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March 18, 2025

To Whom It May Concern:

Schooley Mitchell of Louisa (Lee and Marla Balaklaw) have been overseeing our telecom bills and telecom services for the last 9 years. As a nonprofit organization, we do whatever we can to ensure that we use our funds wisely. We appreciate having another set of eyes, looking over our expenses to save us money wherever possible and to keep us updated on the latest in technology.

Schooley Mitchell has analyzed all our locations. They have provided us with different options. They have made ongoing recommendations to us. In the past, they found phone lines that were not in use, and services that were not needed. They have identified billing errors from two different phone vendors, that were charging us more than they were supposed to. We had different accounts at times that were not properly classified as tax exempt, even when the correct paperwork had been filed with the vendor when the account was set up.

Schooley Mitchell has saved us over \$48,000 over the course of 9 years. They introduced us to great vendors. They have not only saved us money but saved us time with their knowledge and expertise. They have moved services for us several times. They have overseen the vendor side of dealing with moves, adds, and changes to services. We have peace of mind knowing that they are reviewing our bills every month. If we see an error on a bill, in most cases they have already called the vendor to have it fixed.

We appreciate Schooley Mitchell's thorough and meticulous attention to detail. If we have questions about our services, they get us answers quickly. We highly recommend Schooley Mitchell to any nonprofit or business that is looking to save money and save time. They have helped us a great deal over time, and we anticipate that they will continue to help us in the years to come. That is why we are continuing to renew with them.

Sincerely,

A handwritten signature in blue ink that reads "Laurie McKeown". The signature is fluid and cursive, with the first name "Laurie" and last name "McKeown" clearly distinguishable.

Laurie McKeown
Executive Director

Our Initiatives:

Mountain State Healthy Families • Western Regional CASA • Partners in Community Outreach
Prevent Child Abuse West Virginia • West Virginia Infant/Toddler Mental Health Association

www.teamwv.org