



September 26, 2023

To Whom It May Concern:

We engaged Schooley Mitchell, Adam Baker, Lee Balaklaw, and Marla Balaklaw, to review our telecommunications services, and to make recommendations both about cost and improving our services.

We have had issues receiving voicemail, that we were unable to get fixed. Schooley Mitchell pointed out issues with our hunt rollover groups configuration, that is the most likely cause for those problems.

Schooley Mitchell recommended changes to our wireless accounts that would save 23% overall. Those changes will also help to simplify our accounts.

Schooley Mitchell has proposed changes that will save us 40% on our internet account. They have also proposed changes that will save us 55% on our fax accounts. Additionally, despite our not for profit status, Schooley Mitchell identified for us, several different accounts that were not properly classified for tax.

So far, this review has not taken much of our time. We look forward to having Schooley Mitchell implementing these changes for us and overseeing the process. This is going to save us time and money, utilizing their knowledge and expertise.

I would highly recommend having Schooley Mitchell do a review of any not for profit, or for profit entity to save them money, and resolve problems with their technical expertise as consultants.

Sincerely,

Tammy R. Kecer-Brown
Executive Director
Community Nursing Services of North East