

EXTREME
Heating & Air Conditioning
AND Electrical Services

120 17th St. #2 Ashland, KY, 41101

Phone Number 606-552-1996

December 15, 2025

To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw, have been our telecom consultants since 2017. To date they have saved us many tens of thousands of dollars.

They monitor all of our telecom accounts, wireless, GPS tracking, internet, telephone, for both our home and our office. They have mitigated reconnection fees for us. They have obtained wireless discounts for us. They have done this a number of different times for different vendors for us. When 12 month promotional pricing expires, Lee and Marla are able to get additional promotional pricing for us.

Schooley Mitchell opens disputes for errors on our statements. When we added a line to our wireless account, insurance that was not requested, was added to our account. Lee and Marla had that removed for us.

When there were issues with our cell phone reception and we needed to get our Esim cards activated, Lee and Marla were able to help us get that done. We don't do this on a regular basis, so the steps to accomplish this seemed difficult. We also needed this to be done after hours. They accommodated our after hours needs.

When we moved to a new VOIP telephony vendor, Lee came in and reprogrammed the phones for us saving us hundreds of dollars of install fees. Reprogramming the calendar schedule dates for our office phones, was also handled by Lee, in just a few minutes. Whenever we have telecom technical issues, Lee and Marla are there to help.

I highly recommend Schooley Mitchell of Louisa to any business, because their knowledge, expertise and customer service will save any entity time and money over and over again for telecom and other cost categories.

Sincerely,

Dale Webb
Owner

Dale Webb