



105 Robert & Mary Ave. Grayson, KY 41143

May 26, 2026

To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw, have been our telecommunications consultants for the past 10 years. They have helped us with moving from one location to another. They handed all details of moving our internet and phones, from contracting, to dealing with vendors, to making sure our phone numbers were properly ported over.

Lee and Marla have saved us tens of thousands of dollars over time. If there was an outage, of phones or internet, we would call them, and they would notify the vendor, and help expedite repairs where possible.

When there were billing errors, Lee and Marla would go after them for us. They have monitored our cell phone accounts for us.

They have been filing the forms necessary for us to receive 65% funding reimbursement from the federal government, for our broadband expenses. The forms are complex, as are the rules.

By turning over telecom administration to Schooley Mitchell, we can stay focused on our core mission of providing healthcare and support to patients. Lee and Marla have provided us with excellent support. When we need their help, they are available.

I recommend that any healthcare organization or business, avail themselves of the services of Schooley Mitchell to reduce costs and optimize services.

Sincerely,

Jeffery Barker  
Executive Director