

Wednesday, January 28, 2009

To Whom It May Concern:

When John Lake of Schooley Mitchell contacted us, I was sceptical as to whether they would be able to help us since we had previously had minimal success with another consultant. However, we had been struggling with a number of issues with our main supplier Bell Canada and were experiencing some significant busy issues on our PBX that needed prompt resolution. Schooley Mitchell quickly changed the scepticism into optimism as John Lake identified their methodologies and projected outcomes. There was a comfort level knowing that Schooley Mitchell was compensated based on tangible financial results.

John addressed the busy issue first and initiated a traffic study. When the results came in, Bell had wanted to add another Megalink PRI service. John however, recommended that we just optimize the Megalink settings and our other existing trunking. The result of his implementation is our busy issue is gone and we also achieved cost avoidance of over \$1000/mo and the need for thousands in unbudgeted dollars for additional hardware and licensing to our PBX.

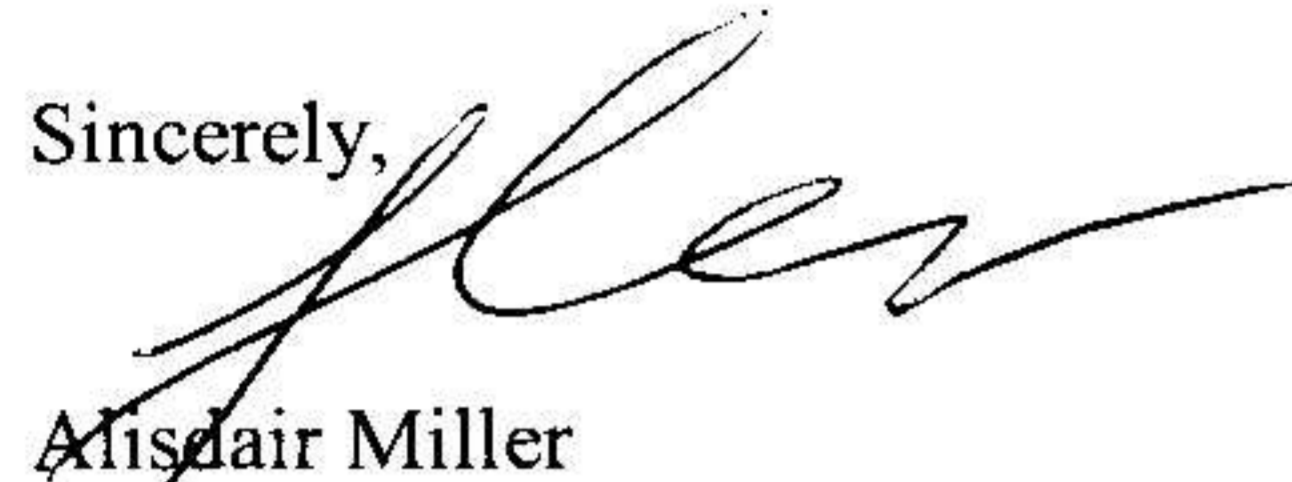
Schooley Mitchell then proceeded to conduct a complete audit of our billings. The billing was followed up with on-site examination of suspected redundant services. They went to great lengths to reduce any risk of inadvertently removing any critical services. The removal of services, consolidation of billings and re-arrangement to optimize the services took place with virtually no disruptions.

We had been dealing with Bell on a "clean up" but were not getting enough cooperation from them. Schooley Mitchell identified several long standing billing errors, quantified them and facilitated our claim. They were relentless in their extensive follow-ups and Bell internal escalations until we received our cheques in the mail. Even if we had allocated the obviously large amount of time they spent internally to pursue this it is unlikely we would have been as successful as Schooley Mitchell. They clearly know their way around the Tariffs and Telco internals. In terms of our time – internal efforts were minimal, some bill gathering and a tour of the facility was about the extent of it.

Schooley Mitchell has also made some significant improvements to our cellular billings and they continue to do monthly reviews and manage our plans and services directly with the carrier. Net result - we are savings almost 24% annually. We are also able to call upon them anytime for advice in any aspect of our telecom related operations and have done so on several occasions.

We wholeheartedly recommend the services of John Lake and Neil Hostein to any organization looking to obtain better management and cost control of their telecom services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alisdair Miller', written over the word 'Sincerely,'.

Alisdair Miller  
Director, ICT and Health Information Services