



November 4, 2022

To our valued BUNNserve Customers:

Since our last price adjustment in May, labor, travel, fuel and material costs associated with service delivery have continued to rise. In spite of our significant efforts to absorb and mitigate these increases, we must implement a price increase to our Flat Rate offerings. The average increase across all Flat Rates is ~3%. Time & Material (T&M) rates remain virtually unchanged in in the Continental U.S., increasing only from \$97.85/hour to \$98.00/hour. New T&M Rates have been established for all service types in Alaska & Hawaii. The "Travel Zone by Zip" tab on our BUNNserve 2023 Pricing document identifies applicable rates by Zip Code.

We are also adding a 3% credit card fee to any invoices that are paid with credit card effective January 1, 2023. Service requests placed before December 31, 2022 will be honored at our current pricing. All other request will be at the January 1, 2023 price.

We appreciate your understanding and continued support of BUNNserve.

Best regards,

*Steve Emmons*

Steve Emmons  
Senior Director, Managed Services