication Assistant about the issue.
2	06/21/13	This Communication Assistant did not do well on the call. Supervisor apologized for the inconvenience. Follow up requested to be sent via postal service and a phone call.	06/21/13	Supervisor met with the Communication Assistant and the Supervisor explained to the Communication Assistant to follow the customer's request. Follow up phone call and letter sent via postal service as per request.
3	06/21/13	When a customer was talking with a social security representative, the Communication Assistant said something that I did not say and the social security representative was confused. Supervisor apologized for the inconvenience. No follow up requested.	06/21/13	During processing of the call, the inbound TTY user had asked to speak to a Supervisor. The Communication Assistant relayed it to the outbound party not realizing the TTY user was wanting to speak with the Supervisor. Supervisor apologized for the inconvenience. No follow up requested.
4	08/20/13	The Communication Assistant did not follow my instructions by inputting answers to the recording without my permission. I asked to speak to a Supervisor. The Communication Assistant only typed "SK" and then hung up. Supervisor apologized for the inconvenience. No follow up requested.	08/20/13	The Communication Assistant responded to the recording with the information from the customer notes. The Communication Assistant did request Supervisor's assistance but the call had disconnected.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	09/16/13	Call notes state when calling family to use an alternate announcement. The notes also request that background noises not to be relayed. The Communication Assistant did not follow these notes when using a standard procedure for the caller's Aunt and by relaying background noises. Supervisor apologized for the inconvenience. No follow up requested.	09/16/13	The Communication Assistant remembers accidentally sending the information even though it was requested not to be sent. Communication Assistant was coached. No follow up was requested.
6	10/08/13	Customer said that this Communication Assistant needs to improve her typing skills. Customer service apologized for the problem and assured that the complaint would be set in as stated. No call back was requested.	10/08/13	Supervisor met and coached the Communication Assistant to be careful when typing messages and make sure everything is being relayed accurately.
7	11/20/13	The Communication Assistant hung up on VCO call. The Supervisor apologized for inconvenience. Follow up requested via phone call.	11/20/13	While processing the call, the Communication Assistant received an error message which caused the system to disconnect the caller. A message was left after multiple attempts were made to follow up with the customer via the phone.
8	12/10/13	Customer reported that she keeps getting garbled text when using Ohio Relay Service. She has used the service for many years, but since she received a newer VCO phone she has had a problem with garbled text. She provided several dates and times of examples of these calls so a trouble ticket could be entered. Apologized for the inconvenience and thanked her for her cooperation. Follow up requested.	12/10/13	A Relay Ohio representative went to the customer's house and trained her on how to use her VCO phone. She made several calls and all worked well. The customer was pleased and appreciated the home visit to help her get the phone set up the correct way.
9	12/17/13	Caller had instructed Communication Assistant to press 1 twice when prompted. The Communication Assistant relayed to the caller that option number 3 was pressed. Supervisor apologized for the inconvenience. No follow up requested.	12/17/13	Caller had also stated that they wanted to connect to the customer service department; however, the recording did not say option one was for customer service. After the Communication Assistant pressed three then an option was available to press one for customer service.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10	12/30/13	Customer reported that the Captionist ended a call.	01/08/14	Customer Service investigated further and learned that the Captionist reported no audio on the call for over two minutes so the Captionist's supervisor disconnected the call. A letter was sent to the customer detailing our findings.
11	03/31/14	Customer's daughter reported that customer kept seeing the word 'western' that was not spoken by daughter on the display screen during a captioned call.	04/01/14	Customer Service Representative apologized for incidence and thanked the customer's daughter for sharing this experience. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor to ensure corrections are made when an error is noted. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
12	04/30/14	Caller said Communication Assistant had not been able to access his database records for about a week or two and he wants help on how to do it. Apologized for the problem.	04/30/14	This was fixed with the new platform upgrade.
13	05/20/14	Customer stated that the Communication Assistant did not follow his notes instructing the Communication Assistant to leave the message on answering machine the first time. The Communication Assistant dialed out and typed out the answering machine message. It disconnected before the customer could leave a message. Apologized no follow up requested.	05/20/14	Communication Assistant was coached on the importance of following customer's notes.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
14	05/21/14	The VCO user was connected with the other party when the call was disconnected. Not sure what happened. The Supervisor apologized for the inconvenience. Follow up requested by a phone call during the morning hours.	05/21/14	Investigation of this complaint was limited due to not having the Communication Assistant's ID. Left message with customer for follow up, as per request, explaining the need for an Communication Assistant ID for further investigation.
15	05/31/14	Customer makes calls through relay and people also call her directly without relay and leave messages on her voice answering machine so she can call them back. A friend tried to call the customer and the call connected to relay several times before going directly to customer's answering machine. Customer also has to repeat information to relay because the TTY tones overlap. The customer has a VCO phone and no TTY. Also, a possible isolated incident occurred regarding VCO to voice. The voice stopped responding after "Hello" and relay said the line was connected. The VCO customer did not try to redial. Apologized for trouble and said someone would look into it. A follow-up is requested.	5/31/2014	Unable to investigate without Communication Assistant ID number. Multiple attempts to reach customer but only able to reach their answering machine and left a message.



Ohio FCC Complaint Log 2014-2015

Complaint Tracking for Ohio (06/01/2014-05/31/2015). Total Customer Contacts: 17

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/29/14	Customer shared feedback regarding accuracy of captions.	07/29/14	Customer Service Representative apologized to customer for the incidence. Customer did not have any call detail for further investigation. Customer Service Representative noted if customer can provide the date and time of a call in the future. We can take very specific follow up with the Communication Assistant that captioned the call. Customer Service Representative noted that names should be spelled for confirmation since the Communication Assistant is not able to participate in the call and ask for confirmation. Customer understood. Changed to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	09/08/14	The Communication Assistant hung up on the customer after telling them to hold on. The Communication Assistant never came back on the line then hung up on the Voice Carry Over user. The Assistant Supervisor apologized for the mishap and will forward to the appropriate supervisor. Follow up requested.	09/10/14	The Communication Assistant remembers hitting the wrong key when processing the call. Supervisor coached the Communication Assistant to be careful of what keys are pressed and when. After multiple attempts were made to follow up with the customer, a message was left on the answering machine.
3	09/11/14	Customer reported seeing the message account login failed on the CapTel 840 when trying to make a call on 9/10/14.	09/11/14	Customer Service Representative advised customer that we experienced a brief technical difficulty that is now resolved. Customer confirmed that she is able to make captioned calls successfully since the technical issue was resolved. Customer Service Representative assured the customer that the error code she saw is fully resolved.
4	10/20/14	The Voice Carry Over (VCO) customer was asking the Communication Assistant to repeat since the message was unreadable. The Communication Assistant never responded to the VCO customer. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	10/20/14	The Communication Assistant does not recall this event, however, the Supervisor did coach the Communication Assistant to always remain focus on every call.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	10/20/14	A Voice caller actually called the relay as a wrong number and asked the Communication Assistant why the relay number would be listed and the Communication Assistant replied "because deaf and blind people have a life too" The Voice caller felt this was so rude and wanted to alert a Supervisor. The Assistant Supervisor handling the concern apologized for the rudeness. Follow up is requested to be sent via email.	10/20/14	The Voice customer at first did not have an Communication Assistant number. The customer dialed back to Relay until they got the Communication Assistant they felt had made the rude comment. The Communication Assistant remembers when the caller called back and knows she did not say that comment.
6	11/24/14	Communication Assistant played message out on voice-mail even though notes say "WILL LEAVE MSG FIRST TIME TYPE ONLY (ANS MACH)". Customer was unable to leave message. Asked the Communication Assistant to get the Supervisor and Communication Assistant insisted she didn't need to speak to a Supervisor. Was finally transferred to Customer Service. Does not need to be called back. Customer Service Response: apologized for the Communication Assistant not following customer's notes or getting a Supervisor on the line, and advised this complaint will be filed.	11/24/14	Supervisor coached the Communication Assistant in the importance of following the instructions outlined in customer's note. Communication Assistant also insisted that he informed the caller that he contact the Supervisor for her and the customer said she will hold. Supervisor arrived at position and the customer hung up. Supervisor called the number and received a busy signal. The Supervisor tried calling again but received no answer. The was call placed on 11/24/2014 at approximately 1:20pm.
7	11/25/14	The caller reported that the Communication Assistant did not follow the notes and typed out the answering machine message. When a Supervisor was requested, the Communication Assistant transferred to Customer Service instead and did not get a Supervisor. Customer Service response: The representative apologized for the inconvenience and informed the caller the report would be sent to the Call Center Supervisor. No follow up requested.	11/25/14	Supervisor coached Communication Assistant on the importance of following the instructions outlined in customer notes and to gain a customer's permission prior to the transfer to customer service
8	12/02/14	The Communication Assistant made one call and the customer was wanting to place a second call when the Communication Assistant disconnected. The customer was very upset because it had taken so long to connect to the Communication Assistant due to the high call volume. Assistant Supervisor apologized for the inconvenience. Follow up requested via phone call.	12/02/14	The Communication Assistant doesn't remember the call but was coached on the correct disconnect procedures when there is no response from the customer. Communication Assistant left a message on the answering machine apologizing for the inconvenience.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	12/09/14	Customer stated she called Ohio Relay and asked the Communication Assistant to dial the phone number she gave her. She stated the Communication Assistant didn't respond or dial out. The customer stated she asked the Communication Assistant again to please dial the number. The Communication Assistant just kept sending the Ohio Relay greeting over and over and never dialed the number. Customer finally hung up. Does not need a call back. Customer Service Response: I apologized to the customer and stated I would let the Communication Assistant's Supervisor know.	12/09/14	The Supervisor coached the Communication Assistant on the importance of proper procedures.
10	12/17/14	Customer reported captions lag too far behind the spoken words.	12/30/14	Customer Service Representative apologized for incidence and thanked customer for the feedback. The information has been shared with appropriate captioning service staff for follow up. As a result of the customer's concern, the primary supervisor increased monitoring frequency for the Communication Assistant. The primary supervisor provided prompt coaching to assist with improvement in the daily captioning practices of this Communication Assistant.
11	12/21/14	Customer called to register their cell number in order to call to a CapTel user and Customer Service Representative found the system was not allowing the registration entry.	12/22/14	After further investigation, the Customer Service Representative determined the caller's phone number area code/dialing prefix combination was not being recognized in the system as a valid number. Tech support added a new area code/prefix combination to the system database allowing successful registration of the phone number.
12	12/23/14	Customer's daughter reported incorrect captions on her mother's CapTel 840.	12/23/14	Customer's daughter shared an example of a word error in captions shared by her mother on a call although the daughter did not remember the date, time, or details of the call nor felt the incident merited further investigation. Daughter believes this has to do with audio problems and static on the line in which customer service is helping the customer address. Customer Service Representative thanked the customer's daughter for the opportunity to address the audio/ static issues shared and for sharing this experience.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	01/21/15	The Caller said the Communication Assistant did not know how to type. I apologized to caller and sent complaint. Follow up is not required on this issue.	01/21/15	Supervisor coached the Communication Assistant to use the backspace key to correct mistake and, if necessary, ask the voice caller to repeat.
14	02/18/15	TTY user says the Communication Assistants both disconnected the call when attempting to reach a recorded message. Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	02/18/15	Upon receiving the complaint, the Supervisor initiated an internal investigation and the Communication Assistants did not disconnect the call, however, a trouble ticket was created for the out dial issue.
15	03/19/15	Speech to Speech customer is angry that the Communication Assistants do not know the phonetic alphabet A Alpha, B Beta, etc. Would like the Communication Assistants to have the phonetic alphabet list on their terminals. Also, customer prefers male Communication Assistants and had asked if one was is available and the Communication Assistant would not tell him when one will be available. They make him call back repeatedly. Customer wants to be able to hold for a male Communication Assistant when one is available. Customer Service Response: Apologized for inconvenience, advised I would forward his suggestion on about both issues.	03/19/15	Supervisor coached the Speech to Speech Communication Assistants on using the phonetic alphabet. Follow up letter sent via email as per request.
16	03/20/15	Customer reported captions lag too far behind spoken word.	03/30/15	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with the Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant's supervisor increased the monitoring frequency for the Communication Assistant to ensure consistent quality performance.
17	04/22/15	The caller reported that the Communication Assistant would not provide their ID when asked. Also, the Communication Assistant keep asking if she can hear and get frustrated or laugh at her and this insulted her. Customer Service Response: Apologized to the customer and told her the report would be sent to the Supervisor. Follow up requested.	04/22/15	Unable to further investigate without the Communication Assistant's ID. Multiple attempts were made to follow up with the customer as per the request. The numbers provided by the customer were disconnected and the other received a recording stating the answering machine was full and unable to leave a message.



Sprint[®]
Relay

Ohio FCC Complaint Log

2015 - 2016

Complaint Tracking for Ohio (06/01/2015-05/31/2016). Total Customer Contacts: 10

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/27/15	A Voice Carry Over (VCO) customer stated the Communication Assistant did not follow the customer's notes that states do not relay answering machine messages. The Communication Assistant relayed the answering machine message. Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/27/15	The Communication Assistant was met with and coached to always follow customer notes and any other instructions when processing each call.
2	07/07/15	The caller said the Communication Assistant did not follow his instruction to get a live representative. He said that instead, the Communication Assistant asked him to choose, (announce or explain relay). Customer Service apologized for the issue and let the caller know a complaint would be sent. Follow up is not required on this issue.	07/07/15	The Communication Assistant followed the recording procedures and on this recording there was no option for a live person. It was only automated and the Communication Assistant relayed that options were available.
3	07/28/15	A Voice Carry Over (VCO) user stated that the Communication Assistant did not follow the verbal instruction or customer database note that states that the customer would like to leave a message on the first dial out if an answering machine was reached. The Voice Carry Over customer also stated that there were other instructions that were not followed and the answering machine retrieval was not done correctly. Assistant Supervisor documented the concern and apologized for the inconvenience. Customer would like to receive a follow up via the postal service.	07/28/15	Supervisor met with and coached the Communication Assistant on how to modify a procedure when requested. Follow up letter sent via postal service.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	09/05/15	The customer made a complaint that the Communication Assistant did not follow the customer note that said "will leave message the first time and to only type ans mach" (answering machine).. The Communication Assistant instead started typing the answering machine message. The Assistant Supervisor thanked the customer for bringing this to our attention and informed them that the information will be passed on to the Communication Assistant's supervisor. The customer would like written follow up to the address provided.	09/05/15	The Quality Supervisor had a discussion with the Communication Assistant. The Communication Assistant does remember the call and knew that she had made the mistake right away. The Communication Assistant was coached by the Quality Supervisor on the importance of following customer notes and preferences. A follow up letter was sent on 9/8/2015.
5	10/29/15	A voice customer receiving a Speech to Speech call said that they had to continually ask the Communication Assistant to speak up making the call complicated and frustrating. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	10/29/15	Supervisor met with the Communication Assistant to review the complaint. The Communication Assistant remembers the call and had turned up the microphone volume to the maximum, brought the microphone of the headset as close as possible, and spoke as loud as possible without disrupting the floor. Supervisor coached the Communication Assistant to request assistance and documentation if needed.
6	11/16/15	A Voice Carry Over (VCO) user said the Communication Assistant did not have knowledge of how to block the caller ID. Assistant Supervisor documented the concern and apologized for the inconvenience. Follow up letter requested to be sent by postal service.	11/16/15	Communication Assistant does not recall talking to customer about Caller ID blocking. Communication Assistant is aware of how to block Caller ID. Followed up by postal mail as requested by the customer. Apologized for any inconvenience.
7	12/02/15	Customer stated that he specifically typed to the Communication Assistant that he wanted to ask for a specific person and let them know that he was calling to clearly identify who was answering the call. The Communication Assistant did not follow instructions but typed, "Hello" go ahead. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. Also suggested that the call notes be changed to let the Communication Assistant know specifically what was being requested. He agreed and this was done.	12/02/15	Center Manager made multiple attempts to follow up with customer, as per request, resulting in no answer. Supervisor coached the Communication Assistant to confirm or clarify the customer's request by typing in parenthesis "back to the caller".



Sprint
Accessibility

Ohio FCC Complaint Log

2016 - 2017

Complaint Tracking for OH (06/01/2016-05/31/2017). Total Customer Contacts: 12

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/16	A Voice Carry Over (VCO) user stated that this Communication Assistant did not listen and continued to dial the number which was incorrect. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/13/16	Supervisor coached the Communication Assistant to be careful and stay focused while on a call.
2	06/23/16	A Voice Carry Over (VCO) user stated when they had called into the relay and connected to the Communication Assistant the caller had asked the Communication Assistant to hold and when the caller returned with the number the Communication Assistant had disconnected the call. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/23/16	Communication Assistant did not remember this call, however the Communication Assistant was coached on the importance of not disconnecting calls. Also, advised the Communication Assistant of the consequences of doing so.
3	06/23/16	A Voice Carry Over (VCO) user says this Communication Assistant was very nasty on the phone. Assistant Supervisor attempted to obtain more details but the caller only repeated that the Communication Assistant was nasty. Assistant Supervisor apologized for the inconvenience. No follow up requested.	06/23/16	The Communication Assistant does not remember the call. Supervisor coached the Communication Assistant to request Supervisor's assistance.
4	07/21/16	Customer reported that the captions lag too far behind the spoken words on the CapTel 840.	08/04/16	Customer Service Representative investigated and identified a call with lag time behind the norm of 3 to 5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant's Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up letter reporting action taken and offered further follow up on any future calls.
5	08/12/16	Communication Assistant sounded depressed and you get the idea that she doesn't want to be here.	08/12/16	Supervisor met with the Communication Assistant, the Communication Assistant was trying to explain that they are not allowed to have conversations during the call. The Communication Assistant was coached to seek Supervisor's assistance when necessary. Follow up with customer via phone call as per request.
6	09/08/16	The customer called and complained that she was unable to get through when trying to call Speech to Speech Relay. She stated that the recording said "You cannot call from your calling area." Though she was informed that this was likely her phone company issue, she asked that I report this while requesting a follow up letter. Supervisor entered a trouble ticket and will forward this contact to appropriate personnel.	09/08/16	Sent a letter to the customer letting her know this is related to her phone carrier and suggested she contact them about this.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	10/04/16	Customer states that when she calls into relay sometimes her messages are garbled from the Communication Assistants. This has happened on several different calls. Trouble ticket not filed due to call being clear when complaint was filed. However, the customer would like follow up in regards to the issue.	10/04/16	Called the number and get a recording stating that the number has been disconnected. Unable to reach the customer.
8	11/17/16	Customer gave phone number to dial. The Communication Assistant did not respond to the customer for about 3 minutes. The Communication Assistant said the person called hung-up. Customer states that the Communication Assistant did not bother to type anything that was said. Customer felt ignored by the Communication Assistant. Customer Service response: Apologized for the problem and assured that the problem would be sent in as stated. Call-back requested.	11/17/16	Supervisor coached the Communication Assistant to keep the customer informed of all call steps. Multiple attempts were made to follow up with the customer, per request, resulting in leaving a message on an answering machine.
9	12/23/16	Customer states Communication Assistant was very rude when explaining relay. Customer Service response: Apologized for the Communication Assistant being rude when explaining the relay. No follow-up needed.	12/23/16	The Communication Assistant was coached on remaining patient when educating about misdials, as well as maintaining a professional voice tone. Follow up sent via email.
10	04/27/17	Communication Assistant hung up on customer. Did not follow customer's instructions. Customer Service apologized to customer. Follow-up requested.	04/27/17	No Communication Assistant associated with this identification number. Unable to further investigate. Follow up letter sent to customer via email as per request.
11	05/17/17	Communication Assistant did not keep the TTY caller informed. The Communication Assistant was told to reach a live person at local branch and Communication Assistant asked "How would you like your call announced?" Supervisor documenting the concern and apologized for the inconvenience. Follow up requested.	05/17/17	The Communication Assistant was trying to follow the customer's database instructions but was confused on how it was supposed to be handled. Supervisor coached the Communication Assistant to seek clarification from the customer if there are any notes or instructions that are not understood. Follow up letter sent via email as per request.
12	05/22/17	Communication Assistant didn't follow customer notes. Communication Assistant typed options instead of getting a live representative. Customer then told the Communication Assistant to press option which the Communication Assistant did. Assistant Supervisor apologized for the confusion and assured customer complaint was documented. Follow up requested.	05/22/17	The Communication Assistant was trying to follow the customer's database instructions but was confused on how it was supposed to be handled. Supervisor coached the Communication Assistant to seek clarification from the customer if there are any notes or instructions that are not understood. Follow up letter sent via email as per request.



Annual Report

July 2012 – June 2013

Table of Contents

Letter from the Relay Program Manager	3
Outreach Education	4
<i>Outreach Activities</i>	
<i>Public Service Announcements</i>	
<i>Websites</i>	
<i>Literature</i>	
<i>Advertisements</i>	
Relay Enhancements	7
<i>Telecommunications Relay Services</i>	
<i>STARS</i>	
<i>FCC TRS Recertification Project</i>	
<i>William “Dummy” Hoy DVD</i>	
<i>Organizational Involvement</i>	
<i>N-1-1 Solution</i>	
Dayton Call Center	10
<i>Community Service</i>	
Relay Ohio TRS Statistics	11
<i>Session Minutes</i>	
<i>Call Origination</i>	
<i>Average Speed of Answer and Service Level</i>	
<i>FCC Annual Consumer Contact Log</i>	
Relay Ohio CapTel Statistics	13
<i>Session Minutes</i>	
<i>Call Origination</i>	
<i>FCC Annual Consumer Contact Log</i>	
Relay Conference Captioning	14
Relay Ohio Consumer Committee	15
Sprint Relay Team	15
Appendices	16
<i>Outreach Activities</i>	
<i>TRS, CapTel, and STS Statistics</i>	



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Dear Ms. Blackmer,

Sprint Relay had another opportunity to serve Ohio consumers during the fiscal year of July 2012–June 2013 by providing high-quality relay services, outreach education and customer service. Sprint is appreciative of the contract extension awarded through June 30, 2015.

Relay Ohio brought in two new subcontractors, bringing the outreach team to 12 members. Outreach was conducted through advertisements in publications and on the AARP website, and exhibitions at the:

- National Association of the Deaf conference in Louisville, KY; 3,000 attended.
- Deaf Black Advocates conference in Middlesburg Heights; 60 attended.
- Rally for Wellness Health Fair at the Ohio State University – Columbus campus; 2,500 attended.
- NOCCCI and Ohio Chapter of the A.G. Bell conference in Akron; 200 attended.
- Disability Jobs Summit in Columbus; 500 attended.
- South Webster High School in South Webster; 500 attended.

Public Service Announcements featuring CapTel were aired:

- April 30–July 20, 2012 (3,395 broadcasts)
- November 12–December 14, 2012 (3,098 broadcasts)
- April 8–June 28, 2013 (3,991 broadcasts)

There was a significant decrease of 21.4% in TRS minutes for this fiscal year, consistent with nationwide trends. However, there was a 4.8% increase for CapTel minutes.

Sprint Relay also developed and distributed an FCC recertification renewal boilerplate for the Ohio Public Utilities Commission in order to continue providing relay services for the next five years. Additionally, Sprint provided a solution for N-1-1 dialing. As a result, Sprint Relay operators no longer need to manually verify that three-digit dialing is available, or enter the 10-digit equivalent for the requested number.

Sprint thanks the Ohio Public Utilities Commission, the Deaf Services Center and its 12 Relay Ohio subcontractors, and the state relay users for the opportunity to provide the very best in relay services and education.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Ohio Program Manager



Ohio Annual Report

Outreach Education

Outreach Activities

Relay Ohio promoted relay service awareness through product and service demonstrations, exhibitions, presentations, and information dissemination throughout the state as well as through event sponsorships. An estimated 17,400 people were reached, an increase of 3,000 from last year.

Twelve Relay Ohio subcontractors assisted the Program Manager at outreach events. To ensure that consumers throughout the state receive Relay Ohio TRS and CapTel information, subcontractors serve various areas:

- Three subcontractors: statewide, including Dayton and Cincinnati
- One subcontractor: Northeastern Ohio, including Cleveland and Ashtabula
- One subcontractor: Northeastern Ohio, including Akron, Canton, New Philadelphia and statewide
- Three subcontractors: Columbus
- Two subcontractors: Columbus, Cincinnati and southwestern Ohio
- One subcontractor: Mansfield, Richland and southeastern Ohio
- One subcontractor: Toledo and northeastern Ohio

Activities included exhibitions at the:

- National Association of the Deaf conference in Louisville, KY; 3,000 attended.
- Deaf Black Advocates conference in Middlesburg Heights; 60 attended.
- Rally for Wellness Health Fair at the Ohio State University – Columbus campus; 2,500 attended.
- Columbus Colony Housing's Fall Festival in Westerville; 900 attended.
- NOCCCI and Ohio Chapter of the A.G. Bell conference in Akron; 200 attended.
- Disability Jobs Summit in Columbus; 500 attended.
- Ohio American Sign Language Teachers' Association in Dayton; 41 attended.
- Hearing Health Seminar by Cochlear Americas in Columbus; 125 attended.
- South Webster High School in South Webster; 500 attended.
- Other conferences, health fairs, churches, one-on-one visits, and more.

See appendix for a comprehensive list of outreach activities.

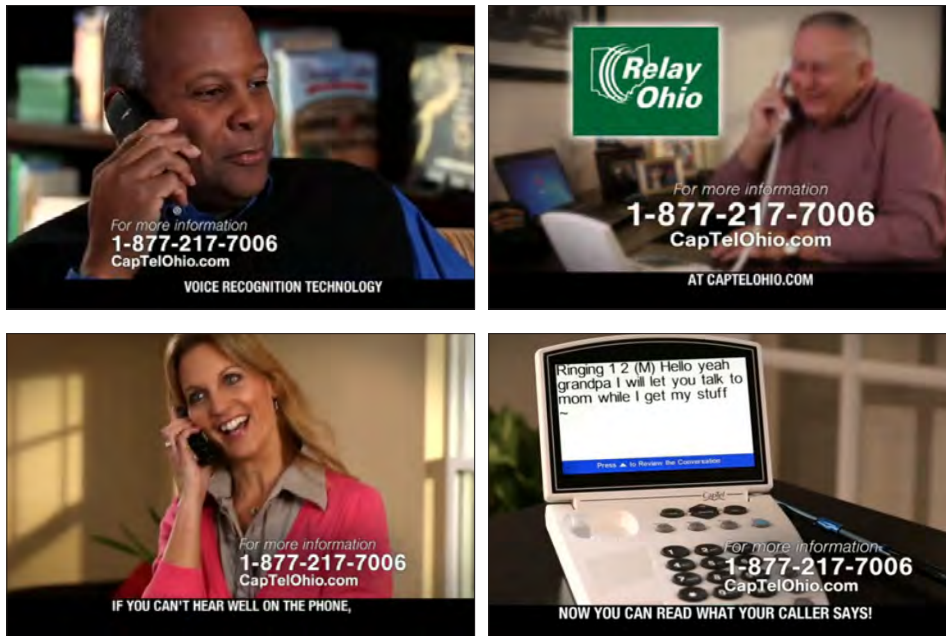
Public Service Announcements

Relay Ohio promoted the CapTel product and service by broadcasting public service announcements (PSA) during three time periods:

- April 30-July 20, 2012 (3,395 broadcasts)
- November 12-December 14, 2012 (3,098 broadcasts)
- April 8-June 28, 2013 (3,991 broadcasts)

The PSAs were aired during high-visibility shows airing in:

- | | |
|---------------------|--------------|
| • Cincinnati | • Lima |
| • Cleveland – Akron | • Toledo |
| • Columbus | • Youngstown |
| • Dayton | • Zanesville |



Shows included:

- Today
- Judge Judy
- Good Morning, Cincinnati
- The Price is Right
- Good Morning America
- Jerry Springer
- The Ellen DeGeneres Show
- People's Court
- Scrubs
- Local news programs

Website

The Relay Ohio website at www.ohiorelay.com provides information on relay services, explains how each relay call is handled, offers an online consumer form for personal preferences, and more.



Ohio Annual Report

Literature

Relay Ohio products and services were also promoted through literature such as brochures, instructional and marketing flyers, advertisements in various publications and mass e-mails. Literature was also shared in one-on-one settings.

Are you tired of saying "What?" while on the phone?
Try Ohio Relay Captioned Telephone Service.

Free Captioned Telephone (CapTel®) Service by Ohio Relay enables individuals with hearing loss to read what their caller says, while they speak and listen on the telephone.

Ohio Relay 24-hour
• 24-hour service is offered
• Spanish Captioning is available for Spanish-to-Spanish
• Hours are from 7 a.m. to 7 p.m.

The CapTel 840
• has a built-in processing machine with captions
• has a large 7" screen, easy-to-read display
• has a volume control (up to 40dB) and it is adjustable during a call
• functions as a regular phone and can be used by anyone
• How to get a CapTel 840 telephone
• see information on the website: www.ohiorelay.com

Ohio Relay Makes Telecommunications Accessible for Nonstandard Phone Users
What is Ohio Relay?
Ohio Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and easier for people with hearing loss. It is available in English and Spanish.
A better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.

How does Ohio Relay work?
The person who has the Ohio Relay number and gives the communications assistant (often abbreviated as the CAP) the area code and number of the person receiving the call. An example of a Ohio Relay service is a highly trained CAP who is located in the Ohio Relay center in the TTY (Text Telephone) unit and gives the spoken conversation to the other person back to the TTY user. Ohio Relay provides several options to meet the needs of people who do not use the standard telephone.

How to connect to Ohio Relay
Dial: 1-800-233-9130
TTY: 1-800-233-9130
Voice: 1-800-233-9130
Voice Carry Over: 1-877-444-6866
Hearing Carry Over: 1-800-233-9130
Speech-to-Speech: 1-877-233-9097
Spanish Relay: 1-800-233-9130
800 Pay Per Call: 1-800-233-9130

Ohio Relay Makes Telecommunications Accessible for Nonstandard Phone Users
What is Ohio Relay?
Ohio Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and easier for people with hearing loss. It is available in English and Spanish.
A better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.

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Hearing Carry Over: 1-800-233-9130
Speech-to-Speech: 1-877-233-9097
Spanish Relay: 1-800-233-9130
800 Pay Per Call: 1-800-233-9130

Flyers

Flyers explaining the TRS and CapTel services, and the equipment distribution program were displayed at all Relay Ohio events.

Advertisements

Relay Ohio placed advertisements that briefly outlined TRS and CapTel services and explained other related services. Advertisements were placed in:

- DisAbility Summit in September 2012
- Ohio Speech-Hearing-Language Association in March 2013
- TDI Directory in March 2013
- Phone books statewide
- AARP website

CAN'T HEAR ON THE PHONE?
The CapTel phone lets you **LISTEN** and **READ** captions of everything your caller says.

To learn more, please call: **1-800-233-9130** [More information >](#)

Relay Ohio

Captions for your phone calls!

Ohio Relay Captioned Telephone Services offers the ability for anyone with hearing loss to communicate on the telephone independently. Listen, read and respond to your callers with the ease of a CapTel®.

Amazing benefits:
• Built-in answer with captions.
• Captioning set to users with hearing loss.
• High-speed internet phone line access.

RELAY OHIO MAKES CALLS EASIER FOR PEOPLE WITH HEARING LOSS OR SPEECH DISABILITY.

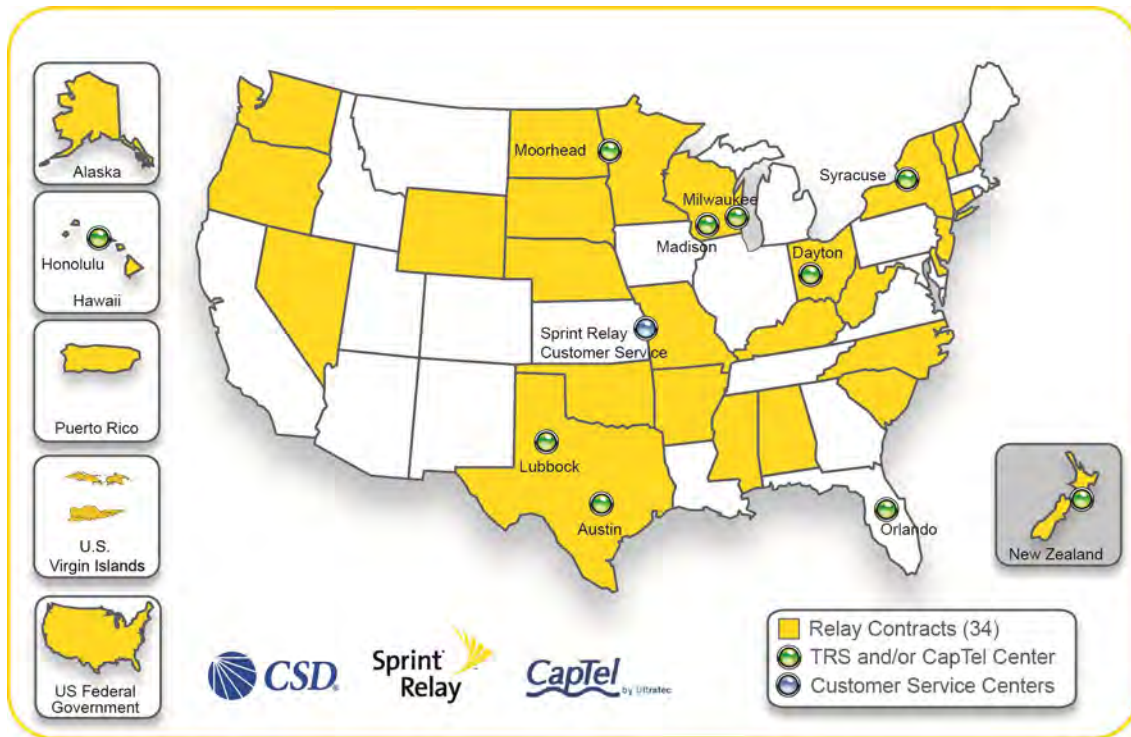
There are two ways to make a phone call.

Relay Ohio:
• Relays text/voice with a text telephone (TTY)
• Repeats the words of a caller with a speech disability (Speech-to-Speech) to the other person
• Translates voice into captions on the CapTel (captioned telephone)

Relay Enhancements

Telecommunications Relay Services

Sprint continues to provide monthly training updates to its relay operators, perform quarterly quality tests to ensure that relay operators are updated on practices and knowledge, and provide refresher training. TRS enhancements are also continually honed to ensure the very best quality in relay services.



STARS

An annual meeting with Sprint relay teams, state program managers, and state relay administrators takes place in order to gather feedback from state relay consumers, internal teams, and state relay administrators. This year's State Telecommunication Administrators of Relay by Sprint (STARS) event occurred in Portland, Oregon.

The first-ever newsletter for STARS administrators was developed as a collaboration among Sprint Relay's product development, operations, marketing and sales teams. The newsletter, distributed in February 2013, featured a message from the Sprint relay director, updates on relay services and products, and other relay news.

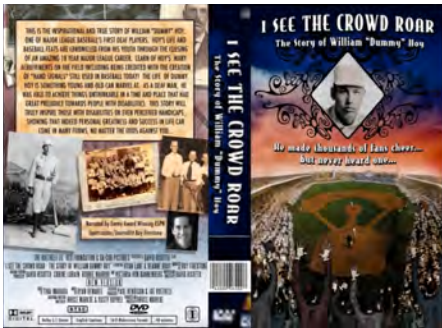
Ohio Annual Report

FCC TRS Recertification Project

On July 25, 2012, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a recertification renewal application. This recertification application required evidence of specific relay mandates. States were required to complete the recertification process before the certifications expired July 26, 2013. A state could apply for renewal one year prior to expiration.

On July 8, 2013, the Ohio TRS program was granted a five-year recertification, until July 25, 2018. Sprint is pleased to continue to work with Relay Ohio.

Sprint took the initiative in developing and distributing an FCC recertification renewal template of more than 100 pages for its state customers. Sprint responded to most of the directives, leaving the states – including Ohio – with fewer questions to answer. In addition, Sprint provided support when states requested it.



William "Dummy" Hoy DVD

Sprint sold DVD copies of the film, "I See the Crowd Roar," with portions of the revenues being donated to the National Association of the Deaf. The film shares the true story of William "Dummy" Hoy, one of Major League Baseball's first deaf players. More about the film may be found at www.iseethecrowdroar.com/dvd/sprint-nad-special-shipped/.

Organizational Involvement

Sprint stays active in organizations focused on telecommunications, leadership, and disabilities. Among them is the U.S. Business Leadership Network (USBLN), a national non-profit that helps business drive performance by leveraging disability inclusion in the workplace, supply chain, and marketplace.

- Sprint was involved in the **International Telecommunication Union (ITU)** conference as a key contributor to the forums and technical paper. The ITU is a United Nations-specialized agency for information and communication technologies that allocates global radio spectrum and satellite orbits, develops technical standards that ensure networks and technologies seamlessly interconnect, and strives to improve technology access for underserved communities worldwide.
- At the **M-Enabling Global Summit**, Sprint CEO Dan Hesse gave an exceptional keynote presentation (a first by any wireless corporation's CEO) about Sprint's commitment to accessibility in today's mobile world. The M-Enabling Global Summit is the only program exclusively dedicated to promoting mobile accessible and assistive applications and services for senior citizens and users of all abilities, a market of more than one billion users worldwide.
- Sprint is involved in a marketing partnership with the **United Cerebral Palsy** organization and educates its members about Sprint Relay's Speech-to-Speech services.
- Sprint received a Marketplace Award at the **Disability Matters Conference** in the springtime from the Springboard Consulting company, which is considered the global expert on marketing to people with disabilities and their families, recruiting individuals with disabilities to the workforce, and supporting the disability community in the workplace.
- In addition, John Moore, a Sprint Relay branch manager, is the vice president for the newly formed **Sprint Employee Resource Group: REAL DEAL**. This two-year position enables him to serve as the point of contact for resource information and guidance on disability information, with an emphasis on deaf- and vision-related matters.

N-1-1 Solution

As of May 30, 2013, the Sprint Relay desktop supports three-digit dialing, which means Sprint Relay operators now no longer need to manually verify that three-digit dialing is available, nor do they need to enter the 10-digit equivalent for the requested number.

This dialing availability can differ by state, city or county. When the database lookup does not produce the necessary information to dial the call from the customer's phone number location, an error message will appear with an automatic macro sent to the operator and then the customer.

Communication agents may now enter three digits to reach:

- 2-1-1: community services, such as the United Way
- 3-1-1: municipal government services, non-emergency
- 5-1-1: traffic information or police non-emergency services
- 8-1-1: underground public utility location

Dayton Call Center

The Relay call center has provided relay services to Ohioans for 15 years, operating from the facility in Dayton. With four staff members and 83 Communication Assistants, the center is also staffed to handle overflow traffic from other states on an as-needed basis.

The center is also the primary center for French calls as well as for most Speech-to-Speech calls. This quality measure ensures that Federal Communications Commission and state guidelines and contractual obligations are met in the event of any type of disaster.

Community involvement is strongly encouraged at the call center. One way the call center employees gave back to the community was to donate:

- 1,193 canned food items to the Dayton Food Bank (November 2012)
- 11 gifts to Signing Santa for Deaf children in the area (December 2012)

Relay Ohio TRS Statistics

The following charts indicate the trends in the annual total number of session minutes, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Relay Ohio.

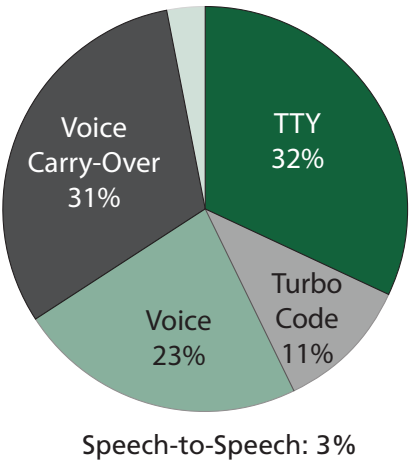
See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly session minutes processed through Relay Ohio. The total of 1,125,176 minutes includes all aspects of TRS services, except STS and CapTel. This represents a decrease of 21.4% as compared to last year.

Fig. 1: Session Minutes			
July	105,975	Jan.	100,194
Aug.	105,230	Feb.	86,438
Sept.	97,854	March	88,931
Oct.	103,481	April	82,975
Nov.	95,658	May	80,992
Dec.	98,557	June	78,891

Fig. 2: Call Origination



Call Origination

On average, TTY and TurboCode consumers originated approximately 43% of the Relay Ohio TRS calls. VCO accounted for approximately 31%. Figure 2 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 3 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. “Speed of answer” identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.3 seconds and the Service Level (SVL) was that 95.9% of calls were answered within 10 seconds.

Fig. 3: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.2	96%	Jan.	1.5	95%
Aug.	1.1	96%	Feb.	1.6	95%
Sept.	1.0	97%	March	1.3	96%
Oct.	1.3	96%	April	1.5	97%
Nov.	1.4	96%	May	1.1	97%
Dec.	1.4	95%	June	1.6	95%

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel to the Public Utilities Commission of Ohio administration, which then submits the report to the Federal Communications Commission. For this year, there were 23 TRS complaints, 84 TRS commendations and 6,056 TRS inquiries.

Fig. 4: Consumer Contacts			
Month	Commendations	Complaints	Inquiries
July	2	6	335
Aug.	1	9	238
Sept.	7	7	338
Oct.	3	6	560
Nov.	3	9	560
Dec.	3	6	437
Jan.	0	10	78
Feb.	0	7	1,088
March	0	8	605
April	1	10	595
May	0	2	629
June	3	4	593

Relay Ohio CapTel Statistics

The following charts indicate the trends of the annual total number of session minutes, call origination, and contacts with customers. The numbers reflect CapTel relay services currently provided by Relay Ohio.

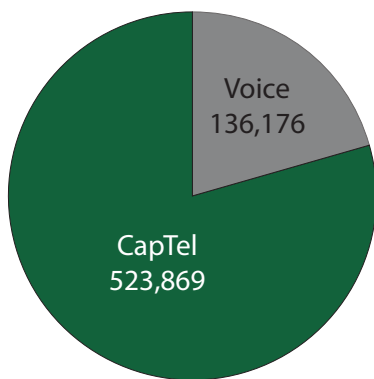
Session Minutes

A breakdown of monthly minutes is shown in Figure 5. This fiscal year's CapTel session minutes totaled 2,236,672. This represents an increase of 4.8% as compared to last year.

Fig. 5: CapTel Session Minutes

July	186,136	Jan.	198,551
Aug.	189,724	Feb.	174,019
Sept.	178,217	March	195,339
Oct.	192,308	April	177,426
Nov.	183,722	May	192,732
Dec.	194,943	June	173,554

Fig. 6: CapTel Call Origination



Call Origination

Figure 6 indicates that most Relay Ohio CapTel calls were initiated by CapTel users.

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel to the Public Utilities Commission of Ohio administration, which then submits the report to the Federal Communications Commission. For this year, there were 3 CapTel complaints, 49 CapTel commendations and 855 inquiries.

Fig. 7: Consumer Contacts

Month	Complaints	Commendations	Inquiries
July	0	6	66
Aug.	0	3	89
Sept.	0	1	78
Oct.	1	1	66
Nov.	0	5	84
Dec.	0	11	95
Jan.	0	5	78
Feb.	0	5	48
March	0	4	67
April	1	2	59
May	1	2	72
June	0	4	53

Relay Conference Captioning

A total of 4,020 RCC minutes was generated during this fiscal year. A breakdown of monthly minutes is shown in Figure 8.

Fig. 8: RCC Minutes			
July	525	Jan.	120
Aug.	930	Feb.	120
Sept.	900	March	90
Oct.	480	April	0
Nov.	435	May	120
Dec.	0	June	300

Relay Ohio Consumer Committee

Jean Cox
TTY User
Southwest Cleveland

Chuck Williams
TTY User
Northeast Cleveland

Stephanie Homer
State Agency Representative
(Bureau of Vocational
Rehabilitation)

Jamila Jones
Call Center Manager

Hermine Willey
VCO and HCO User

Gary Cohen
Youngstown

Jeff Bohrman
Blind/Deaf Representative

William Kerek
TTY User
Rural Area Representative
(Southwest of Ohio)

Donna Williams
Hard of Hearing User

Elizabeth Sammons
State Agency Representative
(Bureau of Vocational
Rehabilitation)

Sprint Relay Team

Nancy Salisbury
Regional Vice President
Central Region

Mike Ellis
National TRS Director

Relay Program Management
John Moore
Branch Manager

Liz D'Anna
Implementation Program Manager

Emma Danielson
Relay Program Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Jim Skjeveland
Corporate Sales Manager

National Marketing
Mark Seeger
Branch Manager

Todd Bader
CapTel Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor



Appendices

Outreach Education

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
July 2012							
7/5-6	National Association of the Deaf Convention	Louisville, KY	NAD Convention attendees, professionals, families	3000	Exhibit	Relay Ohio/ CapTel 840i	Reached out new customers who weren't seen/met in Ohio
7/6	Customer Training	Wheelersburg, WVA	Kes Keene	3	1-1 training	CapTel brochure and flyers	New CapTel customer
7/13	CapTel Training	Columbus	Relay Ohio/CapTel trainers	10	Presentation/ Demonstration	CapTel packets, 840i flyers, PowerPoint presentations from the Denver, CO training	All Relay Ohio/ CapTel trainers are now updated with 840i and other technical issues for Relay Ohio.
7/14	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	Possible new CapTel customers. Will follow up
7/28	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	Did a lot of CapTel phone demonstrations as requested. May get new CapTel phone users
August 2012							
8/4	HLAA Ohio Chapter Leaders Conference	Newark	HLAA leaders, trainers and members	50	Exhibit	Relay Ohio brochures, CapTel 800/800i flyers	Educated new people and answered questions about the new 840i phone
8/14	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	Educated a lot of new customers and even have some new leads to follow up.
8/22	One-on-One Training	Smithville	2 people	2	Demonstration	CapTel brochure and order forms	Considering purchasing a new CapTel phone
September 2012							
9/9	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	Educated a lot of people about the CapTel 840i and 840. Also got a few leads -- will follow up on them.

Ohio Annual Report

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
9/14	NOCCCI & OH Chapter AB Bell Conference	Akron	Professionals, members of AB Bell Association	200	Exhibit/ Demonstration	Relay Ohio brochures, CapTel flyers	Educated many professionals and members
9/17-18/12	Disability Jobs Summit: Connecting & Building Partnerships	Columbus	Employers, VR 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	Many people stopped by and asked about CapTel 840 and 840i so we were able to answer their questions.
9/21	Columbus Catholic Services	Columbus	Staff	7	Presentation and Demonstration	Relay Ohio brochures, CapTel flyers and order forms	Educated all staff about Relay Ohio and CapTel services
9/22	Ride DEAF Bike Challenge	Plain City	Cyclists, families and	180	Exhibit	Relay Ohio brochures, CapTel Flyers and Order forms	Several cyclists with hearing loss plan to contact us for more information about CapTel
9/22	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	Educated a lot of people about the CapTel 840i and 840. Also got a few leads -- will follow up on them.
9/28	Orange Health & Wellness Fair	Pepper Pike	Health Professionals, patients, families, community members	500	Exhibit/ Demonstration	Relay Ohio brochures, CapTel flyers	Many people are now aware of Relay Ohio and CapTel services.
9/29	OASLTA (Ohio American Sign Language Teachers Association)	Dayton	Teachers, professionals, interpreters	41	Exhibit/ Demonstration	Relay Ohio brochures, CapTel flyers	Educated many, teachers, professionals and OASLTA members
9/29	Hearing Health Seminar hosted by Cochlear Americas	Columbus	Professionals, family members	125	Exhibit/ Demonstration	Relay Ohio brochures, CapTel flyers	Educated many professionals and members. Also associated with Cochlear America.

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
October 2012							
10/6	Northwest Ohio Walk4Hearing 2012	Lima	Professionals, HLAA members, Families and Friends	70	Exhibit/ Demonstration	Relay Ohio/ CapTel brochures and flyers	More HLAA members aware of CapTel phones and 3 possible new users
10/6	WRAAA Senior Wellness Expo 2012	Parma	Senior Citizens, families and professionals	450	Exhibit/ Demonstration	Relay Ohio/ CapTel brochures and flyers	Many senior citizens are educated more about the Relay Ohio and CapTel services
10/10	St. Vincent Charity Medical Center	Cleveland	Health Professionals, patients, families, community members	300	Exhibit/ Demonstration	Relay Ohio/ CapTel brochures	Many Health Professionals and community members know about Relay Ohio and CapTel services.
10/13	HLAA Local Chapter--Columbus	Columbus	HLAA members and their families	10	Presentation	Relay Ohio/ CapTel brochures and flyers	New HLAA members educated about services
10/16	Defense Logistics Agency (DLA)	Columbus	Federal Employees, Supervisors and Board	24	Exhibit	Relay Ohio/ CapTel brochures and flyers	2 Federal Employees were interested in getting CapTel phones for their work.
10/22	OSSPEAC (Ohio Speech Pathology Educational) Fall Conference 2012	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	450	Exhibit/ Demonstration	Relay Ohio/ CapTel brochures and flyers	More people educated about the Relay Ohio/CapTel services. Got 2 possible new trainers for Relay Ohio team.
November 2012							
11/1-2 AND 11/5	1 New CapTel User	Waverly	1 new CapTel user	1	Demonstration/ Technical Assistance	CapTel handout	New CapTel User all set up now.
11/10	2012 Jam	Blacklick	Eastpointe members, community and professionals	48	Exhibit/ Demonstration	Relay Ohio/ CapTel brochures and handouts	1 new possible trainer and several people educated
11/12	Hamilton County Call Center	Cincinnati	Call Center dispatchers	32	Presentation/ Demonstration	Relay Ohio/ CapTel brochures and flyers	More dispatchers understand how Relay Ohio and CapTel users make their calls and how they should handle such calls
11/17	1st Annual Deaf Festival	Struthers	Church, Community and families	80	Exhibit/ Demonstration	Relay Ohio & CapTel flyers	Educated new people in that area
11/19	New Possible CapTel user	Findlay	1 new CapTel user	1	Demonstration - 50 minutes on phone	CapTel	Ended up purchasing the 840i CapTel phone

Ohio Annual Report

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
11/30	National Association of Social Workers Conference	Polaris	Social Workers, Supervisors, other professionals	325	Exhibit	Relay Ohio/ CapTel brochures, flyers and handouts	More educated people now; Also got a couple leads for future presentations and/or demonstrations
December 2012							
12/14	Ohio Relay Consumer Committee Meeting	Columbus	ORCC members and other professionals	17	Meeting	Relay Ohio/ CapTel issues were discussed	ORCC members get to meet Relay Ohio/ CapTel trainers
12/17	New CapTel User	Cleveland	1 new CapTel user	1	Demonstration on phone 45 minutes	CapTel	Purchased 840i CapTel & will install it soon
January 2013							
	New CapTel User	Dublin	1 new CapTel User	2	Demonstration and Technical Support	CapTel 840i	New CapTel User!
1/21	2013 Brunswick Senior Expo & Chili Cook Off	Brunswick	Senior Citizens, families and professionals	500	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	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	More legislators, aids, state workers and other professionals educated
February 2013							
2/20	Madison Township	Mansfield	EMS/Firemen	11	Presentation/ Demonstration	Relay Ohio/ CapTel brochures	Educated and aware about Relay Ohio
2/22	Ohio Academy of Audiology Conference	Columbus	Audiologists, ENT professionals, and school personnel	200	Exhibit	Relay Ohio and CapTel brochures, flyers, and handouts	More people aware of Relay Ohio/CapTel
2/25	D.S.C.	Mt. Gilead	President of D.S.C Security	1	Demonstration	Relay Ohio/ CapTel	Interested in ordering a few units for his company
2/26	Mid-Ohio	Mt. Gilead	Audiologist	1	Demonstration	Relay Ohio/ CapTel	Invited to attend ENT board meeting
March 2013							
3/2	Mansfield Deaf Club	Shelby	Deaf/ HH Communities	24	P/D	Relay Ohio/ CapTel	Some are interested in getting CapTel
3/5	Senior Manor Homes	Bucyrus	Emma Shiolh	2	Demonstration	CapTel	Returning again on 3/14/13 to do another workshop with more people there

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
3/9	The Anderson Twins Community Show	Westerville	Deaf/HH/ASL Students/Families/ Professionals	350	Exhibit	Relay Ohio/ CapTel	More people educated about Relay Ohio and CapTel
3/14	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/ CapTel	New Trainer for the Northwest/Dayton Area
3/14	Senior Manor Homes	Bucyrus	Senior Citizens and Professionals	40	Presentation/ Demonstration	CapTel	Very beneficial for Senior Citizens to have independence with CapTel. Home considering purchasing one.
3/15	67th Annual Ohio-Speech-Language Association Convention	Columbus	Speech Pathologists, audiologists, school program coordinators, other professionals, parents	700	Exhibit	Relay Ohio/ CapTel	More professionals educated about Relay Ohio and CapTel
3/18	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/ CapTel	New Trainer for Statewide
3/19	One-on-One Training	Toledo/VP	New CapTel Trainer	1	Training	Relay Ohio/ CapTel	New Trainer for the Toledo area
3/23	Dayton/ Cincinnati Walk4Hearing Kickoff Party	Dayton	Walk4Hearing Participants, HLAA members and families	100	Exhibit	Relay Ohio/ CapTel	More HLAA members aware of Relay Ohio/CapTel services
3/30	Serving Our Seniors (SOS) Day	Westerville	Senior Citizens, Westerville Residents, families and students	30	Exhibit	Relay Ohio/ CapTel	More Senior Citizens aware of Relay Ohio/ CapTel
April 2013							
4/4	One-on-One Training	Worthington	New CapTel Trainer	1	Training	Relay Ohio/ CapTel	New CapTel trainer on the team (Last one to complete the replacements)
4/4	OSU-FLC Career Night	Columbus	College Students	30	Exhibit	Relay Ohio/ CapTel	A lot of interest and met several the students
4/5	One-on-One Training	Portsmouth	3 potential new customers	3	Demonstration	CapTel	Potential customers
4/8	One-on-One Training	Portsmouth	Will Lanigan	1	Demonstration	CapTel	Demonstrated the 840i phone and did a lot of hands on to learn how to use it

Ohio Annual Report

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
4/9	One-on-One Training	Portsmouth	Cindy Wilson	1	Demonstration	CapTel	Provided more info about the 840i
4/17	South Webster High School	South Webster	High School students, teachers, community members	500	Exhibit	Flyers on CapTel and Relay Ohio were passed out	Provided information and educated potential customers
4/16	WRAAA Senior Wellness Expo 2013	Beachwood	Senior Citizens	100	Exhibit	Relay Ohio/ CapTel	Met a lot of Senior Citizens who never heard of CapTel before
4/28	Father & Mother Deaf Day	Springfield	Deaf Awareness Day	50	Presentation and Exhibit	Relay Ohio/ CapTel booklets and flyers	Several expresses interest in how to order CapTel phones.
May 2013							
5/9	Hamilton County Call Center	Hamilton	Dispatch 911 Responders	12	Presentation	Relay Ohio/ CapTel flyers and booklets	All dispatchers are educated on how to handle 711 and CapTel calls
5/14	Preble County Council on Aging	Eaton	Senior Citizen Day	12	Exhibit	Relay Ohio/ CapTel booklets and flyers	More senior citizens interested in CapTel phones
5/16	Bristol Village Retirement Center	Waverly	Residents	11	Presentation	Flyers	Provided info and answered questions about the CapTel phone as well as Relay Ohio services
5/16	Huron Senior Citizens Day	Huron	Senior Citizens	45	Exhibit	Flyers	More educated people
5/17	Ashland County Council on Aging Senior	Ashland	Senior Citizens	700	Exhibit	Relay Ohio/ CapTel booklets and flyers	More senior citizens interested in CapTel phones
5/17-18	OCRID Conference	Columbus	Interpreters, professionals	300	Exhibit	Relay Ohio/ CapTel booklets and flyers	More interpreters and other professionals aware of CapTel and Relay Ohio
5/17-18	Ohio Deaf Bowling Association Tournament	Toledo	Deaf, Hard of Hearing people and their families and friends	350	Exhibit	Relay Ohio/ CapTel booklets and flyers	Few interested in purchasing new CapTel phones and/or using Relay Ohio services
5/20	Christ Tunnel United Methodist Women's Club	Marietta	Women's Club	33	Presentation	Relay Ohio/ CapTel flyers and booklets	Several new future potential CapTel users

Date	Event	City	Target Audience	Number of Participants	Presentation Demo Exhibit	Materials distributed	Purpose
5/21	OACCA	Cincinnati	Consumers, Professionals	300	Exhibit	Relay Ohio/ CapTel booklets and flyers	More professionals know about Relay Ohio and CapTel services
5/21	Medina County Senior Citizens Day	Medina	Senior Citizens, professionals, families	500	Exhibit	Relay Ohio/ CapTel booklets and flyers	More senior citizens interested in CapTel phones
5/24	Washington Elementary School	Hilliard	Kids and Teachers	58	Presentation	Relay Ohio and CapTel info	More students and their families and teachers learn about Relay Ohio and CapTel
5/29	Senior Health And Fitness Day	Seven Hills	Senior Citizens	500	Exhibit	Relay Ohio/ CapTel booklets and flyers	Senior citizens more aware of 711 services and CapTel services
June 2013							
6/1	Great Lakes CI Support Group	Independence	CI Recipients, professionals and families	64	Presentation and Demonstration	Relay Ohio and CapTel info.	More CI recipients educated about CapTel phones and services
6/12	WRAAA Senior Wellness Expo 2013	North Olmsted	Senior Citizens	400	Exhibit and Demonstrations	Relay Ohio/ CapTel booklets and flyers	More Senior Citizens educated and a few interested in purchasing
6/26	WRAAA Senior Wellness Expo 2013	Cleveland	Senior Citizens, professionals, families	300	Exhibit and Demonstrations	Relay Ohio and CapTel booklets and flyers	Senior citizens more aware of 711 services and CapTel services
TOTAL				17,452			

Ohio Annual Report

TRS Statistics

	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	5,178	4,619	4,615	4,337	64,726	31.31%
Turbo Code	2,672	2,465	2,150	2,104	2,010	1,921	1,876	1,446	1,905	1,618	1,812	1,776	23,755	11.49%
ASCII	97	15	29	103	4	4	81	17	22	116	7	3	498	0.24%
Voice	4,256	4,102	4,036	4,642	4,898	4,533	4,478	3,137	3,530	3,040	3,051	3,112	46,815	22.64%
VCO	5,840	5,745	5,066	5,600	4,828	5,829	5,531	4,639	5,392	4,780	4,771	4,530	62,551	30.25%
HCO	300	306	245	414	316	20	33	11	25	70	55	22	1,817	0.88%
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	-	0.00%
Deaf/Blind Baudot	27	6	14	1	0	0	8	0	0	0	0	0	56	0.03%
Speech to Speech	163	150	258	864	974	518	669	500	567	658	679	523	6,523	3.15%
Spanish Calls	2	1	0	1	1	2	1	3	1	0	1	1	14	0.01%
TOTAL	19,500	18,845	17,949	19,261	18,596	18,460	18,432	14,896	16,620	14,901	14,991	14,304	206,755	100%
% PERCENTAGE OF CALLS														
TTY	31.77%	32.39%	34.77%	30.07%	31.58%	31.40%	32.40%	35.73%	32.26%	32.43%	32.25%	31.47%		32.38%
Turbo Code	13.82%	13.19%	12.15%	11.44%	11.41%	10.71%	10.56%	10.05%	11.87%	11.36%	12.66%	12.89%		11.84%
ASCII	0.50%	0.08%	0.16%	0.56%	0.02%	0.02%	0.46%	0.12%	0.14%	0.81%	0.05%	0.02%		0.25%
Voice	22.01%	21.94%	22.81%	25.23%	27.80%	25.27%	25.21%	21.80%	21.99%	21.34%	21.32%	22.58%		23.28%
VCO	30.20%	30.73%	28.64%	30.44%	27.40%	32.49%	31.14%	32.23%	33.59%	33.56%	33.34%	32.87%		31.39%
HCO	1.55%	1.64%	1.38%	2.25%	1.79%	0.11%	0.19%	0.08%	0.16%	0.49%	0.38%	0.16%		0.85%
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%
Deaf/Blind Baudot	0.14%	0.03%	0.08%	0.01%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%		0.03%
Speech to Speech	1%	1%	1%	4%	5%	3%	4%	3%	3%	4%	5%	4%		3.22%
Spanish Calls	0%	0%	0%	0%	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	9,922	8,944	8,922	8,453	128,851	34.00%
Intrastate (Intralata)	182	242	235	261	294	371	319	318	296	225	329	267	3,339	0.88%
Intrastate (Interlata)	741	425	432	402	673	667	798	598	629	379	374	248	6,366	1.68%
Interstate Calls	474	464	360	524	382	500	396	411	493	371	386	322	5,083	1.34%
Toll Free	1,645	1,894	1,557	2,144	1,529	1,500	1,820	1,665	1,577	1,436	1,518	1,309	19,594	5.17%
Directory Assistance	92	60	36	93	69	90	52	42	57	35	32	52	710	0.19%
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
International	0	8	0	2	3	1	27	0	1	1	0	0	43	0.01%
Marine (Attempted)	0	0	0	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	0	0	0.00%
TOTAL COMPLETED	15,587	15,127	14,149	14,604	13,958	14,166	14,113	11,912	12,975	11,391	11,561	10,651	160,194	42.27%
Busy Ring No answer	37,405	3,567	3,542	3,792	3,663	3,774	3,649	2,481	3,077	2,852	2,750	3,129	73,681	19.44%
TOTAL OUTBOUND	19,335	18,694	17,691	18,396	17,621	17,940	17,762	14,393	16,052	14,243	14,311	13,780	200,218	52.83%
General Assistance	17,070	16,358	16,003	17,211	14,725	14,016	15,269	12,642	13,500	13,672	14,199	14,097	178,762	47.17%
	36,405	35,052	33,694	35,607	32,346	31,956	33,031	27,035	29,552	27,915	28,510	27,877	378,980	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	60,332.52	57,085.38	54,504.43	54,421.68	766,897.34	78.32%
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	82,974.83	80,991.53	78,890.77	1,125,176.02	114.91%
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	2,687.18	2,998.42	2,671.62	39,024.38	3.99%
Less International	0.87	79.45	0.00	4.65	20.55	4.58	265.33	0.78	2.35	1.85	0.63	3.33	384.37	0.04%
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	8,405.54	7,561.68	7,392.84	106,356.88	10.86%
Less Directory Session Min	37.35	0.68	3.25	51.07	16.47	40.55	23.95	0.00	31.32	0.00	28.63	12.08	245.35	0.03%
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	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	71,880.26	70,402.17	68,810.90	979,165.04	100.00%

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	AVG
NUMBER OF CALLS TO RELAY														
Offered	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952	24,655	25,280	25,000	337,015	33.33%
Answered	31,106	30,080	29,034	31,352	28,247	27,508	28,385	23,406	25,275	24,161	24,839	24,221	327,614	32.40%
In Queue	32,063	30,917	29,776	32,302	29,111	28,415	29,350	24,194	25,952	24,655	25,280	25,000	337,015	33.33%
Abandoned in Queue	957	837	742	950	864	907	965	788	677	494	441	779	9,401	0.93%
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	73,965.00	75,840.00	75,000.00	1,011,045	100.00%
AVERAGE NUMBER OF CALLS - STS not included														
Weekend	811	731	772	748	731	749	708	666	640	586	626	638	8,406	37.38%
Weekday	1,323	1,270	1,299	1,288	1,205	1,165	1,190	1,085	1,102	1,056	1,022	1,075	14,080	62.62%
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	1,742.00	1,642.00	1,648.00	1,713.00	22,486.00	100.00%
AVERAGE NUMBER OF CALLS IN SESSION MINUTES														
Session Minutes	3.39	3.49	3.37	3.32	3.41	3.58	3.52	3.70	3.55	3.42	3.26	3.25	41.26	26.71%
Conversation Minutes	2.27	2.36	2.23	2.23	2.31	2.47	2.45	2.63	2.41	2.35	2.19	2.24	28.14	18.22%
Avg. Length of Completed Calls	6.82	6.96	6.95	7.12	6.99	7.07	7.16	7.32	6.92	7.34	6.99	7.44	85.08	55.08%
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	13.11	12.44	12.93	154.48	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%	97.0%	97.0%	95.0%		95.9%
ASA	1.2	1.1	1.0	1.3	1.4	1.4	1.5	1.6	1.3	1.5	1.1	1.6		1.33
Total AVG Speed of Answer	2.16	2.06	1.97	2.26	2.36	2.35	2.45	2.55	2.26	2.47	2.07	2.55	27.51	100.00%
CUSTOMER CONTACTS														
TRS														
Complaints	2	1	7	3	3	3	0	0	0	1	0	3	23	
Commendations	6	9	7	6	9	6	10	7	8	10	2	4	84	
Inquiries/Other	335	238	338	560	560	437	78	1,088	605	595	629	593	6,056	
Total	343	248	352	569	572	446	88	1,095	613	606	631	600	6,163	
Relay Conference Captioning														
RCC Minutes (effective 7/1/2009)	525	930	900	480	435	0	120	120	90	0	120	300	4,020	335.00
Statistics for E82, F82, H82, and I82 were double-checked.														

Ohio Annual Report

CapTel Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Avg.	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	152,015.15	152,484.44	148,459.65	159,233.30	1,910,799.61
Spanish Billable Minutes	0	0	0	0	0	0	2.48	5.74	8.93	2.9	0.08	0	2	20.13
Average Per call Length Per User	2.76	2.79	2.82	2.78	2.92	2.89	3.04	3.04	3.10	2.95	2.86	2.82	2.90	
CapTel Traffic Patterns													Avg.	Total
Call In	46,517	46,798	43,421	47,535	43,439	46,208	44,731	39,174	42,735	40,764	41,529	41,018	43,656	523,869
Voice In	11,665	11,827	10,992	12,068	10,695	11,644	11,302	10,128	11,753	10,740	11,818	11,544	11,348	136,176
Total of Calls	58,182	58,625	54,413	59,603	54,134	57,852	56,033	49,302	54,488	51,504	53,347	52,562	55,004	660,045
Total Session Min													Avg.	Total
900 Calls	0.4	1	0	0	0	1	0	0	0	0	0	0	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	828.38	835.70	780.08	951	11,407
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	2,254.77	2,449.77	2,252.87	2,637	31,639
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	7,629.30	8,940.92	8,755.68	7,971	95,653
International	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12	36.60	48.43	99.07	71.40	49	593
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	17,775.67	17,919.22	17,211.02	18,269	219,227
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	134,641.23	148,571.93	129,780.60	142,232	1,706,781
Others	1,123.55	1,261.70	1,145.83	1,389.53	1,183.31	987.63	708.68	817.72	887.72	1,017.78	1,090.93	1,273.12	1,074	12,888
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	13,230.43	12,824.23	13,429.42	13,207	158,481
Total of Session Min	186,136.29	189,724.38	178,216.62	192,308.33	183,721.66	194,943.28	198,551.44	174,018.55	195,339.45	177,425.99	192,731.77	173,554.19	186,389	2,236,672
Number of Calls by each Traffic Pattern													Avg.	Total
900 Call	1	1	0	0	0	3	0	0	0	0	0	0	0	5
Answer Machine	816	898	844	1,086	851	643	615	576	621	607	652	627	736	8,836
General Assistance	8,113	7,915	7,368	8,403	7,613	7,806	8,168	7,077	7,192	6,632	6,929	6,560	7,481	89,776
2 Line	2,406	2,463	2,210	2,561	2,131	2,046	1,973	1,785	2,244	2,018	2,465	2,509	2,234	26,811
International	33	52	40	21	34	19	30	17	28	46	61	40	35	421
Inter-state	3,025	3,157	2,966	3,219	3,011	3,291	2,954	2,690	3,133	2,987	3,142	3,095	3,056	36,670
Intra-state	40,788	40,779	37,914	41,043	37,112	40,900	39,173	34,370	38,204	36,233	37,029	36,647	38,349	460,192
Others	581	586	526	470	465	475	451	400	473	478	561	586	504	6,052
Toll Free	2,419	2,774	2,545	2,800	2,917	2,669	2,669	2,387	2,593	2,503	2,508	2,498	2,607	31,282
Total	58,182	58,625	54,413	59,603	54,134	57,852	56,033	49,302	54,488	51,504	53,347	52,562	55,004	660,045
CUSTOMER CONTACTS														
CapTel	2012 July	Aug	Sept	Oct	Nov	Dec	Jan-13	Feb	March	April	May	June	Total	
Complaints	0	-	0	1	-	-	0	0	0	1	1	-	3	
Commendations	6	3	1	1	5	11	5	5	4	2	2	4	49	
Inquiries/Other	66	89	78	66	84	95	78	48	67	59	72	53	855	
Total	72	92	79	68	89	106	83	53	71	62	75	57	907	
Distribution													Avg.	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	17,775.67	17,919.22	17,211.02	18,268.95	219,227.42
Less International Session Min	23.06	46.67	76.22	32.68	61.29	17.42	55.37	25.12	36.60	48.43	99.07	71.40	49.44	593.33
Less Toll Free	6,426.28	7,034.14	6,553.85	7,119.37	7,314.32	6,324.56	7,280.84	6,084.11	6,550.89	6,747.52	6,540.36	6,849.00	6,735.44	80,825.22
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	17,775.67	17,919.22	17,211.02	18,268.95	219,227.42
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	135,078.70	150,253.90	132,211.75	143,066.55	1,716,798.56
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	26,534.18	26,798.71	25,715.82	27,270.18	327,242.19

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Avg.	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	37,044.51	444,534
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	61,141.08	733,693
FY-09	61,535	61,535	66,513	65,106	67,747	66,945	69,858	25,275	68,792	79,075	93,345	115,489.83	70,101.35	841,216
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	125,832.39	1,509,989
FY-11	163,946	147,374	184,805	145,878	142,895	138,330	143,407	677	134,612	145,899	152,862	160,122	138,400.60	1,660,807
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	156,633.04	1,879,596
FY-13	170,611	150,016	169,046	152,015	152,484	148,460							157,105.30	942,632

Ohio Annual Report

STS Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Avg.	Total
Total Session Min	1,140.01	1,094.42	1,903.10	5,651.34	7,652.25	5,018.11	4,929.11	4,018.47	4,198.10	4,764.15	3,386.68	3,740.08	3,957.99	47,495.82
Total Conversation Min	608.12	633.40	1,063.52	3,314.36	3,361.29	3,049.15	2,939.17	2,166.30	2,126.23	2,376.40	1,670.83	1,887.03	2,099.65	25,195.80
Less														
Interstate Session Minutes of Use	9.18	6.38	2.04	120.08	24.54	8.40	7.51	36.85	83.00	167.92	140.85	253.83	71.72	860.58
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	0.00	0.00	0.00	0.00
Interstate Toll Free Session Minutes of Use 51%	218.38	225.35	398.40	1,057.00	1,167.23	978.18	742.22	524.70	597.77	622.44	329.06	404.40	605.43	7,265.13
Interstate DA Session Minutes of Use	14.46	6.31	21.07	79.35	152.44	55.25	52.16	50.10	44.67	49.03	65.47	35.28	52.13	625.59
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	0.00	0.00	0.00	0.00
Total Billable Speech to Speech	897.99	856.38	1,481.59	4,394.91	6,308.04	3,976.28	4,127.22	3,406.82	3,472.66	3,924.76	2,851.30	3,046.57	3,228.71	38,744.52
Number of Calls Made	127	141	206	715	823	481	562	440	481	570	507	452	458.75	5,505
Average Length of Call	10.56	11.40	12.44	17.55	17.11	15.54	12.55	12.94	11.38	11.22	10.05	11.13	12.82	154
Total Numbers of Completed Calls Speech to Speech (STS) Calls													Total	
Local	79	81	130	247	555	312	390	325	331	385	361	314	3,510	
Intrastate	0	0	0	143	6	0	0	1	34	6	4	0	194	
Interstate	2	1	0	14	3	2	2	5	6	20	19	27	101	
Directory Assistance	13	17	22	72	72	34	69	36	26	47	47	40	495	
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	
International	0	0	0	0	0	0	0	0	0	0	0	0	0	
900	0	0	0	0	0	0	0	0	0	0	0	0	0	
Less Toll-Free	33	42	54	239	187	133	101	73	84	112	76	71	1,205	
Marine Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Busy Ring/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total STS Calls	127	141	206	715	823	481	562	440	481	570	507	452	5,505	
Total STS Session Minutes	1,140	1,094	1,903	5,651	7,652	5,018	4,929	4,018	4,198	4,764	3,387	3,740	47,496	
Total STS Billable Minutes	897	856	1,481	4,395	6,307.24	3,975.48	4,126.69	3,406.82	3,472.66	3,924.76	2,851.30	3,046.56	38,740	
Ohio STS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June		
	897.99	856.38	1,481.59	4,394.91	6,308.04	3,976.28	4,127.22	3,406.82	3,472.66	3,924.76	2,851.30	3,046.57		

Are you tired of saying “What?” while on the phone?

Try Ohio Relay Captioned Telephone Service.



www.ohiorelay.com

Free Captioned Telephone (CapTel®) Service by Ohio Relay enables individuals with hearing loss to read what their caller says, while they speak and listen on the telephone.



Ohio Relay CapTel Service:

- 24-hour service is offered at no cost to users*
- Spanish Captioning is available for Spanish-to-Spanish calls
 - Hours are from 7 am to 11 pm CST

The CapTel 840 telephone:

- has a built-in answering machine with captions
- has a large 7" screen with easy-to-read display
- has a volume control (up to 40dB) and it is easy to adjust during a call
- functions as a regular telephone and can be used by everyone

How to get a CapTel 840 telephone:

- see information on the back

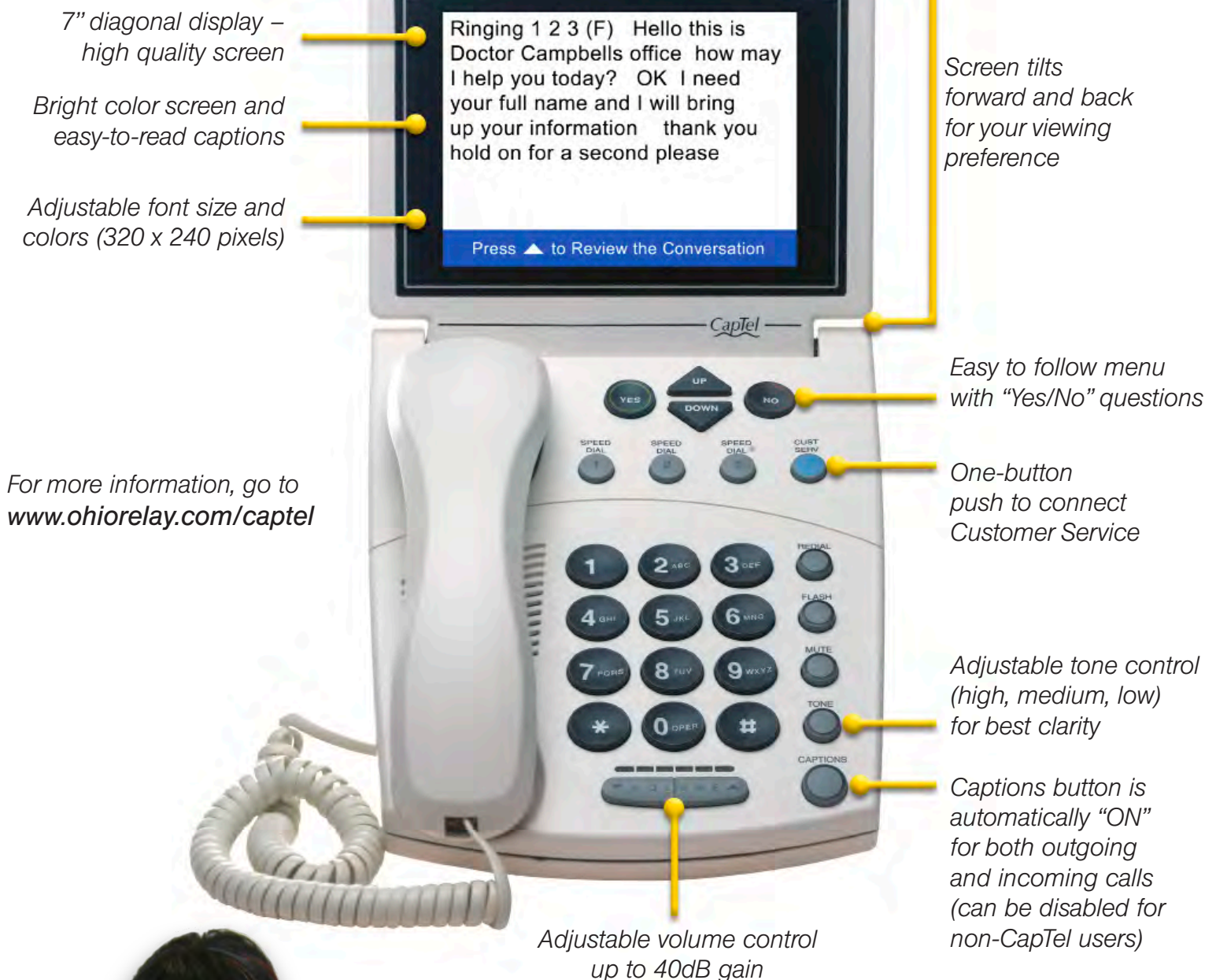
Website:

- www.ohiorelay.com/captel

* CapTel users are responsible for their own long distance charges.

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel; whether caused by the negligence of Sprint or otherwise. Sprint reserves the right to modify, extend or cancel offers at any time without notice. Other restrictions apply. For details, see www.sprint800.com. ©2013 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

CapTel® 840 Features



How to get a CapTel 840

- CapTel phones are available for purchase at a specially-reduced price directly through WCI:
 - Order online: www.weitbrecht.com/captel-ohio.html
 - To order by phone: (800) 233-9130 (Voice/TTY)
- For more information, contact:
 - Marsha Moore, Relay Ohio Outreach Specialist
 - marsha@dsc.org (e-mail)
 - (614) 841-1991 (voice/TTY)

Dial 7-1-1.

Say hello and communicate with anybody in a breeze.*



With **Relay Ohio** dialing **7-1-1** will connect you to a free service which allows effortless communication with people who are deaf, hard-of-hearing, speech-disabled, or hearing.

It is very simple to make a phone call. All you do is:

1. Dial **711**** or use these toll-free numbers.
2. Give a relay operator the number of the person you are calling to.
3. Communicate while a relay operator relays messages between you and the caller.








For more information:
www.ohiorelay.com

For any questions about the relay services or request for presentations, please feel free to contact:

- **Emma Danielson,**
Relay Program Manager
- emma.danielson@sprint.com
- 217-698-4031 (Voice)
- 877-698-5520 (TTY)

* including
• deaf
• hard-of-hearing
• speech-disabled
• hearing callers

** Some office phone systems do not work with 7-1-1. The toll-free numbers are alternatives customized to callers' needs.

			
TTY User	Voice User	Carry Over	CapTel
TTY to Voice 800-750-0750 ASCII 800-750-0750 Deaf-Blind 800-750-0750	Voice to Relay 800-750-0750	Voice Carry Over 877-644-6826 Hearing Carry Over 800-750-0750	Voice to CapTel 877-243-2823
			
Speech-to-Speech	Spanish Relay	Internet Relay	Customer Service
Speech-to-Speech 877-750-9097 Customer Service 877-787-1989	Spanish Relay 888-269-0678	Sprint IP Relay sprintip.com	800-676-3777 Español 800-676-4290 CapTel 888-269-7477



Connecting people to people...

One call at a time!

[ABOUT](#) | [RELAY SERVICE](#) | [CAPTEL SERVICE](#) | [SPEECH-DISABLED](#) | [INTERNET RELAY](#) | [ESPAÑOL](#) | [DISTRIBUTION PROGRAM](#) | [CONTACT](#)

Dial 711 and Welcome to Ohio Relay

A free public service for communication between standard (voice) users and persons who are deaf, hard of hearing, deafblind, and speech-disabled using text telephones (TTYs) or adaptive telephone equipment.

[Click here](#) to view a list of Ohio Relay Service phone numbers

[Click here](#) to download Ohio Relay Service booklet



Service Feedback

Are you satisfied with the Ohio Relay Service?

Do you have any complaints, comments, concerns or suggestions for us?

[Click here](#) to fill out online form.

Federal Relay

If you are a Federal employee (civilian or military) you qualify to use the Federal Relay services.

[Click here](#) to go to the Federal Relay website for more information.

Sponsorship

Are you seeking a sponsorship from Ohio Relay to help educate the community about the various products and services that are available to them.

[Click here](#) to request a sponsorship

Don't Hang Up

Have you ever made a call and had someone hang up on you?

Do you want Ohio Relay Service to educate those who do hang up on you?

[Click here](#) for more information

VIDEOS: CapTel Testimonial



**Need to make a phone call to
someone who has a hearing
loss or speech disability?**

Get Connected
with Ohio Relay!



Bring people together

with OHIO RELAY

HOW DOES THE OHIO RELAY SERVICE WORK?



2

OHIO RELAY can offer calling freedom!

Making calls through **Ohio Relay** is liberating, enjoyable and convenient.

Ohio Relay, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Ohio Relay**.

HOW TO CONNECT?

- Dial 711 to connect with a relay operator.
- Give the relay operator the phone number you want to call.
- The relay operator will then dial the other party's number.
- The relay operator will relay the conversation between you and the other party by typing or voicing.

RELAY NUMBERS

TTY

711 or 800-750-0750

Voice

711 or 800-750-0750

TeleBraille

711 or 800-750-0750

Voice Carry-Over

711 or 877-644-6826

Hearing Carry-Over

711 or 800-750-0750

Speech-to-Speech

711 or 877-750-9097

900 Services

900-230-7575

Spanish Relay

711 or 888-269-0678



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech to Speech

711 or 877-750-9097

Ohio Relay Speech to Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** If needed, the relay operator repeats the STS user's spoken words.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This feature makes call setup much easier for STS users.

In order to speed up the setup of the call, Ohio Relay offers **My Email Set Up**. Now, you can email call instructions or information 2 to 24 hours prior to the call. This can include information such as:

- the number to be dialed
- the name of the person being called
- any special instructions
- the nature of the call
- anything that makes it easier for you to complete the call

For more information on STS services:

4 ohiorelay.com/sts



For people who **can hear**
but are **unable to speak**.

Hearing Carry-Over

711 or 800-750-0750

- 1 The HCO user types their words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use the **Ohio Relay Hearing Carry-Over (HCO) service**.

HCO allows users with a speech disability to listen to the other party. The HCO user types their conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Ohio Relay also offers HCO to TTY and HCO to HCO.

For more information on HCO services:

ohiorelay.com/hco

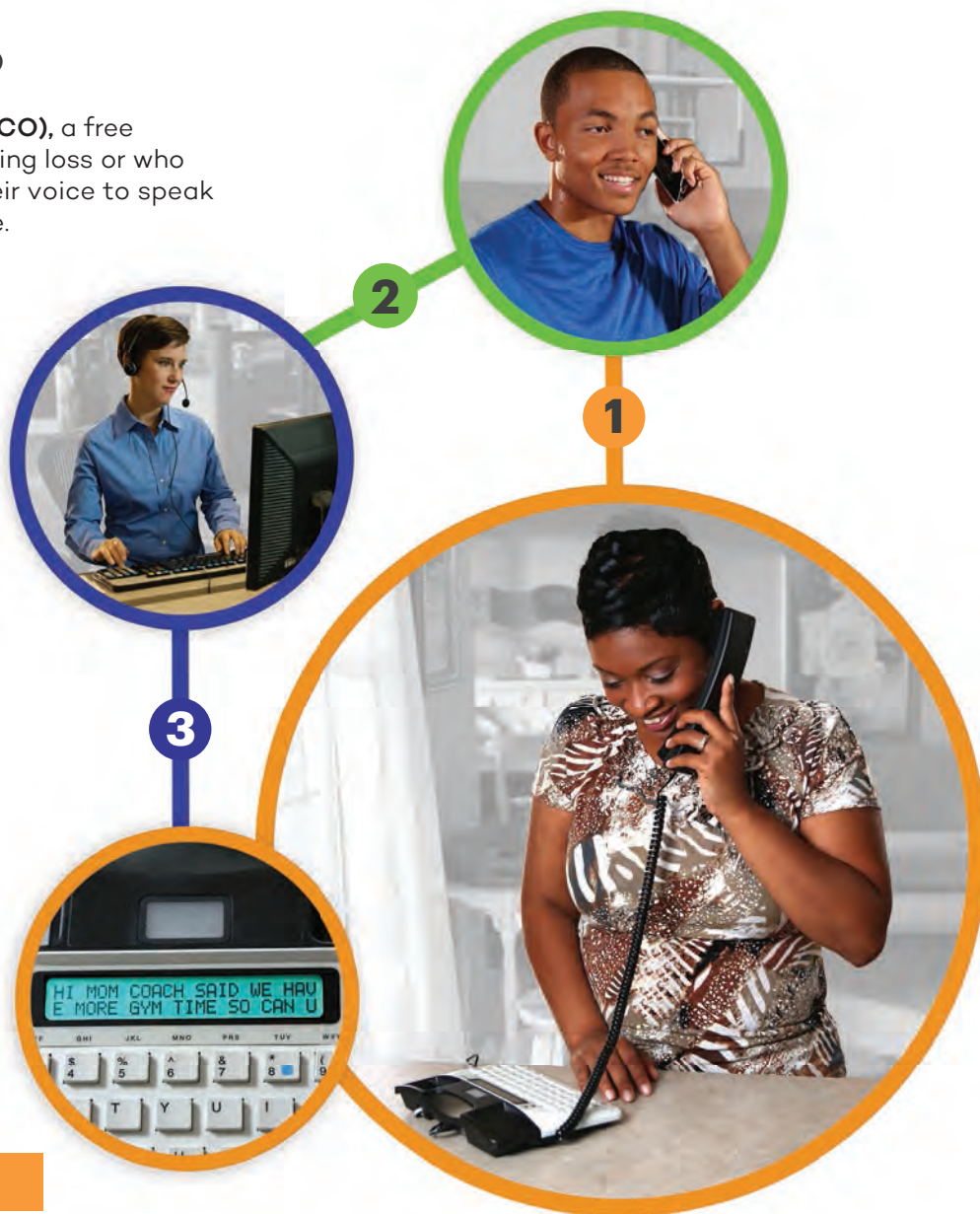
For people with **a hearing loss**
who **prefer to speak**.

Voice Carry-Over

711 or 877-644-6826

Ohio Relay offers **Voice Carry-Over (VCO)**, a free service that enables a person with hearing loss or who became deafened later in life to use their voice to speak directly to the other party on the phone.

- 1** Mother speaks to her son directly.
- 2** The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3** The mother reads on a TTY screen what her son says.



OTHER VCO FEATURES

Ohio Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

6

ohiorelay.com/vco

TeleBraille Relay Service provides equal telephone access for DeafBlind users.

TeleBraille

711 or 800-750-0750

TeleBraille Relay allows DeafBlind users who use TeleBraille TTYs or large visual displays, or DeafBlind users who prefer slower typing speeds, to read messages at their preferred pace.



- 1** The other party speaks to the relay operator.
- 2** The relay operator types the other party's conversation to the DeafBlind user.
- 3** The DeafBlind user reads the conversation via their TeleBraille TTY or large visual display then types their response.



2



TEXT PACING:

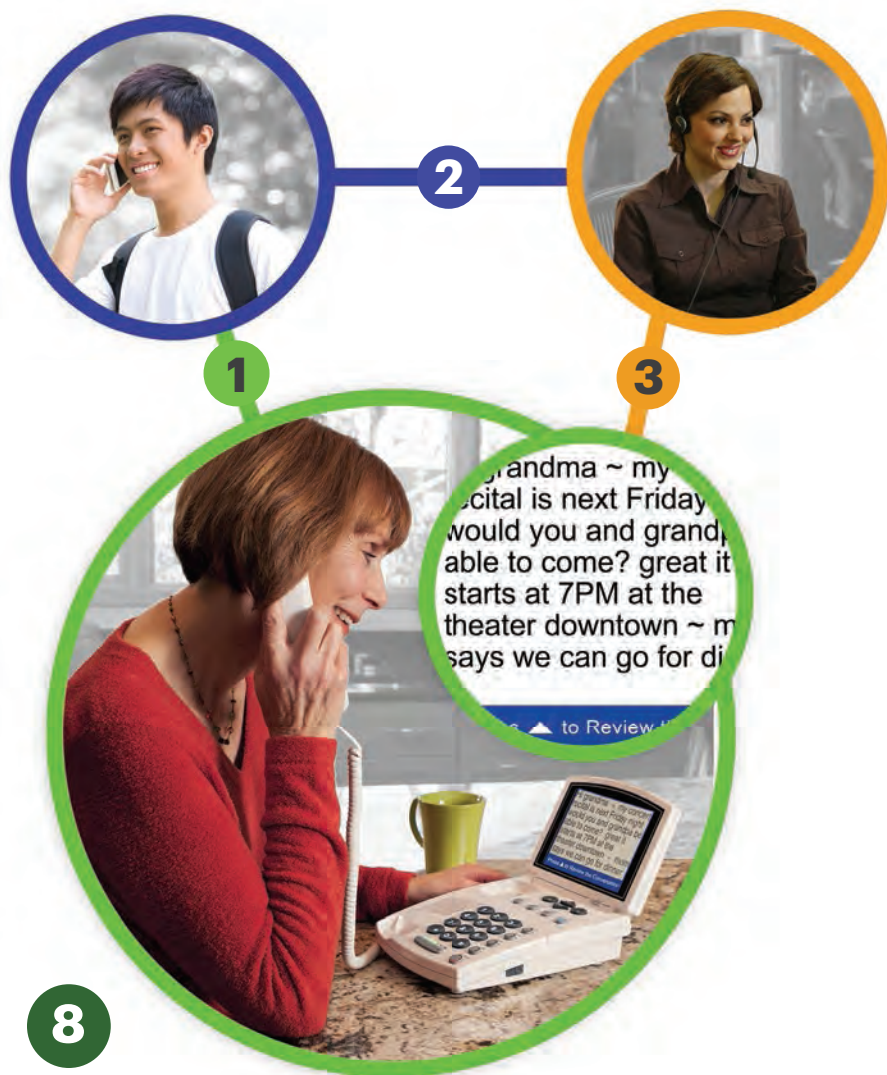
During calls, the relay operator will type at a normal speed, yet the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can request increased or decreased rates of text in increments of 5 words per minute.

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) through **Ohio Relay** offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1** The CapTel user speaks directly to the other party using a CapTel phone.
- 2** The other party speaks directly to the CapTel user, with all of their words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with their residual hearing and reads the conversation on the CapTel display screen.

HOW TO GET A CAPTEL PHONE

Ohio Relay residents, depending on where they live, may receive a CapTel phone through the equipment distribution program in some areas. Another option is that they can purchase online.

For more information, visit ohiorelay.com/getcaptel

ohiorelay.com/captel

Other Relay Features

TTY Payphone

711 or 800-750-0750

TTY users using a TTY payphone can use Ohio Relay to assist in connecting calls.

900 Pay Per Call

900-230-7575

Relay users can dial the toll-free 900 number to connect with Ohio Relay. A relay operator will then dial the requested outbound 900 service number.

The caller is responsible for direct billing.

International Calls

605-224-1837

Ohio Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish languages.

Directory Assistance

Ohio Relay will relay Directory Assistance (DA) calls between relay users and a DA operator. After obtaining the number, the caller may choose to place the call through Ohio Relay or dial directly.

Important

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

Ohio Relay can process emergency calls, but it may take longer.

TTY users who cannot obtain emergency services via 911 may call 711 and inform the relay operator there is an emergency.



Para personas que prefieren
comunicarse en español.

Relevo de Ohio

711 o 888-269-0678

Español a español

El Servicio de Relevo de Ohio es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el operador de relevo está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Relevo de Ohio es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador de relevo. El operador de relevo actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

1 La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"

2 El operador de relevo escribe lo que dice la persona que llama.

3 El usuario de TTY lee en el dispositivo las palabras habladas.

10

Para más información:

ohiorelay.com/spanish

Equipment Distribution Program

Relay Ohio's Equipment Distribution Program (EDP) offers adaptive telephone equipment at no charge and with no income restrictions to eligible Ohio residents who have a hearing loss, speech disability, vision loss, mobility or cognitive disability.

What type of equipment is available?

The program provides a wide range of equipment. Some examples include:

- amplified telephones
- TTYs
- deaf-blind communicator
- captioned telephones

Who is eligible for the EDP?

Ohio residents may be eligible to receive an adaptive telephone device at NO CHARGE through the EDP. In order to receive the free use of the device, an applicant must meet the following criteria:

- Be a Ohio state resident.
- Have a hearing loss as certified by a licensed physician, or hearing aid specialist.



PLEASE NOTE that only the City of Columbus and Franklin County offer EDP.

For more information:

ohiorelay.com/edp

Customer Profile

Customer profiles make relay services better for you.

The Customer Profile allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to **mysprintrelay.com** or requesting a form through customer service.

The form is titled "Relay Ohio Customer Profile" and includes the Relay Ohio logo. It provides contact information for Relay Ohio Customer Service, including a P.O. box, phone numbers, and an email address. The form is divided into two main sections: "Your Personal Information" and "Your Contact Numbers (For Sprint IP or Federal IP users only)". The "Your Personal Information" section includes fields for Last Name, First Name, Middle Initial, Area Code & Phone Number, Ext. Number, Street Address (No P.O. Box), City, State, Zip, and Email. The "Your Contact Numbers" section includes fields for Area Code & Telephone Number.



For questions or feedback, contact us!

Ohio Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- Sprint.TRSCustServ@sprint.com (Email)
- ohiorelay.com (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)



Below is legislation enacted by the State of Ohio's 118th General Assembly, which provides for TRS funding through a gross receipts tax credit, for the provision of intrastate services to the communicatively impaired.

(Substitute House Bill Number 254)

AN ACT

To amend section 4905.99 and to enact sections 4905.76, 4905.77, 4905.78, 4905.79, 4905.84, 4905.85, 4909.50, 5727.43, and 5727.44 of the Revised Code to establish a lifeline telephone service program for certain low-income customers, to create tax credits to fund that program and any future telephone service programs for the communicatively impaired, to create the Communicatively Impaired Program Advisory Board, and to eliminate the lifeline telephone service program and the Communicatively Impaired Program Advisory Board on January 1, 1996, by repealing sections 4905.76, 4905.77, 4905.78, 4905.84, 4905.85, 4909.50, and 5727.43 of the Revised Code on that date.

Be it enacted by the General Assembly of the State of Ohio:

SECTION 1. That section 4905.99 be amended and sections 4905.76, 4905.77, 4905.78, 4905.79, 4905.84, 4905.85, 4909.50, 5727.43, and 5727.44 of the Revised Code be enacted to read as follows:

Sec. 4905.76. (A) THIS SECTION APPLIES TO ANY TELEPHONE COMPANY THAT PROVIDES RESIDENTIAL BASIC LOCAL EXCHANGE TELEPHONE SERVICE THROUGH WIRE LINES, UNLESS IT OFFERS RESIDENTIAL BASIC LOCAL EXCHANGE, SINGLE-PARTY, FLAT RATE, UNLIMITED CALLING TELEPHONE SERVICE, INCLUDING ACCESS AND LOCAL USAGE, FOR TEN DOLLARS OR LESS PER MONTH.

(B) UPON APPLICATION BY A RESIDENTIAL CUSTOMER WHO IS ELIGIBLE UNDER SECTION 4905.77 OF THE REVISED CODE, A TELEPHONE COMPANY SHALL PROVIDE TO THE CUSTOMER A USAGE SENSITIVE BASIC LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE THAT THE COMPANY OFFERS IN THE CUSTOMER'S SERVICE AREA. IF THE COMPANY IN OFFERS MORE THAN ONE TYPE OF USAGE SENSITIVE BASIC

LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE IN THE SERVICE AREA, THE CUSTOMER MAY CHOOSE THE SERVICE AREA, IF THE COMPANY OFFERS NO USAGE SENSITIVE BASIC LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE IN THE SERVICE AREA, IT SHALL PROVIDE TO THE CUSTOMER THE LEAST EXPENSIVE BASIC LOCAL EXCHANGE, SINGLEPARTY TELEPHONE SERVICE IT OFFERS IN THE SERVICE AREA.

TELEPHONE SERVICE PROVIDED UNDER THIS SECTION IS LIMITED TO ONE ACCESS LINE PER HOUSEHOLD.

A TELEPHONE COMPANY THAT PROVIDES TO A CUSTOMER TELEPHONE SERVICE UNDER THIS SECTION SHALL PROVIDE TO THAT CUSTOMER NO OTHER TELEPHONE SERVICES OFFERED BY THE COMPANY, EXCEPT TOUCHTONE AND TELEPHONE SERVICES DETERMINED BY THE PUBLIC UTILITIES

COMMISSION TO BE BENEFICIAL TO CUSTOMERS WITH HANDICAPS OR MEDICAL CONDITIONS, OR IN LIFE-THREATENING SITUATIONS.

(C) IN EACH MONTHLY BILLING STATEMENT TO CUSTOMERS PROVIDED WITH USAGE SENSITIVE BASIC LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE UNDER THIS SECTION, A TELEPHONE COMPANY SHALL PROVIDE NOTICE TO THE CUSTOMER THAT IT ALSO OFFERS BASIC LOCAL EXCHANGE, FLAT RATE, UNLIMITED CALLING TELEPHONE SERVICE IN THE CUSTOMER'S SERVICE AREA. THE NOTICE SHALL STATE THE RATE OF THE FLAT RATE, UNLIMITED CALLING SERVICE, SHALL STATE THAT THE CUSTOMER CAN CONVERT TO THE FLAT RATE, UNLIMITED CALLING SERVICE AT NO CHARGE, AND SHALL STATE THAT THE FLAT RATE, UNLIMITED CALLING SERVICE IS NOT SUBJECT TO THE DISCOUNTS AND WAIVERS APPLICABLE TO SERVICE PROVIDED UNDER THIS SECTION. THE NOTICE SHALL ALSO STATE THAT IF A CUSTOMER CONVERTS FROM BASIC LOCAL EXCHANGE TELEPHONE SERVICE UNDER THIS SECTION TO A BASIC LOCAL EXCHANGE TELEPHONE SERVICE NOT PROVIDED UNDER THIS SECTION, THE CUSTOMER SHALL NOT CONVERT BACK TO BASIC LOCAL EXCHANGE TELEPHONE SERVICE UNDER THIS SECTION UNTIL ONE YEAR HAS PASSED.

(D) AT LEAST ONCE EACH YEAR, A TELEPHONE COMPANY SHALL PROVIDE NOTICE TO ITS CURRENT CUSTOMERS AND THE GENERAL PUBLIC OF THE AVAILABILITY AND TERMS OF TELEPHONE SERVICE UNDER THIS SECTION, EXPLAINING IN PLAIN AND CLEAR LANGUAGE THE TERMS AND CONDITIONS OF THE SERVICE AND THE SUBSCRIPTION PROCEDURES. THE NOTICE SHALL BE MADE BY BILL INSERT, PUBLICATION IN NEWSPAPERS OF GENERAL CIRCULATION IN THE COMPANY'S SERVICE AREA, AND BY ANY OTHER MEANS THE PUBLIC UTILITIES COMMISSION CONSIDERS NECESSARY.

(E) IF A TELEPHONE COMPANY PROVIDES A USAGE SENSITIVE TELEPHONE SERVICE TO CUSTOMERS UNDER THIS

SECTION, THE COMPANY SHALL MAINTAIN THE USAGE SENSITIVE TELEPHONE SERVICE TO THOSE CUSTOMERS EVEN THOUGH IT CEASES OFFERING THE USAGE SENSITIVE TELEPHONE SERVICE IN THE SERVICE AREA, THE TELEPHONE COMPANY IS NOT REQUIRED TO OFFER THE USAGE SENSITIVE TELEPHONE SERVICE TO CUSTOMERS WHO SUBSEQUENTLY APPLY FOR TELEPHONE SERVICE UNDER THIS SECTION AFTER THE COMPANY CEASES OFFERING THE USAGE SENSITIVE TELEPHONE SERVICE IN THE SERVICE AREA.

(F) THE PUBLIC UTILITIES COMMISSION SHALL ADOPT RULES AS IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

Sec. 4905.77. (A) A TELEPHONE COMPANY SHALL REQUIRE AS PROOF OF ELIGIBILITY FOR TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE DOCUMENTATION OF THE CUSTOMER'S APPROVAL FOR RECEIPT OF ENERGY ASSISTANCE UNDER CHAPTER 5117. OF THE REVISED CODE; SUPPLEMENTAL SECURITY INCOME ON THE BASIS OF BLINDNESS OR DISABILITY UNDER TITLE XVI OF THE "SOCIAL SECURITY ACT," 49 STAT. 620 (1935), 42 U.S.C.A. 1381-1383c, AS THAT TITLE EXISTS ON THE EFFECTIVE DATE OF THIS SECTION; OR BOTH MEDICAL ASSISTANCE UNDER CHAPTER 5111 OF THE REVISED CODE AND MEDICARE UNDER TITLE XVIII OF THE "SOCIAL SECURITY ACT," 49 STAT. 620 (1935), 42 U.S.C.A. 301, AS THAT TITLE EXISTS ON THE EFFECTIVE DATE OF THIS SECTION.

THE TELEPHONE COMPANY SHALL NOT REQUIRE A CUSTOMER TO DEMONSTRATE CONTINUING ELIGIBILITY FOR TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE MORE THAN ONCE A YEAR.

(B) TO THE EXTENT LEGALLY AND REASONABLY POSSIBLE, STATE ADMINISTRATORS FOR THE PROGRAMS ENUMERATED IN THIS SECTION SHALL COOPERATE WITH TELEPHONE COMPANIES TO FACILITATE SUBSCRIPTION OF

ELIGIBLE RESIDENTIAL CUSTOMERS TO TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE.

(C) THE PUBLIC UTILITIES COMMISSION SHALL ADOPT RULES IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

Sec. 4905.78. NO PERSON SHALL PROVIDE FRAUDULENT DOCUMENTATION UNDER SECTION 4905.77 OF THE REVISED CODE IN ORDER TO OBTAIN TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE.

Sec. 4905.79. ANY TELEPHONE COMPANY, AS DEFINED IN DIVISION (E)(2) OF SECTION 5727.01 OF THE REVISED CODE, THAT IS REQUIRED TO PROVIDE ANY TELEPHONE SERVICE PROGRAM IMPLEMENTED AFTER THE EFFECTIVE DATE OF THIS SECTION TO AID THE COMMUNICATIVELY IMPAIRED IN ACCESSING THE TELEPHONE NETWORK SHALL BE ALLOWED A TAX CREDIT FOR THE COSTS OF ANY SUCH PROGRAM UNDER SECTION 5727.44 OF THE REVISED CODE. RELATIVE TO ANY SUCH PROGRAM, THE PUBLIC UTILITIES COMMISSION, IN ACCORDANCE WITH ITS RULES, SHALL ALLOW INTERESTED PARTIES TO INTERVENE AND PARTICIPATE IN ANY PROCEEDING OR PART OF A PROCEEDING BROUGHT BEFORE THE COMMISSION PURSUANT TO THIS SECTION. THE COMMISSION SHALL ADOPT RULES IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

Sec. 4905.84. THE COMMUNICATIVELY IMPAIRED PROGRAM ADVISORY BOARD SHALL SUBMIT A REPORT TO THE PRESIDENT OF THE SENATE, THE SPEAKER OF THE HOUSE OF REPRESENTATIVES, AND THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION ON OR BEFORE THE FIRST DAY OF JANUARY OF EACH YEAR.

THE REPORT SHALL CONTAIN EVALUATIONS OF THE PERFORMANCE AND COST CONTROL MEASURES OF ANY

TELEPHONE SERVICE PROGRAMS FOR THE COMMUNICATIVELY IMPAIRED IMPLEMENTED BY THE PUBLIC UTILITIES COMMISSION; OF NEW TECHNOLOGIES THAT MAY BE AVAILABLE FOR USE IN SUCH PROGRAMS; AND OF THE MOST EFFICIENT MEANS OF DISTRIBUTING INFORMATION, EQUIPMENT, AND SERVICES TO PERSONS QUALIFIED TO PARTICIPATE IN SUCH PROGRAMS.

Sec. 4905.85. (A) AS USED IN THIS SECTION:

(1) "COMMUNICATIVELY IMPAIRED" MEANS DEAF, HARD OF HEARING, OR SPEECH-IMPAIRED.

(2) "DEAF PERSON" MEANS A PERSON WITH A HEARING LOSS THAT PREVENTS HIM FROM BEING ABLE TO UNDERSTAND SPEECH OVER THE TELEPHONE.

(3) "HARD OF HEARING PERSON" MEANS A PERSON, INCLUDING A PERSON WHO USES A HEARING AID, WITH A SENSE OF HEARING THAT IS DEFECTIVE BUT FUNCTIONAL FOR ORDINARY LIFE PURPOSES.

(4) "SPEECH-IMPAIRED PERSON" MEANS A PERSON WITH A SPEECH IMPAIRMENT THAT RENDERS HIS SPEECH UNINTELLIGIBLE ON THE TELEPHONE.

(B) THERE IS HEREBY CREATED THE COMMUNICATIVELY IMPAIRED PROGRAM ADVISORY BOARD CONSISTING OF THE FOLLOWING MEMBERS:

(1) THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION, THE CHAIRMAN OF THE REHABILITATION SERVICES COMMISSION, AND THE DIRECTOR OF AGING, OR THEIR DESIGNEES, WHO SHALL SERVE AS EX-OFFICIO MEMBERS;

(2) TWO DEAF PERSONS, ONE HARD OF HEARING PERSON, AND ONE SPEECH-IMPAIRED PERSON, EACH OF WHOM IS AN

ACTIVE MEMBER OF AN ADVOCACY GROUP FOR THE COMMUNICATIVELY IMPAIRED, APPOINTED BY THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION;

(3) ONE PERSON WHO IS EMPLOYED BY A PROVIDER OF TELECOMMUNICATION SERVICES TO THE COMMUNICATIVELY IMPAIRED, APPOINTED BY THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION;

(4) ONE REPRESENTATIVE OF A NONPROFIT AGENCY PROVIDING SERVICES TO THE COMMUNICATIVELY IMPAIRED COMMUNITY ON A LOCAL OR STATEWIDE BASIS, APPOINTED BY THE GOVERNOR;

(5) ONE MEMBER OF THE SENATE, APPOINTED BY THE PRESIDENT OF THE SENATE, AND ONE MEMBER OF THE HOUSE OF REPRESENTATIVES, APPOINTED BY THE SPEAKER OF THE HOUSE OF REPRESENTATIVES.

THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION SHALL MAKE APPOINTMENTS UNDER DIVISIONS (B)(2) AND (3) OF THIS SECTION SO THAT AT LEAST ONE MEMBER OF THE ADVISORY BOARD RESIDES IN EACH GEOGRAPHIC AREA OF THIS STATE SERVED BY A DIFFERENT AREA CODE.

TERMS OF MEMBERS WHO ARE NOT EX-OFFICIO MEMBERS SHALL BE FOR TWO YEARS, BEGINNING ON THE FIRST DAY OF THE FIRST FISCAL YEAR OF EACH BIENNIAL APPROPRIATION PERIOD AND ENDING ON THE LAST DAY OF THE SECOND FISCAL YEAR OF EACH BIENNIAL APPROPRIATION PERIOD. MEMBERS MAY BE REAPPOINTED. VACANCIES SHALL BE FILLED IN THE MANNER PROVIDED FOR ORIGINAL APPOINTMENTS. ANY MEMBER APPOINTED TO FILL A VACANCY OCCURRING PRIOR TO THE EXPIRATION DATE OF THE TERM FOR WHICH HIS PREDECESSOR WAS APPOINTED SHALL HOLD OFFICE AS A MEMBER FOR THE REMAINDER OF THAT TERM. A MEMBER SHALL CONTINUE IN OFFICE SUBSEQUENT TO THE EXPIRATION DATE OF HIS TERM UNTIL HIS SUCCESSOR TAKES OFFICE OR

UNTIL A PERIOD OF SIXTY DAYS HAS ELAPSED, WHICHEVER OCCURS FIRST.

MEMBERS OF THE BOARD SHALL BE REIMBURSED FOR ACTUAL AND NECESSARY EXPENSES INCURRED IN THE PERFORMANCE OF THEIR OFFICIAL DUTIES. MEMBERS OF THE BOARD WHO ARE APPOINTED BY THE GOVERNOR OR BY THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION, AND WHO ARE NOT OFFICERS OR EMPLOYEES OF THE STATE, SHALL BE COMPENSATED ON A PER DIEM BASIS IN AN AMOUNT DETERMINED UNDER SECTION 124.14 OF THE REVISED CODE. THE ACTUAL AND NECESSARY EXPENSES AND COMPENSATION OF BOARD MEMBERS, AND ANY OTHER EXPENSES OF THE BOARD IN THE PERFORMANCE OF ITS OFFICIAL DUTIES, SHALL BE PAID FROM MONEYS APPROPRIATED TO THE PUBLIC UTILITIES COMMISSION FOR THAT PURPOSE. THE COMMISSION SHALL PROVIDE CLERICAL ASSISTANCE TO THE BOARD.

THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION OR HIS DESIGNEE UNDER DIVISION (B)(1) OF THIS SECTION IS THE CHAIRMAN OF THE COMMUNICATIVELY IMPAIRED PROGRAM ADVISORY BOARD. ANNUALLY, THE BOARD SHALL SELECT FROM AMONG ITS MEMBERS A SECRETARY. THE BOARD SHALL ADOPT BYLAWS GOVERNING ITS PROCEEDINGS, WHICH SHALL BE OPEN TO PUBLIC INSPECTION. THE BOARD SHALL KEEP A RECORD OF ITS PROCEEDINGS.

THE BOARD SHALL MEET AT THE CALL OF THE CHAIRMAN OR UPON THE WRITTEN REQUEST OF FOUR BOARD MEMBERS. THE SECRETARY SHALL SEND WRITTEN NOTICE OF THE TIME AND PLACE OF EACH MEETING TO EACH MEMBER.

LEGISLATIVE MEMBERS OF THE BOARD SHALL SERVE AS NONVOTING MEMBERS, SIX MEMBERS OF THE BOARD, COUNTING NONVOTING MEMBERS, CONSTITUTE A QUORUM. THE BOARD MAY NOT, HOWEVER, TAKE ANY FORMAL ACTION WITHOUT THE CONCURRENCE OF FIVE VOTING MEMBERS.

Sec. 4905.99. (A) Whoever violates section 4905.44 of the Revised Code is guilty of a felony of the third degree.

(B) Whoever violates section 4905.52 of the Revised Code shall be fined not less than fifty nor more than five hundred dollars.

(C) Whoever violates section 4905.56 of the Revised Code is guilty of a felony of the fourth degree.

(D) COINCIDENT WITH THE OPERATION OF SECTION 4905.78 OF THE REVISED CODE, WHOEVER VIOLATES THAT SECTION IS GUILTY OF A MISDEMEANOR OF THE FOURTH DEGREE.

Sec. 4909.50. (A) THE RATE FOR USAGE SENSITIVE BASIC LOCAL EXCHANGE TELEPHONE SERVICE PROVIDED BY A TELEPHONE COMPANY UNDER SECTION 4905.76 OF THE REVISED CODE IS THE COMPANY'S ACCESS LINE CHARGE FOR THAT SERVICE IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION FOR CUSTOMERS WHO ARE NOT ELIGIBLE FOR SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE, MINUS AN AMOUNT EQUAL TO THE GREATER OF THE COMPANY'S SUBSCRIBER LINE CHARGE, AS DETERMINED BY THE FEDERAL COMMUNICATIONS COMMISSION AND IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION, OR SUCH SUBSCRIBER LINE CHARGE AS IT MAY SUBSEQUENTLY CHANGE. ANY USAGE PORTION OF THE RATE IS THE USAGE RATE SET FORTH AT ANY TIME IN SCHEDULES OF THE COMPANY FILED UNDER SECTION 4905.30 OF THE REVISED CODE, WHETHER OR NOT EXPRESSLY DENOMINATED AS A USAGE RATE.

THE RATE FOR ANY OTHER BASIC LOCAL EXCHANGE TELEPHONE SERVICE PROVIDED BY A TELEPHONE COMPANY UNDER SECTION 4905.76 OF THE REVISED CODE IS THE RATE FOR THAT SERVICE IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION FOR CUSTOMERS WHO ARE NOT ELIGIBLE FOR SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE, MINUS

AN AMOUNT EQUAL TO THE GREATER OF THE COMPANY'S SUBSCRIBER LINE CHARGE, AS DETERMINED BY THE FEDERAL COMMUNICATIONS COMMISSION AND IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION, OR SUCH CHARGE AS IT MAY SUBSEQUENTLY CHANGE.

(B) RATE SCHEDULES FILED UNDER SECTION 4905.30 OF THE REVISED CODE FOR TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE SHALL INCLUDE A PROVISION THAT CUSTOMER DEPOSITS, SERVICE CONNECTION CHARGES IN AMOUNTS GREATER THAN FIVE DOLLARS, AND SERVICE CONVERSION CHARGES OTHERWISE APPLICABLE TO SUBSCRIPTION TO RESIDENTIAL BASIC LOCAL EXCHANGE TELEPHONE SERVICE DO NOT APPLY TO SUBSCRIPTION TO OR CHANGING TO OR FROM SUCH SERVICE.

A SUBSCRIBER TO TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE IS NOT ENTITLED TO BENEFIT FROM THE WAIVER OF CUSTOMER DEPOSITS, SERVICE CONNECTION CHARGES IN AMOUNTS GREATER THAN FIVE DOLLARS, OR SERVICE CONVERSION CHARGES MORE OFTEN THAN ONCE PER YEAR FOR SERVICE AT THE SAME ADDRESS. THE SUBSCRIBER MUST HAVE SATISFIED OR HAVE MADE PAYMENT ARRANGEMENTS TO SATISFY ALL OF HIS OUTSTANDING OBLIGATIONS TO THE TELEPHONE COMPANY IN ORDER TO BENEFIT FROM SUCH A WAIVER.

(C) THE PUBLIC UTILITIES COMMISSION SHALL, IN ACCORDANCE WITH ITS RULES, ALLOW INTERESTED PARTIES TO INTERVENE AND PARTICIPATE IN ANY PROCEEDING OR PART OF A PROCEEDING BROUGHT PURSUANT TO THIS SECTION AND SECTIONS 4905.76 AND 4905.77 OF THE REVISED CODE.

(D) THE PUBLIC UTILITIES COMMISSION SHALL ADOPT RULES AS IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

Sec. 5727.43. A TELEPHONE COMPANY THAT PROVIDES TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE SHALL BE ALLOWED A CREDIT AGAINST THE EXCISE TAX COMPUTED UNDER SECTION 5727.38 OF THE REVISED CODE. THE AMOUNT OF THE CREDIT IS THE AGGREGATE OF THE DISCOUNTS TO RATES AND CHARGES AND THE WAIVERS OF SERVICE CONNECTION AND SERVICE CONVERSION CHARGES AND CUSTOMER DEPOSITS UNDER SECTION 4909.50 OF THE REVISED CODE INCURRED BY THE COMPANY DURING THE PERIOD FOR WHICH GROSS RECEIPTS ARE COMPUTED FOR THE PURPOSE OF SECTION 5727.33 OF THE REVISED CODE, EXCLUDING ANY SERVICE CONNECTION CHARGES OR SERVICE CONVERSION CHARGES OR ANY REVENUE DEFICIENCY DUE TO WAIVERS OF CUSTOMER DEPOSITS UNDER SECTION 4909.50 OF THE REVISED CODE FOR WHICH THE COMPANY HAS BEEN REIMBURSED.

THE TELEPHONE COMPANY SHALL CLAIM THE CREDIT IN THE COMPANY'S ANNUAL STATEMENT UNDER DIVISION (A) OF SECTION 5727.31 OF THE REVISED CODE.

IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS THE CREDIT ALLOWED UNDER THIS SECTION, HE SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS NOT CORRECT UNDER THIS SECTION, HE SHALL DETERMINE THE PROPER CREDIT, SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR, AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE CREDIT ALLOWED UNDER THIS SECTION EXCEEDS THE TOTAL TAXES DUE FOR THE CURRENT YEAR, THE TAX COMMISSIONER SHALL CREDIT

SUCH EXCESS AGAINST EXCISE TAXES DUE FOR SUCCEEDING YEARS UNTIL THE FULL AMOUNT OF THE CREDIT IS GRANTED.

THE ESTIMATED TAXES REQUIRED TO BE PAID UNDER SECTION 5727.31 OF THE REVISED CODE SHALL BE BASED ON THE TAXES FOR THE PRECEDING YEAR PRIOR TO ANY CREDIT ALLOWED UNDER THIS SECTION FOR THAT YEAR.

Sec. 5727.44. A TELEPHONE COMPANY THAT PROVIDES ANY TELEPHONE SERVICE PROGRAM TO AID THE COMMUNICATIVELY IMPAIRED IN ACCESSING THE TELEPHONE NETWORK UNDER SECTION 4905.79 OF THE REVISED CODE SHALL BE ALLOWED A CREDIT AGAINST THE EXCISE TAX COMPUTED UNDER SECTION 5727.38 OF THE REVISED CODE. THE AMOUNT OF THE CREDIT IS THE COST OF PROVIDING SUCH TELEPHONE SERVICE PROGRAM INCURRED BY THE COMPANY DURING THE PERIOD FOR WHICH GROSS RECEIPTS ARE COMPUTED FOR THE PURPOSE OF SECTION 5727.33 OF THE REVISED CODE.

THE TELEPHONE COMPANY SHALL CLAIM THE CREDIT IN THE COMPANY'S ANNUAL STATEMENT REQUIRED UNDER DIVISION (A) OF SECTION 5727.31 OF THE REVISED CODE.

IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS THE CREDIT ALLOWED UNDER THIS SECTION, HE SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS NOT CORRECT UNDER THIS SECTION, HE SHALL DETERMINE THE PROPER CREDIT, SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR, AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE CREDIT ALLOWED UNDER THIS SECTION EXCEEDS THE TOTAL TAXES DUE FOR

THE CURRENT YEAR, THE TAX COMMISSIONER SHALL CREDIT SUCH EXCESS AGAINST EXCISE TAXES DUE FOR SUCCEEDING YEARS UNTIL THE FULL AMOUNT OF THE CREDIT IS GRANTED.

THE ESTIMATED TAXES REQUIRED TO BE PAID UNDER SECTION 5727.31 OF THE REVISED CODE SHALL BE BASED ON THE TAXES FOR THE PRECEDING YEAR PRIOR TO ANY CREDIT ALLOWED UNDER THIS SECTION FOR THAT YEAR.

SECTION 2. That existing section 4905.99 of the Revised Code is hereby repealed.

SECTION 3. That sections 4905.76, 4905.77, 4905.78, 4905.84, 4905.85, 4909.50, and 5727.43 of the Revised Code are hereby repealed, effective January 1, 1996.

SECTION 4. No later than thirty days after the effective date of this act, each telephone company required under section 4905.76 of the Revised Code to provide the telephone service prescribed in that section shall file a written application with the public utilities commission solely to implement the service. No later than one hundred twenty days after the effective date of this act, the commission shall issue orders implementing the telephone service for each such company. The companies, in accordance with section 4905.30 of the Revised Code, shall file amended schedules, effective no sooner than January 1, 1991, to implement the service as ordered by the commission. Upon issuing orders initially implementing the telephone service, the Commission shall apply to the Federal Communications Commission to obtain the maximum federal benefits available.

SECTION 5. The Governor and the Chairman of the Public Utilities Commission shall make their initial appointments to the Communicatively impaired Program Advisory Board not later than sixty days after the effective date of this act. Notwithstanding section 4905.85 of the Revised Code, the terms of the initial members of the Communicatively Impaired Program Advisory Board appointed by the Governor and the Chairman of the Public Utilities Commission shall expire on June 30, 1993.

SECTION 6. The Public Utilities Commission, no later than January 1, 1995, shall submit a report to the committees of the House of Representatives and Senate that deal principally with matters relating to public utilities regarding the level of subscription to telephone service provided under section 4905.76 of the Revised Code; the cost to this state of the service under section 5727.43 of the Revised Code; the effectiveness of this act; and any recommendations for continuation of, and changes relative to, this act.

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Commission's)
Investigation into Continuation of the Ohio) Case No. 08-439-TP-COI
Telecommunications Relay Service.)

OPINION AND ORDER

The Commission finds:

I. Background

The Americans with Disabilities Act of 1990 mandates the establishment of an intrastate telecommunications relay service (TRS). The TRS enables persons with hearing and speech disabilities to communicate by telephone with persons who may or may not have such disabilities. The Commission is certified by the Federal Communications Commission (FCC) to administer the TRS program in Ohio which includes selecting the TRS provider and overseeing the program.

Since the initiation of TRS in Ohio the Commission has, in a series of dockets,¹ using a request for proposal (RFP) process for soliciting bids, selected and authorized a TRS provider to serve pursuant to a contract established in each docket between the state of Ohio, through the Commission, and the TRS provider selected in each docket. The current Ohio TRS vendor's contract will expire at midnight on June 30, 2009.

The Commission has opened this docket, Case No. 08-439-TP-COI (08-439), for the purpose of choosing the vendor who shall be authorized to continue Ohio's intrastate TRS once the Commission's contract with the existing vendor expires. In a prior case involving the selection of the Ohio Relay Service (ORS) vendor during an earlier contract term, namely, Case No. 96-1139-TP-COI, the Commission established a TRS Consumer Advisory

¹ The Commission first established the Ohio Relay Service in Case No. 91-113-TP-COI, a generic docket initiated in January 1991. In that case, after reviewing proposals by entities interested in providing the TRS in Ohio submitted in response to the Commission's request for such proposals, and receiving input and comments from persons representing the community of persons with communicative disabilities, the Commission chose an Ohio TRS vendor to serve under a five-year contract period which ran from January 1, 1992 through December 31, 1997. In November 1996, the Commission opened Case No. 96-1139-TP-COI (96-1139) for the purpose of choosing and authorizing the vendor who would continue the Ohio TRS for the five-year contract period running from January 1, 1998 through December 31, 2002. Similarly, within Case No. 01-2945-TP-COI (01-2945), which the Commission opened in November 2001, the Commission chose and authorized the vendor who would continue the Ohio TRS for the five-year contract period running from January 1, 2003 through December 31, 2007. By Entry issued October 24, 2007, the Commission both modified and extended, as modified, the contract established in the 01-2945 case for a period of 18 months from January 1, 2008 through June 30, 2009.

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Group (CAG), a special panel composed of persons from within Ohio's communicatively impaired community and/or from state agencies with close associations to that community, whose function is to consult and advise the Commission in the selection of the Ohio TRS vendor. The Commission has ordered that the TRS Consumer Advisory Group (CAG) should continue to function to consult and advise the Commission in this case. After soliciting and receiving comments in the 08-439 docket, on November 25, 2008, the Commission issued its RFP and established February 2, 2009, as the deadline for the filing of bid proposals by entities interested in providing the TRS upon the expiration of the current vendor's contract.

II. Description of Submitted Bid Proposals

Formal bid proposals have been submitted in this case by two entities, namely, Hamilton Telephone Company dba Hamilton Telecommunications (Hamilton) and Sprint Communications Company L.P. (Sprint). In accordance with the mandates of the RFP, the bid proposals by both companies cover a four-year period running from July 1, 2009 through June 30, 2013. Neither Hamilton nor Sprint submitted a formal proposal to cover any additional contract renewal period.

A. Hamilton's Bid Proposals

Hamilton submitted two separate bid proposals, each of which included proposed per-minute rates for provisioning TRS, and separate, per-minute rates for provisioning CapTel service.² Both of Hamilton's bid proposals included an option allowing the Commission to choose between a single per-minute rate for TRS service that will remain constant over the course of the four-year period covered by the bid, i.e., from July 1, 2009 through June 30, 2013, or, alternatively, a per-minute rate that starts lower than Hamilton's single-rate bid, but increases incrementally on an annual basis over the four-year term of the bid. The difference between Hamilton's two submitted bid proposals, other than price itself, is that the first proposal involves Hamilton provisioning TRS in such a way that the company will designate its TRS relay call center in Wisconsin as the primary center to process ORS calls, whereas under its second proposal, Hamilton will process ORS calls "through a combination of Hamilton TRS centers." Under neither scenario, has Hamilton obligated itself to ensure that any percentage of ORS calls will be processed at a relay center located in the state of Ohio.

As regards its provisioning of CapTel service, there is no variation between Hamilton's two submitted bid proposals. Both of Hamilton's CapTel bid proposals would

² CapTel, a trademark of a company named UltraTec, is a specialized form of Voice Carry Over relay service requiring the use of a specialized telephone that, by making use of UltraTec's proprietary technology, provides a text display of the other end of the user's telephone conversation through captions generated by a communications assistant.

establish a per-minute rate, for CapTel, of \$1.55 during year one of the period covered by the bid, of \$1.57 during year two and, during the third year, the greater of either five percent of the original price or the percentage change in the Consumer Price Index for all urban consumers. Hamilton has not included a bid price for CapTel service during year four of the proposal, indicating that it would do so during the third year of the contract. Explaining this, Hamilton indicates that it "cannot be tied to the five percent increase at this time since it has not received pricing from its subcontractor beyond year three."

Concerning Hamilton's proposal to provide Ohio TRS using a primary relay call center in Wisconsin (Hamilton's Wisconsin call center plan), Hamilton's proposed per-minute rate for TRS service, under the option which would keep the rate constant over the four-year period, is \$1.40 per minute. Under the option calling for the rate to gradually increase each year, the Wisconsin plan price begins at \$1.34 during year one, increases to \$1.38 during year two, climbs to \$1.42 during year three, and ends at \$1.47 in year four.

Within Hamilton's proposal to provide Ohio TRS using a combination of various Hamilton relay call centers (Hamilton's combination-of-call-centers plan), Hamilton's proposed per-minute rate for TRS service, under the option which would keep the rate constant over the four-year period, is \$1.29 per minute. Under the option calling for the rate to gradually increase each year, the combination-of-call-centers plan price begins at \$1.24 during year one, increases to \$1.28 during year two, climbs to \$1.32 during year three, and ends at \$1.36 in year four.

B. Sprint's Bid Proposals

Sprint presented two separate bid proposals, each of which included a proposed per-minute rate for provisioning TRS, and a separate, per-minute rate for provisioning CapTel service. Both of Sprint's bid proposals included rates that will remain fixed for the entire four-year period of July 1, 2009 through June 30, 2013. The difference between Sprint's two submitted bid proposals, other than price itself, is that the first proposal involves Sprint provisioning TRS in such a way that the company will obligate itself to ensure that up to 85 percent of all ORS calls would be processed a relay center located in the state of Ohio (Sprint's Ohio call center plan), whereas under its second proposal, Sprint has not obligated itself to ensure that any percentage of ORS calls will be processed at a relay center located in the state of Ohio (Sprint's out-of-state call center plan). Sprint's Ohio call center plan bid price is \$0.88 per-minute for TRS. Sprint's out-of-state call center plan bid price is \$0.80 per-minute for TRS. The Commission notes that both of these bid prices proposed by Sprint are not only lower than all those proposed by Hamilton in this case, but are also actually below the rate of \$0.90 for TRS which exists under the state's current TRS contract.³

³ The current rate of \$0.90 per-minute for TRS service was authorized by the Commission in its October 24, 2007, entry in *In the Matter of the Commission's Investigation into Continuation of the Ohio Telecommunications Relay Service*, Case No. 01-2945-TP-COI (01-2945).

With regard to its provisioning of CapTel service, there is no variation between Sprint's two submitted bid proposals. Both of Sprint's CapTel bid proposals would establish a per-minute rate for CapTel of \$1.49 throughout all four years of the contract. The Commission notes that this is six cents lower than the lowest annual CapTel rate offered by Hamilton, namely, a rate of \$1.55 during year one of the contract, subject to yearly increases in each of the three remaining years of the contract. It is also four cents higher than the CapTel rate, of \$1.45, that exists under the state's current TRS contract.⁴ Sprint notes in its bid proposal that its CapTel service is offered only in the Milwaukee and Madison CapTel Relay Centers. Thus Sprint's Ohio call center plan proposal, under which the company offers to provide 85 percent of ORS calls in Ohio, does not include CapTel traffic. Sprint has indicated in its proposal that it will work with the Commission to discuss options to handle CapTel traffic in Ohio if, during the term of the proposed contract, CapTel Relay Service is offered on the Sprint Network (Appendix B, Cost Proposal, of Sprint's Response to the RFP; at page 245).

Both of Sprint's proposals include Sprint's provision of service, at no additional cost, of up to 10,000 minutes annually of Relay Conference Captioning (including Mobile Relay Conference Captioning). Sprint points out, too, that it offers ORS users a 70 percent discount on intrastate long distance rates on either TRS or CapTel ORS calls. The Commission notes that Sprint, in doing so, is merely meeting a Commission mandate required in Section III(D)(3) of the RFP. Additionally, however, Sprint will, under its bid proposal, "continue to subsidize the cost of the CapTel phone (\$99) and offer discounted plans for wireless services for the deaf and hard of hearing communities in Ohio" (*Id.*).

III. Scope of Review

Section V(A) of the RFP indicates that, following receipt of all timely filed proposals, the Commission's staff will review all timely filed responses and submit its recommendation to the Commission. The RFP indicates that the staff will base its recommendation on the bidder's proposal which is most advantageous to the state of Ohio considering price; the interests of persons who are members of the communicatively disabled community in having access to a high quality, technologically advanced telecommunications system; and all other factors identified in the RFP. The CAG has balanced these same factors in coming up with its own recommendation. Indeed, the RFP also indicates that the Commission, itself, will balance these same considerations in exercising its own judgment to select the winning bid.

Section V(B)(1) of the RFP, spells out the evaluation criteria that shall be used. At the outset, it indicates that a failure by a bidder to demonstrate its ability to meet all mandatory

⁴ The current rate of \$1.45 per-minute for CapTel service was authorized by the Commission in its October 24, 2007, entry in 01-2945.

requirements of the RFP, as set forth in the Pass/Fail Chart comprising Appendix C to the RFP, will, unless the Commission orders otherwise, result in the bid's immediate disqualification. Upon review of the record as a whole, the Commission finds that, in all respects, the submitted bid proposals of both Hamilton and of Sprint meet all of the mandatory requirements of the RFP and that no reason appears to exist for disqualifying any submitted bid proposal.

Section V(B)(2) of the RFP sets forth a 100-point scoring system that the Commission will use in evaluating, using its own discretion, the extent to which the submitted, qualified bids (i.e., those which meet all mandatory requirements set out in Appendix C to the RFP) meet certain specific additional criteria, as spelled out in Section V(B)(2) of the RFP. Both the CAG and the staff used this same 100-point scoring system in coming up with their respective recommendations to the Commission.

IV. CAG and Staff Recommendations

On February 26, 2009, presentations concerning the submitted bid proposals, as permitted under the RFP, were made by each of the two bidders before the TRS CAG and the Commission's staff. Following those presentations, both the staff and the CAG met to prepare their recommendations to the Commission, as required by the RFP. The CAG members in attendance for the bid presentations who then participated in making the CAG recommendation to the Commission were CAG consumer members Ms. Laura Gold, Mr. John Bradley, and Mr. Richard Huebner, as well as the CAG member designate from the Ohio Department of Aging, Ms. Barbara Petering. The members of the Commission staff in attendance for the bid presentations who then participated in making the staff recommendation to the Commission were Ms. Lisa Colosimo, Ms. Beth Blackmer, Ms. Jennifer Reed, Mr. Chris Kotting, and Mr. Daniel Fullin.

At the February 26, 2009 meeting, the CAG and the staff each reached consensus regarding which submitted bid proposal each group would recommend to the Commission in this case. According to a memorandum to the Commission from Ms. Colosimo, which reported the results of the meeting held on February 26, 2009, it is the recommendation of the CAG, and also the recommendation of the Commission's staff, that the Commission should accept Sprint's Ohio call center bid proposal.

V. Discussion

In the RFP, the Commission stated that it would be issuing this order, by which we will now select the vendor to continue the Ohio TRS during the upcoming new contract period. In accordance with the RFP, today's order is intended to establish the performance requirements which the Ohio TRS provider is required to meet and, in this regard, includes, either implicitly or explicitly: the RFP, its requirements and any amendments thereto; the

selected bidder's selected bid proposal; and any additional terms and conditions deemed by the Commission to be in the public interest.

In making its selection, it is the Commission's intention to establish a contract between the state of Ohio (through the Commission) and the selected bidder that, unless it is terminated sooner, will remain in effect for four years, plus any optional renewal periods. However, as indicated in the RFP, such contract will be subject to biennial review and approval by the Controlling Board of Ohio. The Commission cannot commit that the controlling board will approve the contract beyond a biennium period. Thus, at the end of the first biennium, which is June 30, 2011, the Commission shall, absent the selected bidder's failure to meet the terms and conditions of the contract, submit the contract to the Controlling Board of Ohio for its approval for the second biennium, under the terms of the original bid. If the Controlling Board of Ohio fails to approve the renewal of the contract, the Commission will still try to negotiate a mutually acceptable agreement with the selected bidder that meets with the approval of the Controlling Board of Ohio.

The Commission has carefully considered all of the necessary and relevant factors in arriving at its determination in this case. Based on our evaluation of all the submitted bid proposals, the Commission concludes that both of the bidders appear to be fully capable of providing TRS in Ohio in compliance with all applicable state and federal regulations. As already noted, in all respects, the submitted bid proposals of both Hamilton and of Sprint meet all of the mandatory requirements of the RFP. Thus, we find that neither bidder should be disqualified from consideration based on the failure of any of their submitted bid proposals to comply with existing technical or legal standards. Having said that, we also believe that a sufficient record exists to enable us to make a fair assessment of the comparative strengths and weaknesses of all of the bid proposals submitted in this case and to make a choice in favor of one bid proposal over the others at this time.

Upon review of the record as a whole, and upon consideration of the recommendations made in this case both by the CAG and by the Commission's staff, based on our own evaluation of all of the submitted bid proposals, both with regard to whether they meet the mandatory requirements of the RFP and with regard to how each bid proposal fares when the Commission, using its own judgment and discretion, applies the selection criteria incorporated into the Commission's 100-point scoring system, the Commission hereby accepts Sprint's Ohio call center bid proposal and, based on that bid proposal, announces that Sprint is our choice to continue as the Ohio TRS vendor during the upcoming new contract period.

VI. Order

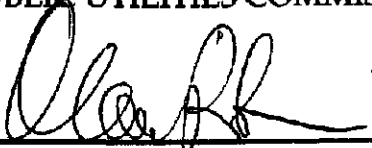
It is, therefore,

ORDERED, That, in accordance with the above findings, the Commission hereby accepts Sprint's Ohio call center bid proposal to continue as the Ohio TRS vendor during the upcoming new contract period, which begins July 1, 2009. It is, further,

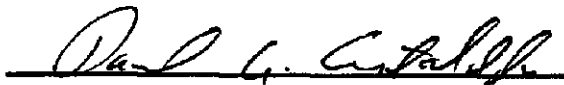
ORDERED, That nothing in this Opinion and Order shall be binding upon the Commission in any subsequent investigation or proceeding involving the justness or reasonableness of any order, charge, rule, or regulation. It is, further,

ORDERED, That a copy of this Opinion and Order be served upon Hamilton, Sprint, all members of the CAG, all parties who filed comments in this docket, and upon all interested persons of record.

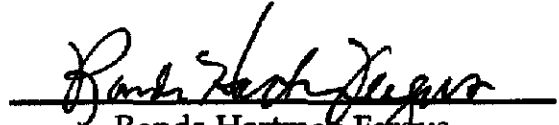
THE PUBLIC UTILITIES COMMISSION OF OHIO



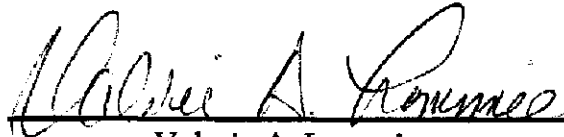
Alan R. Schriber, Chairman



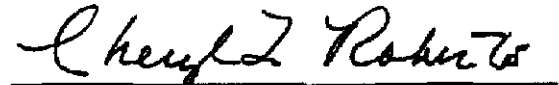
Paul A. Centolella



Ronda Hartman Fergus



Valerie A. Lemmie

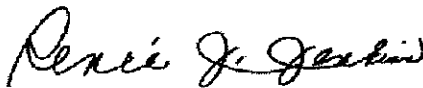


Cheryl L. Roberto

DEF;geb

Entered in the Journal

MAR 25 2009



Renee J. Jenkins
Secretary

(127th General Assembly)
(Amended Substitute House Bill Number 562)

AN ACT

To amend sections 9.231, 9.24, 9.835, 105.41, 109.71, 113.061, 113.40, 117.11, 117.13, 117.38, 120.08, 121.31, 122.171, 125.02, 125.021, 125.022, 125.04, 125.041, 125.05, 125.06, 125.07, 125.18, 125.25, 127.16, 133.08, 135.61, 135.63, 135.65, 135.66, 145.47, 149.30, 156.02, 165.01, 165.03, 303.12, 303.211, 306.43, 307.697, 317.32, 319.301, 340.02, 340.021, 351.26, 519.12, 519.211, 715.73, 715.74, 901.42, 1332.04, 1333.61, 1346.03, 1751.01, 1751.04, 1751.05, 1751.11, 1751.111, 1751.12, 1751.13, 1751.15, 1751.16, 1751.17, 1751.18, 1751.20, 1751.31, 1751.34, 1751.53, 1751.60, 1751.89, 2743.49, 2744.05, 2903.213, 2903.214, 2915.101, 2919.26, 2921.13, 2923.11, 2935.01, 2935.03, 2949.092, 3111.04, 3113.06, 3113.31, 3119.023, 3119.54, 3301.0714, 3311.21, 3311.24, 3313.842, 3313.978, 3314.016, 3314.02, 3314.03, 3314.05, 3316.03, 3316.04, 3316.06, 3316.08, 3317.023, 3317.11, 3317.20, 3318.01, 3318.03, 3318.032, 3318.04, 3318.37, 3319.291, 3323.30, 3323.31, 3323.32, 3323.33, 3333.04, 3333.044, 3333.045, 3333.122, 3335.05, 3341.03, 3343.08, 3344.02, 3345.34, 3350.10, 3352.02, 3353.02, 3353.20, 3353.21, 3353.22, 3353.26, 3353.27, 3353.28, 3353.29, 3354.16, 3355.12, 3356.02, 3357.16, 3359.02, 3361.02, 3364.02, 3501.17, 3501.19, 3503.14, 3503.16, 3503.19, 3503.28, 3505.18, 3505.181, 3505.182, 3505.183, 3509.03, 3509.031, 3509.04, 3509.05, 3511.02, 3511.05, 3511.09, 3702.71, 3702.72, 3702.73, 3702.74, 3702.75, 3702.78, 3702.79, 3702.81, 3702.85, 3702.86, 3702.91, 3702.93, 3702.95, 3703.01, 3734.821, 3735.67, 3743.02, 3743.04, 3743.15, 3743.17, 3743.19, 3743.25, 3743.40, 3743.44, 3743.45, 3743.54, 3743.56, 3743.65, 3743.70, 3743.99, 3901.3814, 3905.40, 3923.281, 3923.443, 3961.04, 4112.12, 4117.14, 4117.15, 4123.26, 4123.32, 4123.37, 4123.54, 4141.31, 4141.312, 4301.355, 4301.421, 4301.424, 4301.62, 4303.182, 4303.25, 4510.10, 4511.01, 4511.101, 4511.181, 4511.191, 4511.53, 4731.65, 4731.71, 4735.01, 4735.02, 4735.10, 4735.13, 4735.14, 4735.141, 4752.04, 4752.05, 4752.06, 4752.07, 4752.11, 4752.12, 4752.13, 4906.13, 4906.98, 4928.142, 4928.20, 4981.14, 5101.26, 5101.5211, 5101.5212, 5101.5213, 5101.5214, 5101.5215, 5101.571, 5101.572, 5101.58, 5101.80, 5104.02, 5111.032, 5111.084, 5111.091, 5111.31, 5111.94, 5111.941, 5112.31, 5112.37, 5123.0412, 5123.196, 5123.36, 5513.01, 5525.01, 5703.19, 5703.21, 5703.57, 5705.194, 5705.214, 5705.29, 5709.121, 5721.30, 5721.31, 5721.32, 5721.33, 5721.34, 5721.35, 5721.36, 5721.37, 5721.38, 5721.39, 5721.40, 5721.41, 5721.42, 5721.43, 5727.84, 5727.85, 5739.01, 5739.02, 5739.029, 5739.09, 5739.12, 5739.122, 5739.124, 5739.21, 5741.04, 5741.12, 5741.121, 5741.122, 5743.024, 5743.323, 5745.05, 5747.01, 5747.02, 5748.022, 5751.20, 5751.21, 6101.53, 6101.55, 6117.01, 6117.011, 6117.012, 6117.04, 6117.05, 6117.06, 6117.25, 6117.251, 6117.28, 6117.30, 6117.34, 6117.38, 6117.41, 6117.42, 6117.43, 6117.44, 6117.45, and 6117.49; to amend, for the purpose of adopting new section numbers as indicated in parentheses, sections 3323.31 (3323.33), 3323.32 (3323.34), 3323.33 (3323.35), 3353.20 (3333.81), 3353.21 (3333.82), 3353.22 (3333.83), 3353.26 (3333.85), 3353.27 (3333.86), 3353.28 (3333.87), and 3353.29 (3333.88); to enact new sections 3323.31 and 3323.32 and sections 107.19, 125.051, 133.52, 135.101, 135.102, 135.103, 135.104, 135.105, 135.106, 303.213, 321.262, 519.213, 713.081, 2907.10, 2943.033, 2949.094, 3107.018, 3310.42, 3314.37, 3314.40, 3318.033, 3318.034, 3318.90, 3326.45, 3326.51, 3333.58, 3333.84, 3365.15, 3925.101, 4303.041, 4735.142, 4905.84, 4906.20, 5101.143, 5104.041, 5111.0210, 5111.71, 5111.711, 5111.712, 5111.713, 5111.714, 5111.715, 5111.874, 5111.875, 5111.876, 5111.877, 5111.878, 5111.879, 5111.8710, 5112.371, 5123.0417, 5501.09, 5502.68, 5533.94, 5703.82, 5705.199, 5721.371, 5721.381, 5747.082, 5749.17, 6121.045, and 6123.042; to repeal sections 124.821, 3314.086, 3317.161, 3353.23, 3353.24, 3353.25, 3353.30, 5111.88, 5111.881, 5111.882, 5111.883, 5111.884, 5111.885, 5111.886, 5111.887, 5111.888, 5111.889, 5111.8810, 5111.8811, 5111.8812, 5111.8813, 5111.8814, 5111.8815, 5111.8816, 5111.8817, 5112.311, and 5739.213 of the Revised Code; to amend Sections 223.10 and 315.10 of Am. Sub. H.B. 67 of the 127th General Assembly; to amend Sections 203.50 and 209.10 of Am. Sub. H.B. 67 of the 127th General Assembly; as subsequently amended, to amend Section 201.10 of Am. Sub. H.B. 100 of the 127th General Assembly; to amend Sections 207.20.50, 207.20.70, 207.30.10, 207.30.20, 207.30.30, 219.10, 235.10, 261.10, 263.10, 263.20.10, 263.20.80, 263.30.10, 269.30.30, 269.30.70, 269.40.50, 269.50.30, 275.10, 293.10, 299.10, 307.10, 309.10, 309.30.13, 309.30.30, 309.30.40, 309.30.41, 309.30.42, 309.40.33, 337.30, 337.30.43, 337.40, 337.40.15, 369.10, 379.10, 393.10, 405.10, 407.10, 512.03, 512.35, and 518.03 of Am. Sub. H.B. 119 of the 127th General Assembly; to amend Sections 249.10 and 375.10 of Am. Sub. H.B. 119 of the 127th General Assembly; as subsequently amended, to amend Sections 101.10, 103.80.50, 201.30, 201.50, 301.20.20, 301.20.80, 401.11, and 401.71 of H.B. 496 of the 127th General Assembly; to repeal Section 5 of Am. Sub. H.B. 24 of the 127th General Assembly and to repeal Section 375.80.10 of Am. Sub. H.B. 119 of the 127th General Assembly to make capital and other appropriations and to provide authorization and conditions for the operation of state programs.

Be it enacted by the General Assembly of the State of Ohio:

SECTION 101.01. That sections 9.231, 9.24, 9.835, 105.41, 109.71, 113.061, 113.40, 117.11, 117.13, 117.38, 120.08, 121.31, 122.171, 125.02, 125.021, 125.022, 125.04, 125.041, 125.05, 125.06, 125.07, 125.18, 125.25, 127.16, 133.08, 135.61, 135.63, 135.65, 135.66, 145.47, 149.30, 156.02, 165.01, 165.03, 303.12, 303.211, 306.43, 307.697, 317.32, 319.301, 340.02, 340.021, 351.26, 519.12, 519.211, 715.73, 715.74, 901.42, 1332.04, 1333.61, 1346.03, 1751.01, 1751.04, 1751.05, 1751.11, 1751.111, 1751.12, 1751.13, 1751.15, 1751.16, 1751.17, 1751.18, 1751.20, 1751.31, 1751.34, 1751.53, 1751.60, 1751.89, 2743.49, 2744.05, 2903.213, 2903.214, 2915.101, 2919.26, 2921.13, 2923.11, 2935.01, 2935.03, 2949.092, 3111.04, 3113.06, 3113.31, 3119.023, 3119.54, 3301.0714, 3311.21, 3311.24, 3313.842, 3313.978, 3314.016, 3314.02, 3314.03, 3314.05, 3316.03, 3316.04, 3316.06, 3316.08, 3317.023, 3317.11, 3317.20, 3318.01, 3318.03, 3318.032, 3318.04, 3318.37, 3319.291, 3323.30, 3323.31, 3323.32, 3323.33, 3333.04, 3333.044, 3333.045, 3333.122, 3335.05, 3341.03, 3343.08, 3344.02, 3345.34, 3350.10, 3352.02, 3353.02, 3353.20, 3353.21, 3353.22, 3353.26, 3353.27, 3353.28, 3353.29, 3354.16, 3355.12, 3356.02, 3357.16, 3359.02, 3361.02, 3364.02, 3501.17, 3501.19, 3503.14, 3503.16, 3503.19, 3503.28, 3505.18, 3505.181, 3505.182, 3505.183, 3509.03, 3509.031, 3509.04, 3509.05, 3511.02, 3511.05, 3511.09, 3702.71, 3702.72, 3702.73, 3702.74, 3702.75, 3702.78, 3702.79, 3702.81, 3702.85, 3702.86, 3702.91, 3702.93, 3702.95, 3703.01, 3734.821, 3735.67, 3743.02, 3743.04, 3743.15, 3743.17, 3743.19, 3743.25, 3743.40, 3743.44, 3743.45, 3743.54, 3743.56, 3743.65, 3743.70, 3743.99, 3901.3814, 3905.40, 3923.281, 3923.443, 3961.04, 4112.12, 4117.14, 4117.15, 4123.26, 4123.32, 4123.37, 4123.54, 4141.31, 4141.312, 4301.355, 4301.421, 4301.424, 4303.182, 4303.25, 4510.10, 4511.01, 4511.101, 4511.181, 4511.191, 4511.53, 4731.65, 4731.71, 4735.01, 4735.02, 4735.10, 4735.13, 4735.14, 4735.141, 4752.04, 4752.05, 4752.06, 4752.07, 4752.11, 4752.12, 4752.13, 4906.13, 4906.98, 4928.142, 4928.20, 4981.14, 5101.26, 5101.5211, 5101.5212, 5101.5213, 5101.5214, 5101.5215, 5101.571, 5101.572, 5101.58, 5101.80, 5104.02, 5111.032, 5111.084, 5111.091, 5111.31, 5111.94, 5111.941, 5112.31, 5112.37, 5123.0412, 5123.196, 5123.36, 5513.01, 5525.01, 5703.19, 5703.21, 5703.57, 5705.194, 5705.214, 5705.29, 5709.121, 5721.30, 5721.31, 5721.32, 5721.33, 5721.34, 5721.35, 5721.36, 5721.37, 5721.38, 5721.39, 5721.40, 5721.41, 5721.42, 5721.43, 5727.84, 5727.85, 5739.01, 5739.02, 5739.029, 5739.09, 5739.12, 5739.122, 5739.124, 5739.21, 5741.04, 5741.12, 5741.121, 5741.122, 5743.024, 5743.323, 5745.05, 5747.01, 5747.02, 5748.022, 5751.20, 5751.21, 6101.53, 6101.55, 6117.01, 6117.011, 6117.012, 6117.04, 6117.05, 6117.06, 6117.25, 6117.251, 6117.28, 6117.30, 6117.34, 6117.38, 6117.41, 6117.42, 6117.43, 6117.44, 6117.45, and 6117.49 be amended; sections 3323.31 (3323.33), 3323.32 (3323.34), 3323.33 (3323.35), 3353.20 (3333.81), 3353.21 (3333.82), 3353.22 (3333.83), 3353.26 (3333.85), 3353.27 (3333.86), 3353.28 (3333.87), and 3353.29 (3333.88) be amended for the purposes of adopting new section numbers as indicated in parentheses; and new sections 3323.31 and 3323.32 and sections 107.19, 125.051, 133.52, 135.101, 135.102, 135.103, 135.104, 135.105, 135.106, 303.213, 321.262, 519.213, 713.081, 2907.10, 2943.033, 2949.094, 3107.018, 3310.42, 3314.37, 3314.40, 3318.033, 3318.034, 3318.90, 3326.45, 3326.51, 3333.58, 3333.84, 3365.15, 3925.101, 4303.041, 4735.142, 4905.84, 4906.20, 5101.143, 5104.041, 5111.0210, 5111.71, 5111.711, 5111.712, 5111.713, 5111.714, 5111.715, 5111.874, 5111.875, 5111.876, 5111.877, 5111.878, 5111.879, 5111.8710, 5112.371, 5123.0417, 5501.09, 5502.68, 5533.94, 5703.82, 5705.199, 5721.371, 5721.381, 5747.082, 5749.17, 6121.045, and 6123.042 of the Revised Code be enacted to read as follows:

Sec. 9.231. (A)(1) Subject to divisions (A)(2) and (3) of this section, a governmental entity shall not disburse money totaling twenty-five thousand dollars or more to any person for the provision of services for the primary benefit of individuals or the public and not for the primary benefit of a governmental entity or the employees of a governmental entity, unless the contracting authority of the governmental entity first enters into a written contract with the person that is signed by the person or by an officer or agent of the person authorized to legally bind the person and that embodies all of the requirements and conditions set forth in sections 9.23 to 9.236 of the Revised Code. If the disbursement of money occurs over the course of a governmental entity's fiscal year, rather than in a lump sum, the contracting authority of the governmental entity shall enter into the written contract with the person at the point during the governmental entity's fiscal year that at least seventy-five thousand dollars has been disbursed by the governmental entity to the person. Thereafter, the contracting authority of the governmental entity shall enter into the written contract with the person at the beginning of the governmental entity's fiscal year, if, during the immediately preceding fiscal year, the governmental entity disbursed to that person an aggregate amount totaling at least seventy-five thousand dollars.

(2) If the money referred to in division (A)(1) of this section is disbursed by or through more than one state agency to the person for the provision of services to the same population, the contracting authorities of those agencies shall determine which one of them will enter into the written contract with the person.

Sec. 4905.84. (A) As used in this section:

(1) "Telecommunications relay service" means intrastate transmission services that provide the ability for an individual who has a hearing or speech impairment to engage in a communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech impairment to communicate using voice communication services by wire or radio. "Telecommunications relay service" includes services that enable two-way communication between an individual who uses a telecommunications device for the deaf or other nonvoice terminal device and an individual who does not use such a device.

(2) "TRS provider" means an entity selected by the public utilities commission as the provider of telecommunications relay service for this state as part of the commission's intrastate telecommunications relay service program certified pursuant to federal law.

(B) For the sole purpose of funding telecommunications relay service, the commission shall, not earlier than January 1, 2009, impose on and collect from each service provider that is required under federal law to provide its customers access to telecommunications relay service an annual assessment to pay for costs incurred by the TRS provider for providing such service in Ohio. The commission shall determine the appropriate service providers to be assessed the telecommunications relay service costs, including telephone companies as defined in division (A)(2) of section 4905.03 of the Revised Code, commercial mobile radio service providers, and providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to basic local exchange service as defined in section 4927.01 of the Revised Code.

(C) The assessment shall be allocated proportionately among the appropriate service providers using a competitively neutral formula established by the commission based on the number of retail intrastate customer access lines or their equivalent. The commission shall annually reconcile the funds collected with the actual costs of providing telecommunications relay service when it issues the assessment and shall either proportionately charge the service providers for any amounts not sufficient to cover the actual costs or proportionately credit amounts collected in excess of the actual costs. The total amount assessed from all service providers shall not exceed the total telecommunications relay service costs.

Each service provider that pays the assessment shall be permitted to recover the cost of the assessment. The method of recovery may include, but is not limited to, a customer billing surcharge.

The commission shall deposit the money collected in the telecommunications relay service fund, which is hereby created in the state treasury, and shall use the money in that fund solely to compensate the TRS provider.

(D) The commission shall take such measures as it considers necessary to protect the confidentiality of information provided to the commission pursuant to this section by service providers required to pay the assessment.

(E) The commission may assess a forfeiture of not more than one thousand dollars on any service provider failing to comply with this section. Each day's continuance of such failure is a separate offense. The forfeiture shall be recovered in accordance with sections 4905.55 to 4905.60 of the Revised Code.

(F) The jurisdiction and authority granted to the commission by this section is limited to the administration and enforcement of this section. The commission may adopt such rules as it finds necessary to carry out this section. The commission shall adopt rules under section 111.15 of the Revised Code to establish the assessment amounts and procedures.

Sec. 4906.13. (A) As used in this section and sections 4906.20 and 4906.98 of the Revised Code, "economically significant wind farm" means wind turbines and associated facilities with a single interconnection to the electrical grid and designed for, or capable of, operation at an aggregate capacity of five or more megawatts but less than fifty megawatts. The term excludes any such wind farm in operation on the effective date of this section.

(B) No public agency or political subdivision of this state may require any approval, consent, permit, certificate, or other condition for the construction or initial operation of a major utility facility or economically significant wind farm authorized by a certificate issued pursuant to Chapter 4906. of the Revised Code. Nothing herein shall prevent the application of state laws for the protection of employees engaged in the construction of such facility or wind farm nor of municipal regulations that do not pertain to the location or design of, or pollution control and abatement standards for, a major utility facility or economically significant wind farm for which a certificate has been granted under this chapter.

Sec. 4906.20. (A) No person shall commence to construct an economically significant wind farm in this state without first having obtained a certificate from the power siting board. An economically significant wind farm with respect to which such a certificate is required shall be constructed, operated, and maintained in conformity with that certificate and any terms, conditions, and modifications it contains. A certificate shall be issued only pursuant to this section. The certificate may be transferred, subject to the approval of the board, to a person that agrees to comply with those terms, conditions, and modifications.

(B) The board shall adopt rules governing the certificating of economically significant wind farms under this section. Initial rules shall be adopted within one hundred twenty days after this section's effective date.

(1) The rules shall provide for an application process for certificating economically significant wind farms that is identical to the extent practicable to the process applicable to certificating major utility facilities under sections 4906.06, 4906.07, 4906.08, 4906.09, 4906.11, and 4906.12 of the Revised Code and shall prescribe a reasonable schedule of application filing fees structured in the manner of the schedule of filing fees required for major utility facilities.

(2) Additionally, the rules shall prescribe reasonable regulations regarding any wind turbines and associated facilities of an economically significant wind farm, including, but not limited to, their location, erection, construction, reconstruction, change, alteration, maintenance, removal, use, or enlargement and including erosion control, aesthetics, recreational land use, wildlife protection, interconnection with power lines and with regional transmission organizations, independent transmission system operators, or similar organizations, ice throw, sound and noise levels, blade shear, shadow flicker, decommissioning, and necessary cooperation for site visits and enforcement investigations. The rules also shall prescribe a minimum setback for a wind turbine of an economically significant wind farm. That minimum shall be equal to a horizontal distance from the turbine's base to the property line of the wind farm property, equal to one and one-tenth times the total height of the turbine structure as measured from its base to the tip of its highest blade and be at least seven hundred fifty feet in horizontal distance from the tip of the turbine's nearest blade at ninety degrees to the exterior of the nearest habitable residential structure, if any, located on adjacent property at the time of the certification application. The setback shall apply in all cases except those in which all owners of property adjacent to the wind farm property waive application of the setback to that property pursuant to a procedure the board shall establish by rule and except in which, in a particular case, the board determines that a setback greater than the minimum is necessary.

(C) The board shall approve, or may modify and approve, an application for economically significant wind farm certification if it finds that the construction, operation, and maintenance of the economically significant wind farm will comply with the rules adopted under division (B) of this section. The certificate shall be conditioned upon the economically significant wind farm complying with rules adopted under section 4561.32 of the Revised Code.

Sec. 4906.98. (A) No person shall construct a major utility facility or economically significant wind farm without first obtaining a certificate.

(B) No person shall construct, operate, or maintain a major utility facility or economically significant wind farm other than in compliance with the certificate the person has obtained.

(C) No person or economically significant wind farm shall fail to comply with any order issued pursuant to this chapter or with a suspension otherwise required under division (B) of section 4906.97 of the Revised Code.

4905.84 Annual assessment to pay for TRS service.

(A) As used in this section:

(1) "Telecommunications relay service" means intrastate transmission services that provide the ability for an individual who has a hearing or speech impairment to engage in a communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech impairment to communicate using voice communication services by wire or radio. "Telecommunications relay service" includes services that enable two-way communication between an individual who uses a telecommunications device for the deaf or other nonvoice terminal device and an individual who does not use such a device.

(2) "TRS provider" means an entity selected by the public utilities commission as the provider of telecommunications relay service for this state as part of the commission's intrastate telecommunications relay service program certified pursuant to federal law.

(B) For the sole purpose of funding telecommunications relay service, the commission shall, not earlier than January 1, 2009, impose on and collect from each service provider that is required under federal law to provide its customers access to telecommunications relay service an annual assessment to pay for costs incurred by the TRS provider for providing such service in Ohio. The commission shall determine the appropriate service providers to be assessed the telecommunications relay service costs, including telephone companies as defined in division (A) of section 4905.03 of the Revised Code, commercial mobile radio service providers, and providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to basic local exchange service as defined in section 4927.01 of the Revised Code.

(C) The assessment shall be allocated proportionately among the appropriate service providers using a competitively neutral formula established by the commission based on the number of retail intrastate customer access lines or their equivalent. The commission shall annually reconcile the funds collected with the actual costs of providing telecommunications relay service when it issues the assessment and shall either proportionately charge the service providers for any amounts not sufficient to cover the actual costs or proportionately credit amounts collected in excess of the actual costs. The total amount assessed from all service providers shall not exceed the total telecommunications relay service costs.

Each service provider that pays the assessment shall be permitted to recover the cost of the assessment. The method of recovery may include, but is not limited to, a customer billing surcharge.

The commission shall deposit the money collected in the telecommunications relay service fund, which is hereby created in the state treasury, and shall use the money in that fund solely to compensate the TRS provider.

(D) The commission shall take such measures as it considers necessary to protect the confidentiality of information provided to the commission pursuant to this section by service providers required to pay the assessment.

(E) The commission may assess a forfeiture of not more than one thousand dollars on any service provider failing to comply with this section. Each day's continuance of such failure is a separate

offense. The forfeiture shall be recovered in accordance with sections 4905.55 to 4905.60 of the Revised Code.

(F) The jurisdiction and authority granted to the commission by this section is limited to the administration and enforcement of this section. The commission may adopt such rules as it finds necessary to carry out this section. The commission shall adopt rules under section 111.15 of the Revised Code to establish the assessment amounts and procedures.

Amended by 129th General Assembly File No. 127, HB 487, § 101.01, eff. 6/11/2012.

Amended by 128th General Assembly File No. 43, SB 162, § 1, eff. 9/13/2010.

Effective Date: 2008 HB562 09-22-2008

4901:1-6-36 Telecommunication relay services assessment procedures.

(A) This rule is limited to the commission's administration and enforcement of the assessment for the intrastate telecommunications relay service (TRS) in accordance with section [4905.84](#) of the Revised Code.

(B) For the purpose of funding the TRS, the commission shall collect an assessment to pay for the costs incurred by the TRS provider for providing the service in Ohio, from each service provider that is required under federal law to provide its customers access to TRS, including telephone companies, wireless service providers, resellers of wireless service, and providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to voice-grade, end user access lines, and other telecommunications services that are competitive with or functionally equivalent to voice-grade, end user access lines in the event such provider is subsequently required under federal law to provide its customers access to telecommunications relay service. For purposes of this rule, advanced services and internet protocol-enabled services have the meanings ascribed to them by federal law, including federal regulations.

(C) Each service provider identified in paragraph (B) of this rule shall be assessed according to a schedule established by the commission.

(D) The commission staff shall allocate the assessment proportionately among the appropriate service providers using a competitively neutral formula. To determine the assessment amount owed by each provider the commission staff shall use the number of voice-grade, end user access lines, or their equivalent, as reflected in each provider's most recent federal communications commission form 477, where applicable. All providers shall submit to the commission staff, on a semi-annual basis, a completed form, as prescribed by the commission staff, which contains the number of the provider's retail customer access lines or their equivalent.

(E) Sixty days prior to the date each service provider is required to make its assessment payment in accordance with paragraph (C) of this rule, the commission staff shall notify each service provider of its proportionate share of the costs to compensate the TRS provider.

(F) The commission staff shall annually reconcile the funds collected with the actual costs of providing TRS when it issues the assessment in accordance with paragraph (E) of this rule and shall either proportionately charge the service providers for any amounts not sufficient to cover the actual costs or proportionately credit amounts collected in excess of the actual costs.

(G) In accordance with division (C) of section 4905.84 of the Revised Code, each service provider that pays the assessment shall be permitted to recover the cost of the assessment. The method of the recovery may include, but is not limited to, a customer billing surcharge. Any telephone company, other than a wireless service provider, that proposes a customer billing surcharge or a change in the surcharge shall file a zero-day notice filing (ZTA) with the commission, in accordance with rule [4901:1-6-04](#) of the Administrative Code. The ZTA will take effect on the same day the filing is made in accordance with paragraph (B) of rule [4901:1-6-05](#) of the Administrative Code. Each regulated provider imposing a surcharge on its customers must provide notice to its customers a minimum of

fifteen days prior to the effective date of the surcharge in accordance with rule [4901:1-6-07](#) of the Administrative Code.

(H) In accordance with division (D) of section [4905.84](#) of the Revised Code, the commission shall take such measures as it considers necessary to protect the confidentiality of information provided pursuant to paragraph (D) of this rule.

(I) The commission may direct the attorney general to bring an action for immediate injunction or other appropriate relief to enforce commission orders and to secure immediate compliance with this rule.

Effective: 01/20/2011

R.C. [119.032](#) review dates: 11/30/2015

Promulgated Under: [111.15](#)

Statutory Authority: [4901.13](#), [4905.84](#)

Rule Amplifies: [4905.84](#), [4927.15](#)



at&t

Monthly Statement

Aug 14 - Sep 13, 2012

Bill-At-A-Glance

Previous Bill	34.96
Payment Received 9-07 - Thank You!	34.96 CR
Adjustments	.00
Balance	.00
Current Charges	34.97

Total Amount Due \$34.97

Amount Due in Full by Oct 8, 2012

Billing Summary

 Billing Questions? Visit att.com/billing

Plans and Services	34.97
1-800-288-2020	
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-800-660-2626	
Total of Current Charges	34.97

News You Can Use Summary

- PREVENT DISCONNECT
- PAYMENT OPTIONS
- SERVICE INFORMATION
- PAYMENT & INQUIRIES
- EASY ONLINE SUPPORT!
- ONLINE BILL SUPPORT
- CARRIER INFO
- ELECTRONIC PAYMENTS
- MOVING SOON?
- AT&T UNIVERSAL CARD
- CUSTOMER SUPPORT

See "News You Can Use" for additional information.

AT&T Benefits

• Everyone loves AT&T U-verse. Call 1.877.487.3252 for end of summer savings! Looking for a better TV experience? See for yourself why millions have chosen AT&T U-verse. With more channels and more control, you'll be amazed at how much better - and how affordable - U-verse is. Call 1.877.487.3252 or go online at att.com/uverse0920 today!

Plans and Services

Monthly Service - Sep 13 thru Oct 12

Call Waiting	8.50
Line Charge	9.20
Unlimited Residence Service	7.55
Federal Access Charge	5.60
Total Monthly Service	30.85

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
	Effective Sep 1, 2012, your Bill reflects an increase of \$0.01 in your Monthly Service charges. Charges are prorated from Sep 1, 2012 thru Sep 12, 2012			
1.	Monthly Service			.00

Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Franklin County	.12
Federal Universal Service Fee	.87
Telecommunications Relay Service	.05
Total Surcharges and Other Fees	1.04

Taxes

Federal at 3%	.93
Sales at 6.75%	2.15
Total Taxes	3.08

Total Plans and Services 34.97

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

GO GREEN - Enroll in paperless billing.

Return bottom portion with your check in the enclosed envelope.



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

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DA 13-1530
Released: July 8, 2013

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS

CG DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,¹ pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.² On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;³
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;⁴ and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.⁵

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program

¹ For purposes of this proceeding, the term "state" refers to states, U.S. territories, and the District of Columbia, where applicable.

² 47 C.F.R. § 64.606(b).

³ 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

⁴ 47 U.S.C. § 225(f)(2)(B).

⁵ 47 C.F.R. § 64.606(d).

certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

STATES APPROVED FOR CERTIFICATION

File No: TRS-46-12

Alabama Public Service Commission
State of Alabama

File No: TRS-19-12

Department of Commerce
State of Alaska

File No: TRS-47-12

Arkansas Deaf and Hearing Impaired
State of Arkansas

File No: TRS-02-12

Commission for the Deaf and Hard of Hearing
State of Arizona

File No: TRS-32-12

California Public Utilities Commission
State of California

File No: TRS-23-12

Colorado Public Utilities Commission
State of Colorado

File No: TRS-48-12

Connecticut Department of Public Utility
State of Connecticut

File No: TRS-35-12

Delaware Public Service Commission
State of Delaware

File No: TRS-49-12

Public Service Commission
District of Columbia

File No: TRS-50-12

Florida Public Service Commission
State of Florida

File No: TRS-51-12

Georgia Public Service Commission
State of Georgia

File No: TRS-22-12

Hawaii Public Utilities Commission
State of Hawaii

File No: TRS-43-12

Idaho Public Service Commission
State of Idaho

File No: TRS-10-12

Illinois Commerce Commission
State of Illinois

File No: TRS-08-12

Indiana Telephone Relay Access Corporation
State of Indiana

File No: TRS-03-12

Iowa Utilities Board
State of Iowa

File No: TRS-07-12

Kansas Relay Services, Inc.
State of Kansas

File No: TRS-52-12

Kentucky Public Service Commission
Commonwealth of Kentucky

File No: TRS-13-12

Louisiana Relay Administration Board
State of Louisiana

File No: TRS-53-12

Maine Public Utilities Commission
State of Maine

File No: TRS-33-12

Telecommunications Access of Maryland
State of Maryland

File No: TRS-34-12

Department of Telecommunications and Energy
Commonwealth of Massachusetts

File No: TRS-54-12

Michigan Public Service Commission
State of Michigan

File No: TRS-55-12

Mississippi Public Service Commission
State of Mississippi

File No: TRS-56-12

Telecommunications Access Program
State of Montana

File No: TRS-25-12

Relay Nevada
State of Nevada

File No: TRS-45-12

New Jersey Board of Utilities
State of New Jersey

File No: TRS-16-12

New York State Department of Public Service
State of New York

File No: TRS-12-12

Information Technology Department
State of North Dakota

File No: TRS-57-12

Oklahoma Telephone Association
State of Oklahoma

File No: TRS-58-12

Pennsylvania Bureau of Consumer Services
Commonwealth of Pennsylvania

File No: TRS-59-12

Division of Public Utilities and Carriers
State of Rhode Island

File No: TRS-11-12

South Carolina Office of Regulatory Staff
State of South Carolina

File No: TRS-20-12

Tennessee Regulatory Authority
State of Tennessee

File No: TRS-39-12

Minnesota Department of Commerce
State of Minnesota

File No: TRS-15-12

Missouri Public Service Commission
State of Missouri

File No: TRS-40-12

Nebraska Public Service Commission
State of Nebraska

File No: TRS-42-12

New Hampshire Public Service Commission
State of New Hampshire

File No: TRS-14-12

Commission for the Deaf and Hard of Hearing
State of New Mexico

File No: TRS-30-12

Department of Health and Human Service
State of North Carolina

File No: TRS-37-12

Public Utilities Commission of Ohio
State of Ohio

File No: TRS-36-12

Oregon Public Utilities Commission
State of Oregon

File No: TRS-28-12

Telecommunications Regulatory Board
Puerto Rico

File No: TRS-62-12

Micronesian Telecommunications Corporation
Saipan

File No: TRS-60-12

Department of Human Services
State of South Dakota

File No: TRS-17-12

Texas Public Utility Commission
State of Texas

File No: TRS-61-12
Virgin Islands Public Service Commission
U.S. Virgin Islands

File No: TRS-09-12
Public Service Commission
State of Utah

File No: TRS-44-12
Vermont Department of Public Service
State of Vermont

File No: TRS-04-12
Department for the Deaf and Hard of Hearing
Commonwealth of Virginia

File No: TRS-27-12
Office of the Deaf and Hard of Hearing
State of Washington

File No: TRS-06-12
Public Service Commission of West Virginia
State of West Virginia

File No: TRS-01-12
Wisconsin Department of Administration
State of Wisconsin

File No: TRS-18-12
Division of Vocational Rehabilitation
State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: www.bcpweb.com or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. **03-123** in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail Dana.Wilson@fcc.gov.

- FCC -



**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

M. Beth Trombold
Thomas W. Johnson
Lawrence K. Friedeman
Daniel R. Conway

November 14, 2017

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, D.C. 20554

Dear Ms. Dortch:

The Public Utilities Commission of Ohio (PUCO) is committed to ensuring that Ohio's Telecommunications Relay Service (TRS) is in compliance with the Federal Communications Commission's (FCC) rules. In accordance with FCC rule 47 C.F.R. §64.606 (f), Notification of Substantive Change, this letter is to inform you that Sprint Communications was selected by the state of Ohio to provide TRS from November 1, 2017 through June 30, 2019, with the option to renew the contract for up to three additional two-year terms.

Ohio's Relay Service has continued to meet all federal minimum standards as required by the FCC. Please contact me at beth.blackmer@PUCO.ohio.gov if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads 'Elizabeth L. Blackmer'.

Elizabeth Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department
Public Utilities Commission of Ohio

cc: Suzanne Singleton, Chief, Disability Rights Division