

CUSTOMER SERVICE &
ORDER FULFILLMENT IS
.....
PRIORITY #1
.....

Telegration is going back in time to move forward. The company's success in the early years was based on proactive management of the changes or gyrations of the telecom market – hence the company's name. It promised to change prices downward as the market changed. It promised that it would stay on top of product and technology changes. It promised proposals and audits over time to ensure that the services each customer selected were the best for their business and were implemented correctly. This laser focus on delivering exemplary customer service was the key to Telegration's success in the old days and it will be in the future.

According to company President Denis Raue, to succeed in today's ultra competitive environment Telegration is going back to its roots and doing what it does best. *"We want to differentiate ourselves by the level of customer service we provide to all customers,"* says Raue. *"Distinction in customer service will be earned through the 'old school' mentality of keeping the promises made to the customer, of helping them manage telecommunications changes, providing value added services, and securing long term relationships. It all starts with the order fulfillment process. This will insure our continued growth and success."*

But talk is cheap. It's what actions are taken that will make the difference. And Telegration has already begun making some major strategic moves to improve customer service, order accuracy and fulfillment. The company added sales administrators (SA's) to each field office to assist sales personnel in the complex order fulfillment process. The SA's work with sales reps, sales management, sales engineers and order fulfillment personnel inside Telegration and the company's service providers to insure order accuracy. The initial phase of order accuracy is key to successful order fulfillment and in providing quality customer service.

Throughout the year the company also added sales engineers that were deployed into Telegration's key markets. The sales engineers are proactive in providing personalized support to Telegration's customers, especially in the evaluation and ordering of complex services.

continued on page 6



TELEGRATION, INC.
It Pays to Be Well Connected.



New Corporate HEADQUARTERS

Telegration has a new corporate headquarters. It's still in Troy, Michigan and it's still at 3250 West Big Beaver Road. But instead of five separate suites scattered over two floors, Telegration now occupies the entire second floor, which adds up to over 17,000 square feet of professionally designed workspace. There is plenty of room to grow into and plenty of conference room space for training and customer presentations. Having just signed a seven-year lease for the space, the company won't be moving its headquarters again anytime soon.

"Our new headquarters represents an exciting and busy time and is one of the proudest moments in our 12-year history," says Telegration president Denis Raue. *"The additional space will make us more efficient and improve the communication between departments making our 'one team, one suite' vision a reality. Also with management and team leaders working right next to employees*

continued on page 8

SPRINT WHOLESALE AGREEMENT

INCREASES LONG DISTANCE OPTIONS

Telegation recently signed a term commitment with Sprint Wholesale, providing customers with another option for long distance services. According to President Denis Raue this move was made primarily to offset customer concerns regarding the financial difficulties surrounding MCI WorldCom. *“Sprint has been a leader in the resale industry and has historically provided companies like Telegation with the ability to private-brand their services since the advent of long distance resale in the early 90’s. Sprint Wholesale also has some additional advantages and services that are unique and can benefit our customers too,”* says Raue.

Customers can still receive the same array of services such as Confidence™ or place Specialized Account Requests (SPARs) under the agreement. But more importantly, customers should be happy that Telegation has more long distance options than ever before. *“The Sprint agreement is another example of Telegation giving the customer options and meeting change in the telecommunications marketplace,”* says Raue.

If you have any questions regarding Telegation long distance services or providers, please call customer service at 1-800-835-4786.

Sprint Fact File

Sprint is a global communications company serving more than 26 million business and residential customers in over 70 countries. With approximately 75,000 employees worldwide and more than \$26 billion in annual revenues, Sprint is widely recognized for developing, engineering and deploying state-of-the-art network technologies, including the United States’ first nationwide all-digital, fiber-optic network. The company’s award-winning Tier 1 Internet backbone is being extended to key global markets to provide customers with a broad portfolio of scalable IP products. Sprint’s high-capacity, high-speed network gives customers fast, dependable, nonstop access to the vast majority of the world’s Internet content. The company also operates the largest 100-percent digital, nationwide PCS wireless network in the United States, including more than 4,000 cities and communities.

HAVE YOU GOT Confidence?

How confident are you that your company is getting the best rates on its telecommunication services? And not just today. What about in six months or a year from now? With so much going on in the telecommunications industry and constantly changing rates and calling plans to monitor, it’s a monumental challenge making sure you’re getting the best deal. Well, now you don’t have to worry. Simply leave it to Telegation by selecting its new Confidence® rate plan.

With the Confidence® rate plan customers can have peace of mind that they are always getting the lowest rate available based on usage for the duration of their contract. That’s because Telegation guarantees that whenever it reduces its rates for services applicable to the Confidence® rate plan, customers under the plan will automatically have their rates reduced. The Confidence® rate plan covers both interstate (long distance) and intrastate calls, as well as toll free and calling card calls. Although similar to Telegation’s Promise® and Promise Plus® calling plans, **Confidence has one big difference – it also includes international calling. The Minimum monthly revenue commitment (MMRC) start as low as \$50.00.**

“We wanted to develop a product that would solve one of our customers’ biggest headaches, which is constantly changing rates,” says Telegation President Denis Raue. *“We decided to call it ‘Confidence’ because that’s exactly what the plan provides to our customers – confidence that they are always getting the best rate under their agreement based on their unique usage profile.”* Rate plans are also eligible for a Special Pricing Account Request (SPAR) which can be used to meet specific calling needs of customers when specialized pricing is necessary. The SPAR process requires detailed information regarding the customer’s current needs. Most of the time, all that is needed is a copy of the customer’s current long distance invoice.

There are many other features to the Confidence® rate plan that provide peace of mind. In addition to postalized (flat) and guaranteed rates for voice services, customers also receive the industry’s highest standard of reliability as Telegation allows customers to use providers such as US Sprint® or the MCI WorldCom® network. In addition, Telegation’s Confidence invoices incorporate comprehensive reports free of charge while customized accounting options enable customers to manage their bills easily. Other advantages include an ongoing free analysis and audit of services as well as flexible and simple billing, including six second billing after the first 30 seconds.

For more information on the Confidence® rate plan, the SPAR process, or to request a free audit of your existing services to find out which plan is right for your business, please call Telegation at 800-835-4786.

PARTNERS WANTED

Through the Telegration Partners Network, individuals and businesses have the opportunity to work with one of the most successful telecommunications companies in the Great Lakes region. In addition to top-notch products, training and support, Telegration partners are also well rewarded – up to 65 percent of every dollar Telegration earns is paid out to a partner in monthly up-front commissions. *“At Telegration, we have one simple goal with our partners and that is to help them achieve their goals,”* says Tim Basa, director of business development.

Through the Partners Network, Telegration offers the following partnership opportunities:

Referral Partner (R.P.) – As a Referral Partner, individuals and organizations can earn a commission for simply referring qualified clients interested in securing Telegration services. You refer qualified leads to a dedicated Telegration Account Executive, who handles the sales process. Referral Partners are compensated with a one-time commission for each sale. Telegration manages all engineering, customer service, billing and support

Valued Partner (V.P) – Valued Partners are businesses or individuals authorized to promote and endorse Telegration products and services directly to business affiliates, customers, prospects and vendors. Your responsibility is to generate sales leads and work closely with the local Telegration Partner’s team to build your business through direct sales from your efforts. Your Telegration team will handle all engineering, customer service, billing and support.

Master Value Partners (M.V.P) – Telegration Master Value Partners are premium partners that meet sales revenue standards and possess technical expertise and/or a specific business competence. Because of their experience, Master Value Partners will receive additional commissions based on historical performance. MVPs are authorized to promote and endorse Telegration products and services directly to business affiliates, customers, prospects and vendors. As an MVP, you will generate sales leads and be responsible for all aspects of your customer relationships, including sales, marketing, and project engineering.

If you are interesting in joining the Telegration Partners Network please visit www.telegration.com or call Tim Basa at 248-458-2477. Upon request, we will provide you with an enrollment package that includes: Product Matrix, Valued Partner Agreement, Partner Commission Schedule as well as a W-9 form.

TELEGRATION BECOMES

QWEST

PREMIER MASTER AGENT

Telegration is pleased to announce that it recently signed a contract to become a Premier Master Agent for Qwest, adding that company’s broadband offerings to an already comprehensive line up of services: SBC Ameritech local service, long distance, and wireless services.

According to President Denis Raue, Qwest has a number of strategic products that will help Telegration be even more competitive in the large account marketplace. *“This agreement ties into our strategy of differentiating ourselves from the ‘big guys’ by providing better service, more savings, and a complete product line. Telegration continues to be successful because our customers value the convenience and competitiveness of our one stop shopping solution and the consultative relationships we have with them,”* says Raue.

The Qwest-Telegration partnership should come as no surprise as the two companies have a lot in common. A merger of LCI International and US West formed Qwest in 1999. Telegration was formerly an Authorized Distributor for LCI from 1990 and 1994 and many of the company’s largest customers today first became customers through its partnership with LCI. Besides President Denis Raue, many former LCI employees are now working at Telegration, including Vice Presidents Dan Williamson and Tom Abraham.

Telegration is already seeing results of the Qwest agreement. A dozen large customers have signed up, which just goes to show what can happen if you have The Right Package™ of telecommunication services.

Telegration customers interested in learning more about the Qwest services available through Telegration should contact 1-800-835-4786 for more information.

Qwest Profile

Qwest Communications International Inc. (NYSE: Q) is a leader in broadband Internet-based data, voice, and image communications. Qwest has revenues of \$19 billion a year and serves more than 30 million customers in the U.S. and abroad. It combines one of the world’s fastest, most powerful networks with a leading line-up of Web hosting services, managed solutions, high-speed Internet access, private networks, wireless data and other technologies and applications that are redefining global communications around the power and potential of the Internet.

YOUR QUESTIONS ANSWERED

TO BETTER UNDERSTAND WHAT'S GOING ON IN TODAY'S TELECOMMUNICATIONS INDUSTRY AND HOW THIS TURBULENCE MIGHT AFFECT TELEGRATION AND ITS CUSTOMERS, WE ASKED COMPANY PRESIDENT DENIS RAUE TO EXPLAIN.

Q Has Telegration been affected by the turmoil in the telecommunications marketplace?

A *It is certainly a tough time for the larger carriers in the long distance business, but our ability to provide options and customize services to meet our customers' needs make smaller providers like us more stable. We have firmly believed since our inception that the future of smaller companies like Telegration that provide a complete package of services will continue to be successful and gain market share. We realized 12 years ago that the industry would go through change. By becoming a reseller and distributor of multiple long distance carrier services, an SBC Ameritech 5-Star Authorized Distributor for local services, and a distributor for wireless services, the company is well diversified and has partnered with established industry leaders. So it's business as usual for us.*

Q How are Telegration's financials?

A *Last year's revenues surpassed \$14 million. We have no debt to finance networks as we own none, and we are not financed. We built our company with our own profits and have grown responsibly. Over the last 12 years, we have become an important part of SBC Ameritech's business plan and achieved SBC Ameritech 5-Star Authorized Distributor status. We contracted over \$180M dollars of local SBC Ameritech service over the past two years. In addition, our long distance revenues are expected to be over \$8M this year too, which supports our growth plans. We expect stable growth and we have a loyal base of customers to grow with over the upcoming years. In addition, we actively market to attain new customers in the high-density territories we've established with our field sales offices across the five state SBC Ameritech region.*

Q Why should I work with Telegration when I can go directly to SBC Ameritech®?

A *You lose nothing from SBC Ameritech by going with Telegration but you gain a much higher level of personalized customer service, so you get the best of both worlds. Telegration is an SBC Ameritech 5-Star Authorized Distributor with local sales offices in all five states in the SBC Ameritech region and we have been a distributor since 1991. Even though you sign up with Telegration you still have access to SBC Ameritech's 800 number customer service and other SBC Ameritech contacts. However, we also are very confident that the Authorized Distributor model proves itself each and every year with sales numbers to support our success at providing complete account coverage to meet our customer's complex communications needs. Not only are we a solid option for SBC Ameritech's customers now but we also expect our role to grow even larger as a very important distribution and service channel to SBC Ameritech.*

Q What happens if WorldCom® goes bankrupt?

A *MCI WorldCom is one of our underlying service providers for long distance. We have represented other carriers over time and changed services from carriers before to service our customers. We had the foresight almost a year ago to sign a deal with Qwest to offer our customers another choice. In addition, we have also entered into a relationship with Sprint Wholesale and we are investigating options with other carriers. Regardless, Telegration is still small enough to move our MCI WorldCom customers quickly if need be. But don't forget that MCI WorldCom is a 25-year-old company with billions in cash reserves and over \$32 billion per year in recurring revenue. MCI WorldCom was a*

pioneer in telecommunications and helped create competition that our customers derived benefits from. It has a solid portfolio of products and provides the greatest percentage of Internet traffic and data communications to Fortune 1000 companies as well as the Federal Government. The FCC has made it clear that customers will not be allowed to have discontinuation of services regardless of the impending decisions to be made with the company's reorganization and bankruptcy. We will continue to monitor the situation. However, we believe that our job is providing Telegation long distance services that meet our customer's price points and service needs, regardless of the underlying provider. In fact, we expect the process currently regarding MCI WorldCom to stabilize for a while before any further changes are made.

Q What should companies be doing about their telecommunications services now?

A The best thing a company can do is to determine which local and long distance calling plan is best for their needs. The one-year to five-year pricing options on the SBC Ameritech Complete Link® and SBC Ameritech Simple Link® plans are competitive. Longer-term plan commitments are more attractive. Companies need to work out how much they plan to use SBC Ameritech and long distance services over the next few years and then decide on a plan that is best for them. Signing up for a calling plan can significantly reduce business costs so that should be a priority. In addition, I believe all companies and organizations should also evaluate their data communications needs and explore the different options available today to meet their data and Internet needs. We can help meet both these important needs for our customers and help them come up with a plan to ensure proper implementation.

Q Why should a business choose Telegation?

A Telegation offers voice, usage, data and Internet services from the industry's leading providers over the best networks, and all at the most competitive rates. We analyze your particular business needs and put the best package together for your company and we will work with you to adjust services as your needs change. The bottom line is that we help your business save money and maximize efficiencies through new technology and services. The company's entire success path has been a result of acquiring and retaining customers by helping them benefit because of changes in the telecommunications industry.

Q What if rates change?

A The local and long distance marketplaces will continue to drive down rates as competition increases and technology improves. SBC Ameritech plans have conversion clauses that

allow you at any time to convert to a new plan if better plans come along. There are similar options available for data services as well. In addition, our long distance rate plans are designed to change by migrating to new plans when rates dictate new plans or contract terms approach expiration. Also, we have an internal SPAR (Special Pricing Account Request) process to meet specific calling needs of customers when specialized pricing is necessary. In fact, our company is unique in the telecom market place because the fundamental belief in rate change is the foundation of our business plan. Our customers have benefited from this belief for over 12 years.

Q Why should I place orders with Telegation?

A Telegation has been developing processes to implement our customer's orders for over 12 years. It is crucial to get the provisioning process correct. However, the complexity of services has changed over the years. Professional attention is necessary to succeed in telecom today. There are regulatory restrictions on Customer Proprietary Network Information (CPNI), contracts must gain approval from SBC Ameritech's Contract Implementation Management Group (CIM), and orders must be processed in different service centers. Facilities problems, order rejections, and other breakdowns in the order process can plague a customer. Also, order information must be precise in detail to insure the order is processed correctly. The customer benefits by working with Telegation personnel such as sales representatives, engineers and order fulfillment personnel who are professionals and receive ongoing training to ensure quality service. The process of delivering such a wide variety of services today is very complex. We try to make the process as seamless as possible.

Q What is a "Winback"?

A A Winback is an SBC Ameritech sale that brings services either previously with SBC Ameritech or ordered originally from a competitor of SBC Ameritech for local services. The Winback sale is the most complex sale possible as services must be "taken back" in the exact same detail as the current network design or modified to better suit a customer's needs. The local competitors of SBC Ameritech are finding that customers are dissatisfied with their local services or their company did not fulfill promises made. Telegation has been a pioneer in the Winback arena and a leader in Winback sales. SBC Ameritech offers promotions that make the finances worthwhile to the customer to come back to SBC Ameritech. As more and more customers decide to come back to SBC Ameritech, Telegation will continue to add customers to our account base by helping them order services and assist in the provisioning process.

NEED speed?

GET DEDICATED INTERNET ACCESS

With the pace of today's business, who has time to wait minutes for web pages to load or files to download? If you're feeling like your dial up connection is just too slow, consider SBC Ameritech Dedicated Internet Access services.

Dedicated Internet or DIA pricing has been falling dramatically and is now more affordable than most businesses realize. In addition, most DIA packages come with the router and SBC Ameritech services for the local loop. That means you get complete end-to-end service and no more finger pointing between vendors!

Once you're connected you'll be able to download, upload and email files at speeds ranging from 56 Kbps to 45 Mbps – up to 50 times faster than the typical dial up connection. That means your employees will be more productive and interactions between your customers and suppliers will be much more efficient. What's more, Dedicated Internet Access services can strengthen your position in competitive markets and reduce your costs.

A Wide Range of Services

Directly available Internet access from SBC Ameritech also means you connect instantly, use it when you want and avoid network bottlenecks. Through Telegation, you can choose from a full range of SBC Ameritech dedicated services:

- SBC Ameritech® LAN ISDN
- SBC Ameritech® Frame Relay* – 56k through T1
- SBC Ameritech® Point-to-Point – DS1 to DS3
- SBC Ameritech® Burstable DS1 and DS3
- SBC Ameritech® Tiered DS3
- SBC Ameritech® ATM – 1.54M through 40M
- ATM over OC3 – 40M to 155M

Stay Connected

SBC Ameritech is an experienced provider of complete IP network solutions. As such, you can be sure your business is in the best hands. SBC Ameritech operates highly secure facilities housed in centers designed to withstand problems. Your connections are monitored around the clock and thoroughly tested back up systems are on standby 24/7. That means you'll stay connected – even during commercial power cuts

For more information on SBC Ameritech Dedicated Internet Access services, pricing and the latest promotions, call Telegation today at 800-835-4786 or contact your sales rep for current pricing options!

*ASI provides ATM and frame relay service to SBC's regional telephone companies

continued from page 1:

CUSTOMER SERVICE & ORDER
FULFILLMENT IS PRIORITY #1

The SA's and sales engineers have been trained to handle order verification and review orders for accuracy. This helps ensure orders are submitted correctly from the field to the fulfillment department so there are no hold-ups due to paperwork problems. During the year, Telegation also expanded its corporate order fulfillment department to accommodate the complexity of new orders. All team members have undergone the same intensive training courses as the company's sales staff to ensure a positive experience for every customer.

In addition, Telegation has assigned specialized representatives to assist customers personally who need quality support on an ongoing basis. The so-called "SWAT" representatives help current customers as well as assist customers who are implementing new services. The SWAT team provides internal support for customers to make sure orders are corrected or problems are resolved with Telegation's service providers.

A key enabler of quality customer care is technology and in 2001-2002, Telegation continued to invest heavily. The company added a more sophisticated corporate voice mail system, an automatic call distribution system, and also implemented a state-of-the-art e-mail system. Internet T-1 or DSL lines have been installed at all offices for high-speed connectivity. The company is continuing to enhance its operational and computer systems to improve the sales order process. This involves further programming upgrades to the internal proprietary Telegation Information Framework (TGIF) to better meet the needs of employees and improve the order process.

Quality Assurance Plan

Telegation has also adopted a formal Quality Assurance Plan, which begins with order verification. All orders are verified in the field before they are sent to headquarters for processing. When the order entry department receives orders, all orders are assigned a master service order number to enable the order to be tracked through fulfillment. Vernon English, director of customer service, is responsible for quality assurance. English logs all customer inquiries and works to resolve any issues through his staff and Ameritech service personnel. English also conducts customer satisfaction surveys to improve the quality of service. His feedback is summarized and shared with Telegation's senior management team, sales teams and human resources department to ensure recommendations are acted upon and better policies and procedures are enacted to enhance customer service.

New Quality Control Center

Telegation recently merged its SWAT team, Order Fulfillment, Customer Service and COC (Customer Outreach Coordinators) – all departments at headquarters that interface with customers – into the Quality Control Center (QCC). The QCC will ensure that all interactions with Telegation will be positive and all commitments to customers are kept. From notifying customers of expiring contracts through COC to retaining customers, the consolidation of different departments at the new corporate headquarters into one call center will enable the highest levels of service and support to be maintained.

These changes will make Telegation even easier to do business with as well as more effective and efficient. "It all adds up to unmatched customer service, which is good for us and good for our customers," says Raue.

SBC Yahoo!®

DSL BUSINESS SERVICE PACKAGES

SBC Yahoo!® DSL is an information service that combines DSL transport, Internet access and applications from SBC Internet Services with customized content, services, and applications from Yahoo! Inc., to provide you and your business with high-speed broadband access to the World Wide Web. And it's available through Telegation.

There's sure to be an SBC Yahoo! DSL service that will meet your data and high-speed Internet access needs:

SBC Yahoo!® DSL Internet Package	Downstream Speed	Upstream Speed	IP Address
Basic Package	Up to 384Kbps	128Kbps	1 Dynamic
Standard Package	385Kbps-768Kbps	128Kbps	1 Dynamic
Standard – S Package	384Kbps-768Kbps	128Kbps	5 Static
Deluxe Package	768Kbps-1.5Mbps	256Kbps	1 Dynamic
Deluxe – S Package	768Kbps-1.5Mbps	256Kbps	5 Static
Expert – S Package	1.5Mbps-4.0Mbps	256Kbps	5 Static

SBC Yahoo!® DSL packages include these features:

- Personalized SBC Yahoo!® DSL home page
- Customized SBC Yahoo!® DSL browser
- SBC Yahoo!® Mail account with 25MB of storage, POP access and email forwarding
- Up to 10 additional SBC Yahoo!® Mail accounts with 10MB of storage each, POP access and email forwarding
- SBC Yahoo!® Messenger with high-quality video
- SBC Yahoo!® Photos and Briefcase with 110MB of online storage
- Three SBC Yahoo!® Classifieds basic ads
- Three SBC Yahoo!® Auctions listings
- Three Consumer Reports® guides
- SBC Yahoo!® Parental Controls
- Firewall software to help shield your computer from unauthorized access
- Unlimited nationwide dialup Internet access
- And more!

DSL packages are ideal for small to medium-sized businesses. Packages include routers and installation so that your entire office can be wired to the high speed Internet! Get connected today! For more information on SBC Yahoo!® DSL Business Service Packages, pricing and the latest promotions, please contact your sales rep or call Telegation customer service at 800-835-4786.

9 I I I I I I I I I I 9 2 I I I I I I I I I I 9 3 I I I I I I I I I I 9 4 I I I I I I I I I I 9 5 I I I I I I I I I I 9 6 I I I I I I I I I I 9 7

THANKS TO OUR CUSTOMERS FOR 12 YEARS of SUPPORT

I I I I I I I I I I 9 8 I I I I I I I I I I 9 9 I I I I I I I I I I 0 0 I I I I I I I I I I 0 I I I I I I I I I I 0 2 I I I I I I I I I I 0 3

WITH THE FORESIGHT TO SEE A COMBINATION OF LOCAL AND LONG DISTANCE BUNDLING, DENIS RAUE FOUNDED TELEGRATION TO HELP BUSINESSES DEAL WITH CHANGE IN THE TELECOM MARKETPLACE. TWELVE YEARS LATER, Telegration is one of the largest and most successful SBC Ameritech 5-Star Authorized Distributors in the Great Lakes region with over 150 employees. And we have you, our valued customers, to thank. If you've just joined Telegration or if you have been with us for over a decade – as many of you have – thank you for your support! Just as you are committed to us, we're committed to delivering the best service at the lowest cost to you.

continued from page 1: NEW CORPORATE HEADQUARTERS

day in, day out, we can provide on-going guidance and mentoring which will benefit managers, staff and customers.”



The build-out took over six months and as you would expect from Telegration, the new corporate headquarters is packed with state-of-the-art telecommunications, data communications and security equipment. The build-out included the installation of state-of-the-art wiring and a server room to house Telegration's expansive computer network. By providing employees with the most up-to-date technology and equipment available, employees can work more efficiently and deliver even better customer service. There's even a new "break room" outfitted with satellite television and vending machines. Although with the popularity of Telegration's services these days, this room does not get much use.

Headquarters

Telegration, Inc.
3250 West Big Beaver Road
Suite 200
Troy, MI 48084-2902
Phone: 248/614-6300
Fax: 248/614-6310

Illinois

500 N. Michigan Avenue
Suite 750
Chicago, IL 60611-3764
Phone: 312/840-8040
Fax: 312/840-8510

Indiana

7999 Knue Road
Suite 305
Indianapolis, IN 46250-1543
Phone: 317/585-8840
Fax: 317/585-8299

Michigan

125 Ottawa Avenue NW
Suite 150
Grand Rapids, MI 49503-2872
Phone: 616/742-5700
Fax: 616/742-5720

Ohio

4101 East Royalton Road
Broadview Heights, OH 44147-2931
Phone: 440/717-2150
Fax: 440/717-2155

960 Kingsmill Parkway
Suite 103
Columbus, OH 43229-1138
Phone: 614/781-5350
Fax: 614/781-5355

500 Madison Avenue
Suite 535
Toledo, OH 43604-1252
Phone: 419/243-8855
Fax: 419/243-6277

Wisconsin

300 North Corporate Drive
Suite 200
Brookfield, WI 53045-5865
Phone: 262/792-7070
Fax: 262/792-7075