

Price Change Notification

Date: 1st November 2022

Effective date of the price change: 1st December 2022

Dear Customer,

As a result of severe inflationary pressure impacting our direct and indirect supply costs, we are reluctantly giving notice of increases across certain products.

As you know we have all experienced unprecedented global inflation, and we fully appreciate that you are also facing the same pressures across many aspects of your business. Whilst we appreciate that price increases are never welcomed, we have tried to minimise them to mitigate the impact to your business.

Considering the fact that no single index accurately represents our industry, a detailed view of further key cost developments affecting our business reveals the significant increase across our industry:

- Labour costs(1): +6.3% (September 2022 vs September 2021; UK)
- Energy costs(2): +100 % (October 2022 vs October 2021; UK businesses)
- Manufacturer prices(3): +17.1% (July 2022 vs. July 2021; UK)
- Consumer prices(4):+10.1%(September 2022 vs September 2022; UK)

We therefore would like to inform you of the **12.6% price increase** effective from 1st December 2022 for all services across our portfolio except the services listed below.

| Products not affected |
|-----------------------------|
| Broadband |
| Leased Lines |
| Mobile Services |
| Labour Pricing |
| Services under minimum term |

If you are unsure about how these changes might affect you, or to discuss possible ways of preventing or lowering the price increase, please email us at services@orbex.co.uk, or give us a call on 02035974000 and we will provide a full service review and proposal for you.

Yours sincerely,



Sasha Macan
Services Manager