

## GoAMERICA

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November 11, 2008

**Via Electronic Mail**

The Honorable Tre' Hargett, Chair  
c/o Sharla Dillon, Dockets & Records Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

**RE: Tennessee Relay Service, Administrative Personnel Change**

Dear Chairman Hargett:

GoAmerica Relay Services Corp. ("GoAmerica") would like to inform you of a change in administrative personnel relating to its contract to provide Tennessee Relay Services.

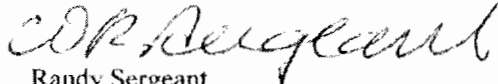
Mark Stern, who was introduced to the Authority during the process of Tennessee Relay Service contract assignment from Verizon to GoAmerica, is assuming a different role in the company. His responsibilities relative to the Tennessee Relay Service contract are transitioning to Ric Buskirk.

Ric replaces Mark as the Vice President and General Manager for Text Relay services. Ric came to GoAmerica in May of 2008 and has been involved with State TRS since that time, albeit in the background. Ric has nineteen years with AT&T. As the Vice President and General Manager for GoAmerica Text Relay services, Ric has overall responsibility for the Business Unit for both National and State services.

Randy Sergeant will continue to be responsible for contract compliance and for all day-to-day contact with the program.

If you have any questions about this matter, or about our non-disclosure request, please do not hesitate to contact me. Thank you.

Respectfully yours,



Randy Sergeant  
TRS Contract Manager  
GoAmerica Relay Services Corp.

Cc: Michelle Klein, TRA  
Daniel Luis, GoAmerica  
Kelby Brick, Esq., GoAmerica  
Mark Stern, GoAmerica  
Ric Buskirk, GoAmerica