



Don Hillman, Agent

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To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw, have been my telecom consultants for the past 12 years.

Lee and Marla have saved me thousands of dollars. They have dealt with billing errors. They have recommended cancellation of devices we no longer needed, that were unused. They have cancelled services (with our consent) that were added when we purchased a new phone. We had not requested those extra services.

Schooley Mitchell has renegotiated contracts on our behalf. They have helped us with technical issues, and scheduled tech support to come out when necessary.

Lee and Marla have also helped implement new services for us. This has saved us time and trouble.

As our wireless carrier comes out with new plans periodically, Lee and Marla evaluate those plans and compare them to our grandfathered plan to see if there is any benefit to switching.

We continue to use Schooley Mitchell because they continue to save us time with their knowledge and expertise.

I highly recommend businesses hire Schooley Mitchell for their cost savings and business optimization services. It has been well worth it to us over the last dozen years.

Sincerely,

A handwritten signature in black ink that reads "Don Hillman". The signature is fluid and cursive, with the first name "Don" being more prominent.

Don Hillman
State Farm Louisa, KY