

FILE

08-439-TP-001

Heart & Home Realty  
7481 Crossing Pl  
Lewis Center, OH 43035  
614-474-5883 (fax)  
614-360-9760 (voice mail)

January 16, 2009

PUCO  
180 East Broad Street  
Columbus, OH 43215-3793

RECEIVED

JAN 21 2009

INVESTIGATION AND ADJUT DIVISION  
PUBLIC UTILITIES COMMISSION OF OHIO

To Whom It May Concern:

**Subject: Relay to Ohio**

This letter purports to commend both the vitality of the Relay to Ohio products and the marketing approach utilized by the Sprint team led by Mr. Daniel Barrett. First and foremost, the Sprint team maintains a prominence unknown by other marketers that target the Deaf and Hard of Hearing community. By maintaining their upstanding status with impeccable customer service, I consider this team to be the gatekeepers of technology advances for our community. It is with certainty that a bulk of this population seek out Mr. Barrett's team not only to access said products, but to stay educated with the upgrades and trends in technology.

An assortment of products made available through this program has become essential to remain competitive in the real estate business as a Deaf individual. By being able to obtain special pricing pager with data plans tailor-made for deaf people, I am able to communicate with fellow REALTORS and hearing clients using text messaging and web-based mail on my PDA. More often than not, being out in the field has resulted in the necessity to use internet-based communication programs such as CapTel to deal with the unexpected.

It is the combination of excellent customer service by the Sprint Team and tailor-made products by Relay to Ohio that greatly enhances the quality of life for its targeted audience. I recommend these services and products continue with the Sprint Team as its anchor.

Regards,



Thomas E. Mitchell  
Heart & Home Realty

RECEIVED-DOCKETING DIV  
2009 JAN 23 PM 2:57  
PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician                      Date Processed                      JAN 23 2009