



P.O. Box 2963
Huntington, WV 25728

August 22, 2024

To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw, have been our telecom consultants for the past 6 years. We engaged them to help us with our telephone bills. They have saved us many thousands of dollars. They have done so much more than that. When we needed a new phone system, they paired us with a phone vendor that put in an inexpensive phone system, and coupled that with a fractional sip trunk provide which dramatically cut our phone bills at our main office.

When we needed cell phones, Lee and Marla did a full evaluation of the marketplace for us. They compared two major vendors and different plans. This saved us a lot of time. It has saved us money as well.

We have multiple offices. When we have Lee and Marla monitoring all of our accounts for internet and phone. Every time there has been a price increase from the vendors, they have kept us informed and negotiated new pricing for us.

When billing errors have occurred, Lee and Marla have obtained credits for the incorrect billing.

When we have needed to change service providers, and move locations, Schooley Mitchell has overseen those changes, so they go smoothly. When a vendor could not understand that we needed a simple move of a modem from one part of a building to another, Lee engaged with the vendor, making several phone calls to get them to understand what was needed, and that it did not need a construction crew. That would have added significant time delays, which we needed to avoid.

We highly recommend any not for profit to engage Schooley Mitchell to look at bills, and evaluate services to decrease costs and optimize services.

Sincerely,


Sharon Pressman

Executive Director