



**For Immediate Release**

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### **Hawaiian Telcom Promotes Michael Contreras and Ipo Morris**

HONOLULU (October 4, 2018) – [Hawaiian Telcom](#) announced that Michael Contreras has been promoted to Executive Director – Unified Contact Center and Ipo Morris has been promoted to Director of Field Operations – Neighbor Islands.

Contreras leads the transition of Hawaiian Telcom’s contact centers for customer support, consumer sales and business sales to a Unified Contact Center that will increase collaboration, productivity and customer satisfaction.

Previously Contreras managed Hawaiian Telcom’s 24-Hour Service Center that processes calls and online service requests for High-Speed Internet, TV and phone. Before joining the company as Senior Manager – Network Operations Center in 2013, he served as Senior Manager – Customer Service Operations for Jawbone, a technology and wearables company headquartered in San Francisco. Prior to that, Contreras, who has more than 12 years of experience in call center operations and management, held operations support positions at MegaPath Inc., a business communications company in Pleasanton, California.

He served for six years in the United States Navy.

Morris, a 31-year company veteran with deep technical knowledge who has held leadership roles in various departments, leads the provisioning and maintenance for Hawaiian Telcom’s next generation services and Central Office operations on Kaua’i, Maui and Hawai’i island as well as construction for all islands.

She most recently served as Senior Manager – O’ahu Outside Plant Construction, a position she held since 2012. Morris began her career at Hawaiian Telcom as a Service Order Representative, then moved on to become a Customer Care Advocate/Service Facility Technician, Cable Splicer, and Local Manager. A Castle High School graduate, Morris earned a Certificate in Operations Management from the University of Phoenix. She is currently enrolled in the University of Phoenix’s Business Management program.

[Click here for Michael's photo.](#)

[Click here for Ipo's photo.](#)

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**About Hawaiian Telcom**

*Hawaiian Telcom, established and headquartered in Honolulu since 1883, offers a full range of services to business and residential customers including Internet, video, voice, wireless, data network solutions and security, colocation, and managed and cloud services - all supported by the reach and reliability of its next generation fiber network and 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 is proud to be Hawai'i's Technology Leader. For more information, visit [hawaiiantel.com](http://hawaiiantel.com).*