

Appendix C – Listing of Site Evaluation Locations

| Location | Description | PMs Impacted | Activities |
|-----------------------|--|----------------------------|---|
| Hoffman Estates, IL | Performance Measurement Reporting Group | All | |
| Arlington Heights, IL | Retail Residence - Consumer Call Center | Ordering & Provisioning | Retail residence orders. |
| Pewaukee, WI | Retail Small Business Center (Noncomplex Products) - Consumer Service Bureau | Ordering & Provisioning | Retail business non-complex orders. |
| Detroit, MI | Retail Mid to Large Business Center (Complex products) | Ordering & Provisioning | Retail business complex orders. |
| Southfield, MI | Retail and Wholesale Maintenance & Installation Center | Provisioning | Dispatch and monitor wholesale and retail orders and trouble tickets. |
| Cicero, IL | Retail and Wholesale - Central Office | Provisioning & CHC/FDT | Close out all DI orders and tickets; close out FDT orders. |
| Saginaw, MI | Retail and Wholesale Billing Operations Center | Billing | |
| Milwaukee, WI | Wholesale - Local Service Center (LSC) - UNE-P | Ordering & FMOD | UNE-P ordering; FMOD entries for conditioning. |
| Grand Rapids, MI | Wholesale - LSC - Resale & Centrex | Ordering | Resale & Centrex ordering. |
| Milwaukee, WI | Wholesale - Local Operations Center | Maintenance & CHC/FDT | Receipt of trouble tickets; coordination of CHC with CLEC & CO. |
| Chicago, IL | Wholesale - Trunk Provisioning Center | Provisioning | Close trunk service orders. |
| Chicago, IL | Wholesale - Centralized Translations Group | Maintenance & NXX | Close trunk trouble tickets. |
| Brecksville, OH | Wholesale - Code Assurance Group | NXX | Load and test NPA and NXX codes. |
| Marquette, MI | Wholesale Coordination Center | Provisioning & Maintenance | Close wholesale UNE orders and trouble tickets; jep all wholesale orders. |
| Chicago, IL | Wholesale Administration Center | Provisioning & Maintenance | Close wholesale POTS and UNE-P orders and trouble tickets. |
| Richardson, TX | Wholesale Collocation Service Center | Collocation | Receive and process collocation applications. |
| Chicago, IL | Listing Services Department | DA Database | Receive and process manual update orders for the Directory Assistance Database. |
| Milwaukee, WI | Resale Billing System | Billing | |
| Milwaukee, WI | LSC – Billing | Billing | |

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| Schaumburg, IL | Technician Ride Alongs | Provisioning & Maintenance | Close retail orders and trouble tickets; wholesale orders and trouble tickets are called in to WCC or Admin Center by technicians. |
| Southfield, MI | Wholesale LSC - UNE-P | Ordering | UNE-P ordering. |
| St. Louis, MO | Performance Measure Reporting Group - DSS | Order, Preorder, Provisioning | Calculate PMs and apply business rules in DSS. |
| Indianapolis, IN | RRS Database Administrators | Provisioning & Maintenance | Receive and load source system files containing PM data. |