

Schedule of Rates and Charges and
Regulations Governing General

AUXILIARY SERVICES

Applying in the Exchanges of the Company, in
Michigan, as Designated in the Table of Contents
in Tariff M.P.S.C. No. 1.

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By: Wayne Ter Haar, General Manager

Zeeland, Michigan

AUXILIARY SERVICES

TABLE OF CONTENTS AND CHECK LIST

<u>Subject</u>	<u>Sheet Number</u>	<u>Revision</u>	<u>Issued</u>
Title Page	1	Original	2/19/93
Table of Contents and Check List	2	* 1st	4/23/97
Subject Index	3	* 1st	4/23/97
Application of Tariff	4	Original	2/19/93
Universal Emergency Number Service (911)	5 5.1 5.2 5.3 5.4 5.5	Original Original Original Original Original Original	2/19/93 2/19/93 2/19/93 2/19/93 2/19/93 2/19/93
Blocking Service	6 6.1	Original Original	2/19/93 2/19/93
Paystation Service	7 7.1	* 1st * 1st	4/23/97 4/23/97
Directory Listing	8 8.1	Original Original	2/19/93 2/19/93

Held for future use

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AUXILIARY SERVICES

SUBJECT INDEX

	<u>Page</u>	
Blocking Service	6 - 6.1	
		(D)
Directory Listings	8 - 8.1	
General4	
Paystation Service	7 - 7.1	(N)
Universal Emergency Number Service (911)5 - 5.5	

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AUXILIARY SERVICES

GENERAL

A. APPLICATION

This Tariff applies to general Auxiliary Regulated Services and Equipment of the Drenthe Telephone Company - hereinafter referred to as the Telephone Company - in exchanges in Michigan, as designated in the Table of Contents in Tariff M.P.S.C. No. 1.

General Regulations - Tariff M.P.S.C. No. 7 - of the Telephone Company applies to the various Auxiliary Services and Equipment, in addition to the regulations included in this Tariff.

B. EXPLANATION OF SYMBOLS

(C) Signifies a changed regulation.

(D) Signifies a discontinued rate, treatment or regulation.

(1) Signifies an increased rate or new treatment resulting in increased rate.

(N) Signifies a new rate, treatment or regulation.

(R) Signifies a reduced rate or new treatment resulting in reduced rate.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

A. General

1. This tariff provides for Universal Emergency Number Service (911) as provided under the conditions set forth in the Emergency Telephone Service Act, 1986 PA 32; MCL 484.1101 et seq. The provisions of PA-32, as enacted or amended, supercede this tariff.
2. Universal Emergency Number Service (911), is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designed by the customer may receive telephone calls dialed to the telephone number 911 from service use-rs within a 911 service district.
3. Under the provisions of PA-32 the county is the agency that is empowered to establish an emergency telephone district or a 911 service district. The county, upon adoption of the resolution, must act on behalf of the public agencies located within the 911 service district.
4. As soon as it is feasible, after receipt of a written application from a county requesting 911 service within a 911 service district described In a final 911 service plan adopted pursuant to PA-32, the service supplier will make the central office facilities available to provide 911 service and options.
5. Two types of 911 service are offered: Basic 911 (B911) and Enhanced 911 Service (E911).
 - a. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
 - b. Enhanced 911 Service provides additional features: such as selective routing of 911 calls to a specific PSAP that is selected from the various PSAPs serving customers within that central office area; E911 Trunks; Automatic Number Identification and PSAP Data Base Establishment and Update Service.
6. Pursuant to PA-32, the 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. Definition of Terms

Automatic Location Identification (ALI) - an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.

Automatic Number Identification (ANQ) - provides for the telephone number of the calling party to be forwarded to the PSAP.

911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the 911 Trunk.

Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.

Emergency Telephone Service Charge - a charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles, and network nonrecurring and recurring installation, maintenance, service and equipment network charges of a service supplier providing 911 service pursuant to PA-32.

911 Service Area - the geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

PSAP Data Base Establishment and Update Service - provides the PSAP with the initial list, as well as periodic updates of customer names, telephone numbers and addresses for ALI.

Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and services the jurisdictions in which it is located and other participating jurisdictions, if any.

Selective Routing Service - a feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. Definition of Terms (Continued)

Service Supplier - any provider of regulated telephone service to a service user in the state.

Serving Central Office - the central office from which a PSAP, either primary or secondary, is served.

Universal Emergency Number Service- a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.

Universal Emergency Number Service Customer (Customer)- the board of county commissioners is designated as the customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling. A customer or group of customers may authorize an agent to subscribe to the service but the agent is not the customer.

C. Rates and Charges

1. Appropriate recurring and nonrecurring service charges and rates apply as set forth in the applicable MPSC tariffs of the telephone company or by concurrence with other telephone company tariffs or by special contractual agreements between the telephone company and the appropriate governmental agency.

D. Emergency Telephone Service Charge

1. PA-32 mandates that the telephone company be permitted to recover costs incurred for providing 911 service through the Emergency Telephone Service Charge.
2. For any Emergency Telephone District (911 service) wishing to recover costs pursuant to PA-32 the following shall apply:
 - A. The Emergency Telephone Service Charge shall be determined by the designated co-ordinator of the 911 service district based on the costs and charges submitted by the service suppliers.
 1. The amount of the Emergency Service Charge payable monthly by a service user for recurring costs and charges shall not exceed the amount authorized by PA-32 based on the highest monthly local service rate charged by the service suppliers for a residential 1-party unlimited calling service within the 911 service district.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

D. Emergency Telephone Service Charge (Continued)

2. The amount of the Emergency Telephone Service Charge payable monthly by a service user for nonrecurring costs and charges shall not exceed the amount authorized by PA-32 based on the highest monthly service rate charged by the service suppliers for a residential 1-party unlimited calling service within the 911 service district. This portion of the Emergency Telephone Service Charge shall be amortized over a period authorized by PA-32, as approved by the Michigan Public Service Commission, and shall be billed and collected from all service users only until such amounts are fully recovered by the service suppliers.

B. Because the service supplier serving boundaries and political subdivisions and 911 service district boundaries may not coincide, the Emergency Telephone Service Charge will be payable by all service users served by a central office providing 911 service.

E. Rules and Regulations

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number.
2. The service supplier shall not be required to provide 911 service to less than an entire central office (switching entity).
3. The service supplier will not provide both Basic 911 and Enhanced 911 service within a given central office (switching entity).
4. 911 service is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
5. Intercept service for the seven-digit emergency numbers replaced by 911 will be provided, upon request, for up to one year or until the next customer directory issuance, whichever is longer, at no charge.
6. 911 service lines are arranged for one-way incoming service to the appropriate PSAP. These lines cannot be used to originate calls from a PSAP.
7. 911 service lines are provided solely for the benefit of the customer operating the PSAP. The provision of 911 service by the service supplier shall not be interpreted, construed or regarded as being for the benefit of or creating any service supplier obligation, either expressed or implied, toward any third person or legal entity other than the customer.
8. The service supplier does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the service users to have the ability to access the PSAP.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. Rules and Regulations (Continued)

9. Any terminal equipment (PSAP) used in connection with 911 service, whether such equipment is provided by the service supplier or the customer, shall not be permitted to be used to extract any information from the Data Management System, other than Information relating to number identified as the source of an in-progress 911 call.
10. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls and is not to be used or disclosed by the customer, its agents or employees for any other purpose.
10. ANIALI may not be displayed on calls placed over party lines.
12. The service supplier's entire liability to any person for Interruption or failure of 911 service shall be limited to the terms specified in this and other tariffs.
13. The rates charged for 911 service do not include the monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the service supplier undertake such responsibility. The customer shall be responsible for making such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the service supplier in the event the system is not functioning properly.
14. The service supplier's liability to the customer, the 911 calling party or any other party or persons for any loss or damage arising from errors, interruptions, omissions, delays, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the service supplier or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credits that may be given for an out-of-service condition.
15. The customer and participating governmental units and agencies each agree to release, indemnify, defend and hold harmless the service supplier from any and all loss, claims, demands, suits or other action, or any liability what-so-ever, other than the service supplier's sole negligence, arising out of the customer's use of 911 service whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others; and the customer and participating governmental units and agencies agree to purchase and maintain adequate insurance against such liability.

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UNIVERSAL EMERGENCY NUMBER SERVICE (911)

E. Rules and Regulations (Continued)

16. The customer also agrees to release, indemnify, defend and hold harmless the service supplier from any infringement or invasion of the right of privacy or confidentiality of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the service supplier in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and that arise out of the negligence or other wrongful act of the customer, its user agencies or municipalities, or the employees or agents of any one of them.
17. The installation of initial or subsequent 911 exchange lines to maintain applicable service supplier service standards will be provided, at the appropriate charges, by the service supplier.
18. Because the service supplier's telephone exchange boundaries and political subdivisions and 911 service district boundaries may not coincide, as a condition of 911 service, the customer must handle or make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
19. Application for 911 service must be made in writing by the customer. If application for service is made by an agent, the service supplier must be provided with satisfactory written proof of authority of the agent by the customer.
20. The customer shall:
 - a. Subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, for receiving non-911 calls and for operator-forwarded calls.
 - b. Subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the service supplier.
 - c. Appoint a coordinator who will be responsible for the implementation of the final 911 service plan and the determination of the Emergency Telephone Service Charge, who will oversee the annual auditing process, and who will negotiate call handling situations where central office overlap situations exist with other agencies or counties.

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BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.
2. The two types of Blocking Service available are 900 Blocking Service and 976 Blocking Service.
 - a. 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.
 - b. 976 Blocking Service blocks access to all telephone numbers for which the prefix 976 (1+NPA+976 or 1+976) must be dialed.
3. The service is classified as a local exchange telecommunications service.

B. CONDITIONS

1. The Company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
2. Blocking Service is available only for blocking access to all 900 NPA or 976 prefix telephone numbers from a particular network access line, and not for blocking access to a specific 900 NPA or 976 prefix telephone numbers.
3. The Company shall not terminate telephone service to its subscribers solely for the non-payment of 900 or 976 charges.
4. The Company shall remove billed 900 and 976 charges from an end user's bill under the following conditions:
 - a. The Company provides billing service to the 900 or 976 provider;
 - b. This is the end user's initial contact with the Company disputing 900 or 976 charges;
 - c. The 900 or 976 charges were incurred without the end user's consent or knowledge.
5. When 900 or 976 charges are removed from an end user's bill and where network facilities permit, the Company will recommend blocking service to the end user to avoid future unauthorized use of 900 and 976 services.
6. If the end user refuses Blocking Services, future 900 and 976 charges will not be removed from the end user's bill unless otherwise justifiable.
 - a. If the end user refuses to pay for justified charges and after refusing blocking, the Company may initiate mandatory blocking at no charge to the subscriber.
 - b. When mandatory blocking has been imposed, access to 900 and 976 Service will be denied until outstanding charges have been paid in full.

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BLOCKING SERVICE

C. RATES AND CHARGES

1. Customers will not be charged to initiate Blocking Service under the following conditions:

- a. Within sixty (60) days after the service becomes available.
- b. Within sixty (60-) days after the effective date of this tariff sheet, where facilities are available.

If the blocking request does not meet the criteria above, the initial blocking request would be provided at rates set forth in 2, 3, and 4 following. Subsequent requests where the initial blocking was discontinued at the customer's request are subject to rates as set forth in 2, 3, and 4 following.

2. Each line blocked is subject to the following charges:

	Nonrecurring <u>Charge</u>
a. 900 Blocking Service, per line	\$ 4.00
b. 976 Blocking Service, per line	4.00

3. Applicable Service Charges apply as set forth in Tariff M.P.S.C. No. 1.

4. If 900 and 976 Blocking Service are ordered at the same time, only one \$4.00 Nonrecurring Charge applies per line.

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AUXILIARY SERVICES

PAYSTATION SERVICE

(D) (N)

A. GENERAL

Paystation Service provides telephone service to a customer leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

B. DEFINITIONS

Coin Supervision - Provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

Customer - For the purpose of this tariff, the customer is the Paystation Service Provider.

Network interface Device - A company provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a Location mutually agreed upon by the customer and the Company.

Originating Line Screening (OLS) - Enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned paystations, inmate Locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available.

Paystation Access Line - A basic coin transmission that tone Line. It is a line side connection from the Local exchange switch to the point of demarcation at the customer premises.

Selective Class of Call Screening - Enables the customer to restrict outgoing operator-handled calls, placed over the Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided at the customer's option, where such facilities are available.

C. RULES AND REGULATIONS

1. Paystation Service will be considered a business service for the purpose of applying the terms, rates and conditions found elsewhere in this tariff.
2. Only one paystation instrument may be connected to each Paystation Access Line. off-Premise Extensions are not permitted.
3. The customer shall be responsible for the installation, operation and maintenance of any paystation instrument used in connection with this service.
4. Requests to Directory Assistance Service originated from paystations will be charged the applicable rate of the Directory Assistance Service Provider.
5. Directory Listings may be provided under the regulations that govern the furnishing of Listings for business customers.
6. Coin free operator and emergency 911 access must be available from all paystations.

(D) (N)

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AUXILIARY SERVICES

PAYSTATION SERVICE

(D) (N)

C. RULES AND REGULATIONS (Continued)

7. One directory will be distributed to the customer without charge for each paystation business exchange Line.
8. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
9. The customer shall be responsible for the payment of charges for all Local and toll messages originating from or accepted at this type of service, including any Directory Assistance Cat La. The Company shall not be Liabale for shortages of coins collected and deposited at the customer's paystation instrument.
10. The Company reserves the right to disconnect service when the customer does not comply with the F.C.C. and state rules and regulations related to paystation service and equipment.
11. The MuLtitine Business Subscriber Line Charge, found in the interstate and intrastate access tariff is applicable to all paystation access Lines.
12. ALL Company owned paystations will comply with the Rules, Regulations and Rates outlined in this Paystations Service Tariff.

D. RATES AND CHARGES

	<u>Monthly Rate</u>
1 . Paystation Access Line'	Business One-Party local rate shall apply
2. Coin Supervision	\$2.21
	<u>Coin Rate 2</u>
3. Each outgoing Local message	\$0.20
†No measured service rates apply. Installation, move and change charges will be those applicable to business service.	
‡This rate is not regulated by the Commission.	

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DIRECTORY LISTING

A. GENERAL

1. Directory Listing regulations and charges specified herein apply to listings in the regular alphabetical list of names of customers.
2. Directories are furnished as an aid to the use of the telephone service. The Telephone Company reserves the right to refuse to insert any listing in its directories which does not facilitate directory service.
3. A listing in the alphabetical section of the directory is provided each customer without charge, under the conditions set forth in this Tariff.

B. LIMITATIONS

1. Listings are limited to information which is essential to identification.
2. The length of the listing may be shortened or abbreviated when the clearness of the listing and identification of the customer is not impaired thereby. When more than one line is necessary to properly list the customer, no additional charge is made.
3. A listing must be in the actual name of the customer to whom the service is rendered, or the name of a member, officer, employee or representative thereof, or the name of another business which the customer represents, controls, or owns. Listings other than those specified herein are available only in connection with Joint User Service or as a Combined Given Name Listing.
4. The following listings are not acceptable and will not be published in the telephone directory:
 - a. An assumed name unless it is registered as required by law.
 - b. A name which is likely to mislead or deceive the public or which is inserted for advertising purposes.
 - c. A commodity or trade name.
 - d. Double name listings such as XYZ Manufacturing Company, John Doe, Manager.
 - d. Symbols, as they cannot be properly placed alphabetically.

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DIRECTORY LISTING

B. LIMITATIONS (Continued)

5. When PBX trunk or rotary line users are served by central office equipment, which permits the selection of an idle facility in the customer's group, only one listing is provided at no charge. Additional listings may be provided for other lines in the customer's group at the additional listing rate contained herein.
6. In order to assist in locating a listing where the surname may be spelled in more than one way, the Telephone Company may insert alphabetically a cross reference listing showing the other spelling of the name.
7. Residence listings may include the standard abbreviation for military titles or professional degrees or titles earned by a customer which are an aid to the general public. Standard abbreviations for titles and degrees earned that are of commercial value may be included in the customer's business listing.

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