



**Centre
médico-social
communautaire**

22, rue College, Toronto (Ontario) M5G 1K3 tél. : (416) 922-2672 téléc. : (416) 922-6624

5, Fairview Mall Dr., bur. 280 North York (Ontario) M2J 2Z1 tél. : (416) 492-2672 téléc. : (416) 492-3157

July 13, 2004

To: Schooley Mitchell

A number of months ago, I took a phone call from Mike McMahon offering us a free service that could help us to reduce our operating costs, specifically in the area of telecommunications. After a preliminary face to face meeting, I invited Mike back to meet the Executive Director of our organization.

The result was that Mike was able to save us over 25% of our annual telecommunication costs. In addition to this ongoing saving, Mike was able to negotiate with our main supplier for an incorrect billing that had been occurring for over two years. This amounted to an additional one time saving of over \$1300.00.

Since then, Mike has found 18% savings at our satellite location, and we are looking to see what he can find at our third location in the near future.

Mike's professionalism and follow through in ensuring that all loose ends were tied up was very gratifying. The fact that he also made a solid attempt to utilize his French language skills (as we are a community service organization for the Francophone community) certainly helped to build a connection with us.

Regards,

Careen Pharel
CMSC

416 922-2672 ext 222