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GOVERNOR

FILE



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January 30, 2009

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Re: Letter of Reference for Sprint Relay

To Whom It May Concern:

Sprint Relay ("Sprint") is currently the exclusive provider of telecommunications relay services ("TRS") in the State of Hawaii. Sprint has been Hawaii's TRS provider for the past five (5) years and was granted a new three (3) year contract, which was effective as of July 1, 2008.

The Commission looks forward to continuing Sprint's delivery of TRS in Hawaii through Sprint's dedicated Life-Cycle Team, led by Maggie Schoolar and LisaAnn Tom. Sprint's level of service is expected to improve with Sprint's efforts to upgrade its TRS platform to enable the offering of additional functionality and automation and implement enhancements with the introduction of new services such as its Emergency Notification System for the Deaf and Hard-of-Hearing Community and its Relay Conference Captioning service.

If you have any further questions, please feel free to contact me at brooke.k.kane@hawaii.gov.

Sincerely,

Brooke K. Kane
Administrative Director

BKK:DT:cp

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