

FISHER'S + ALTER ENTERPRISE ACQUISITION FAQs:

WHAT WILL THE COMPANY NAME BE?

Alter Enterprise will become Fisher's Technology (March 1, 2023). In the coming months, our website, social media channels, service vehicles and uniforms will only have the Fisher's name. We will provide you with notification before any change occurs.

WHERE WILL THE LOCAL OFFICE BE?

Alter's Missoula, MT location (7151 Kestrel Dr, Missoula, MT 59808) will remain the same, as well as Fisher's Missoula, MT location (2010 South Ave W, Missoula, MT 59801). Fisher's also has Montana locations in Kalispell, Great Falls, Helena, Butte, Bozeman, and Billings.

WHAT IS THE BENEFIT OF THE ACQUISITION FOR CUSTOMERS?

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

WHAT IS HAPPENING TO ALTER ENTERPRISE'S AUDIO/VISUAL DIVISION?

Silver Stream, Alter's A/V division, will not be impacted by this change. Silver Stream will move forward as its own business, separate from Fisher's, and focused on A/V collaboration technology.

WILL SOMEONE NEW PROVIDE MY IT SUPPORT?

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

WILL MY RATES CHANGE?

No. There are no changes to rates as a result of the acquisition.

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

Invoices dated March 1st and beyond, 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 will proactively reach 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 set-up.

HOW TO CONTACT US?

For all communications (IT support, contract questions, bill pay, etc.), please visit www.fisherstech.com/alter-enterprise

