

1010 Coles Blvd. Portsmouth, OH 45662

February 16, 2024

To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw, have been our telecom consultants for the past 7 years. To date they have saved us thousands of dollars. They have most recently obtained promotional pricing from Spectrum for us. They have previously reduced our Spectrum costs. They have obtained other credits for us in the past from Spectrum.

Schooley Mitchell has obtained Verizon line access discounts. They have obtained credits for upgrade fees. In the past they have found billing errors on Verizon statements and had those corrected.


Lee and Marla have assisted us with Verizon One Talk issues. Several years ago, our staff were having significant issues with Verizon One Talk services for our VOIP telephony. They intervened with Verizon, and item by item fixed all of the outstanding issues that were causing our employees problems. Our employees had been unable to get these issues fixed in their dealings with Verizon. Voicemail passwords had to be reset so voicemails could be received. Correct phone numbers needed to be assigned to correct devices. Schooley Mitchell in 2019 obtained significant credits in the hundreds of dollars for Verizon One Talk service related to all of the above problems. Verizon had not delivered on their implementation promises, and Schooley Mitchell forced them to live up to the Verizon contract terms. More recently they helped us get new lines activated on previously used desk phones, as our firm has added employees.

Lee and Marla on our Verizon cellular account recommended the move of high data use smartphones to unlimited data plans from shared data plans to avoid exceeding our data limits. This required the creation of a sub account. That helped us to avoid paying expensive data overage fees. They have also assisted with ordering new smart phones.

Previously Schooley Mitchell looked at our natural gas bills and costs, providing a free analysis. Even though they were not able to secure any savings for us, we appreciated their efforts and recommendations.

We highly recommend that other firms hire Schooley Mitchell to evaluate their costs in different categories. They are thorough and meticulous with their approach. They provide technical guidance for optimization of services. The time that they save us, allows us to focus on our core functions in our architectural firm.

Sincerely,


Mark Holsinger
COO