

Gary D. Dillon, D.C.

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To Whom It May Concern:

Lee and Marla Balaklaw of Schooley Mitchell of Louisa have been our telecom consultants for the past 6 years. During that time, they have saved us thousands of dollars.

Lee installed our VOIP telephones several years ago, saving us money. He did the install himself to save us money. Along the way he found an internal network problem and got our IT provider involved to solve that.

When a cellular carrier offered a free iPhone to us, we did not know that they were going to change our cell phone plan increasing our costs by \$95/month. Marla was able to work with the carrier to switch the cell phone plan back to what it was, and lower our cost \$10/month below what it had been originally.

Schooley Mitchell has intervened for us with out internet service provider to fix technical issues. They have negotiated new contracts for us. They have obtained credits for us for carrier errors.

We don't have the time in our busy office to handle issues like this. We call Lee and Marla and the problems are resolved efficiently even when the battle with the vendor takes time.

I highly recommend Schooley Mitchell to any chiropractic or medical office that is looking to resolve telecom issues, decrease costs and improve services. Lee's background in medicine makes him uniquely qualified to understand the needs of chiropractic, medical, and dental practices.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Gary D. Dillon', with a long, sweeping horizontal line extending to the right.

Gary Dillon, DC