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To Whom It May Concern:

Schooley Mitchell of Louisa, (Lee and Marla Balaklaw) have been our telecom consultants for the past 9 years. During that time, they saved us thousands of dollars.

Schooley Mitchell has monitoring our internet, telephone, and cell phone bills for us. An equipment billing error occurred when we moved our offices. They interceded with the vendor on our behalf, and had the disputed amount credited back to us. They also coordinated the installation date, cancelled the old account, and helped set up a new account for us, with the vendor.

When we were moving between VOIP vendors, to obtain better service and lower costs, at their recommendation, Lee and Marla were able to oversee the project for us, making for a seamless transition. They were also able to upload our professional auto attendant files to the new vendor.

This year, we were having internet issues. Lee had the vendor's technicians on site every business day for 7 business days, to resolve those issues. When we had some additional issues a month or so later, Lee personally spoke to our IT technician, telling him what specifically to look for. That turned out to be a bad wireless access point and a bad ethernet cable.

Whenever we have questions regarding any of our telecom services, we contact Schooley Mitchell, and they take care of those problems for us, saving us time and money, with their knowledge and expertise.

I highly recommend that any business that is looking to reduce their telecom costs, and have their services managed professionally, engage Schooley Mitchell.

Sincerely,

Stephen J. Kramer
Owner