

For Immediate Release

December 8, 2014

CONTACTS: Ann Nishida Fry
(808) 546-1888
Ann.nishida@hawaiiantel.com

Su Shin
(808) 546-2344
Su.shin@hawaiiantel.com

Hawaiian Telcom Promotes Contreras, Lubera and Maeda

HONOLULU – Hawaiian Telcom announced the promotions of **Michael Contreras** from Senior Manager – Network Operations Center to Director – Customer Care, **Loretta Lubera** from Senior Manager – Consumer Base Management to Director – Consumer Marketing, and **Shaye Maeda** from Senior Manager – IP Operations to Director – Product Delivery.

As Director – Customer Care, Contreras oversees Hawaiian Telcom’s Customer Care organization, including its 24-Hour Service Center that processes calls and online service requests for phone, High-Speed Internet and TV. Before joining Hawaiian Telcom in 2013, Contreras, who has more than 10 years of experience in call center operations and management, was Senior Manager – Customer Service Operations for Jawbone in San Francisco. He served for six years in the United States Navy.

As Consumer Marketing Director, Lubera leads the strategy, development and operational activity of promoting all products and services for Hawaiian Telcom’s residential customers, including Hawaiian Telcom TV (HTTV) and High-Speed Internet (HSI). Lubera, who has 10 years of experience in telecommunications marketing and product development, is also responsible for customer communication, loyalty rewards and customer experience management. Prior to joining Hawaiian Telcom in 2010, Lubera served as Associate Director – Consumer Voice & Internet Product Development for Bell Canada in Toronto. She earned a Bachelor of Commerce degree in Marketing from Rotman School of Business at the University of Toronto and a Master of Business Administration from the Queen’s School of Business at Queen's University in Ontario, Canada.

As Director – Product Delivery, Maeda takes Hawaiian Telcom’s new products from concept to reality, including performing business analysis, coordinating development efforts, and managing quality assurance testing. She joined Hawaiian Telcom as Supervisor – Customer Support Center in 2005. Maeda earned an Associate of Arts degree in Liberal Arts from Honolulu Community College.

###

About Hawaiian Telcom

Hawaiian Telcom Holdco, Inc., headquartered in Honolulu, is Hawai'i's leading provider of integrated communications solutions for business and residential customers. With roots in Hawai'i beginning in 1883, the Company offers a full range of services including voice, video, Internet, data, data center services including colocation and virtual private cloud,, wireless, and advanced communication and network services supported by the reach and reliability of its network and Hawai'i's only 24/7 state-of-the-art network operations center. With employees statewide sharing a commitment to innovation and a passion for delivering superior service, Hawaiian Telcom provides an Always OnSM customer experience. For more information, visit hawaiiantel.com.