

FISHER'S + TERRELL'S MERGER FAQ's:

WHAT WILL THE COMPANY NAME BE?

Terrell's Office Solutions will become Fisher's Technology (July 1, 2022).

WHERE WILL THE LOCAL OFFICE BE?

The Terrell's Bozeman, MT location (215 Haggerty Ln, Bozeman, MT 59715) will remain the same and Terrell's Billings team will be moving into Fisher's Billings location (2404 6th Ave N, Billings, MT 59101). Fisher's also has Montana locations in Missoula, Great Falls, Helena and Butte.

WHAT IS THE BENEFIT OF THE MERGER FOR CUSTOMERS?

Fisher's is similar to Terrell's with offerings in copy/print technology and we are also well-aligned in that our top priority is customer experience. We are different in that Fisher's also provides managed IT services, telephone systems, and document management solutions as well as a larger portfolio in production print and managed print services. The combined experience and expertise of Fisher's and Terrell's will strengthen and expand our ability to provide amazing office tech solutions and support for our customers.

WILL MY COPIER AND PRINTER SERVICE CHANGE? WILL SOMEONE NEW PROVIDE MY COPIER AND PRINTER SERVICE?

While Fisher's is always interested in attracting new talent, generally the same dedicated, local Terrell's and Fisher's staff will continue to work hard to deliver high-quality office technology services to you.

WILL MY RATES CHANGE?

No. Your rate for service will remain the same per your existing Terrell's contract. There are no changes to rates as a result of the merger.

WILL THERE BE CHANGES IN THE WAY I PAY MY BILL?

Starting July 1, please proceed with the following payment options.

CHECK PAYMENTS

- Please address and mail payment to Fisher's Technology, 575 E 42nd Street, Boise, ID 83714

ONLINE PAYMENTS

- Visit fisherstech.com > support > bill pay

AUTO PAYMENTS

- Fisher's has been proactively reaching out to customers to update current auto payments. If you need to update your current auto payment or you would like to switch to an auto payment, please email ar@fisherstech.com and we'll get you all set-up.

HOW TO CONTACT US?

For all communications (service requests, supplies, meter readings, contract questions, etc.), please visit www.fisherstech.com/terrells

