



June 17, 2025

To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw have been our telecom consultants over the past several years. They have helped us as we have undergone the challenges of rapid business growth, addition of offices and other locations, and moving us to a more flexible phone system.

During this period, they have saved us thousands of dollars. But even more than that, they have saved us many hours dealing with the different phone and internet providers in our area. They have helped us close accounts when we had to move facility locations. They have helped us open accounts. They have been able to obtain credits for us.

Lee and Marla have opened billing disputes for errors on bills. They have had install fees credited back for us. They have also helped us with TV costs. When we changed our primary billing address, they dealt with our vendors to get that changed in their systems.

In particular with one of our locations, after we leased it, we found there was no internet service. Schooley Mitchell had to get a physical address assigned to the property going through the E911 center, the post office, the water department and finally the property valuation office. That allowed us to get a site survey done, which many months later resulted in our getting internet service at that location.

I highly recommend Schooley Mitchell to other businesses that are looking to reduce costs and manage different vendors with no fuss.

Sincerely,

A handwritten signature in cursive script, reading 'Elizabeth Mains', is written over a horizontal line.

Elizabeth Mains

Owner, United Family Recovery