



Mayne Tree Expert Company, Inc.

ESTABLISHED 1931

STATE CONTRACTOR'S LICENSE NO. 276793

CERTIFIED FORESTER • CERTIFIED ARBORISTS • PEST CONTROL • ADVISORS AND OPERATORS

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To: Our Spray Customers

RE: CALL FIRST FEE

The "call first" fee is NOT A FEE FOR THE TELEPHONE CALL, BUT FOR THE TIME REQUIRED FOR THE SPECIAL SCHEDULING THAT THE CALL ENTAILS. The BASE PRICE quoted on your card is calculated on the ability to route all sprays in an area at the same time.

1. The \$10 per spray fee is not a fee for making a single telephone call; rather, it reflects the time it takes for extra scheduling. Scheduling is done on a daily basis, after the crews come in each evening. We schedule according to the jobs that were done that day and according to areas that have alerted us to the need for immediate attention. When we have several clients in an area that require a "call first", we might be able to reach some, but not all of them. Then we must either cancel the ones we have already called, or schedule an extra trip.
2. Calling ahead requires that our employees stay late to schedule and make calls after regular business hours. If, as so frequently happens, we are unable to reach you immediately, we make several attempts to call. If we do reach you, and the weather changes, or we have a breakdown, we must call again to cancel and reschedule.
3. The fee also takes into account the "error factor", i.e., when a message is left with someone who answers the phone but doesn't deliver it to the intended recipient, or a message left on an answering machine doesn't get picked up. We then find that we have made a trip out to the site and cannot spray because gates are locked, pets are out, cars are in the way, etc. We then have to make another call to reschedule the spray.
4. About 10% of our spray customers require a call prior to spraying. It would not be fair to the other 90% to raise their base cost in order to cover the cost of the "call first" service for that 10%.
5. If you prefer, you may call our office during our business hours of 8:00 A.M. to 4:30 P.M. We can then give you an approximate date that we will be spraying in your area. Then a second call as that date nears will give you further verification.