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March 6, 2024

To Whom It May Concern:

Schooley Mitchell of Louisa, Lee and Marla Balaklaw, have been our telecom consultants for many years. When we moved to a new office several years ago, they handled all of the telecom issues of moving multiple accounts. This was complex, and involved interacting with our IT support company, and the different vendors. They made this seamless for us.

They have kept a close eye on our costs over the years, and kept our pricing fairly low. If there is an outage, we call them and they handle notifications to the vendor as well as follow up calls until service is restored. In 2022 after an outage by our internet service provider, they evaluated our options for changing vendors, as well as what we could do for backup internet. They gave us several different options and the costs involved, so that we could make an informed decision.

In the past Schooley Mitchell has evaluated our merchant services costs for us as well. We had a co-responding relationship with our merchant services vendor. For that reason, we elected not to move forward with the alternative vendor that they suggested. It was useful to know the difference, between what we were paying for merchant services, and what we could be paying for merchant services.

Lee and Marla also evaluated our home internet services in the past for us, and save us money.

Over time, even with our small accounts, Schooley Mitchell has saved us several thousand dollars and saved us a great deal of time, while we are busy focused on our core business. I would highly recommend that other businesses engage Schooley Mitchell to save them money and time, with their knowledge and expertise.

Sincerely,

Danny Tackett  
CEO