

**Commitment 34** SBC commits to use its good faith, best efforts to remedy performance on PMs WI-6-02, 59-03, 65-03, 65.1-03, 67-03, 67-18 and 66-03, in accordance with the order.

PM CLEC WI 6-02 SBC Illinois has made changes to more accurately report results for PM CLEC WI 6-02. Volumes reported since December 2002 have not exceeded 3 orders in any single month. As a result, no meaningful assessment of performance can be made, as such an assessment requires a minimum of 10 orders.

Volumes reported in June and July have not exceeded 5 orders in any month. As a result, no meaningful assessment of performance can be made, as such an assessment requires a minimum of 10 orders.

PM 59-03 SBC Illinois has taken various steps to improve performance on PM 59-03. These steps include the retraining of technicians, the development of additional job-aids, new quality reviews and the creation of new daily reports for line and staff management to proactively assess DSL Lineshare repair and maintenance performance. As a result, performance has improved to the point that results for May 2003 demonstrate that SBC Illinois has met the parity standard .

In July 2003, SBC Illinois met or exceeded the parity standard on PM 59-03. However, SBC Illinois failed to meet the parity standard in June 2003. Management focus on performance under this PM continues.

Performance results for August and September 2003 demonstrate that SBC Illinois continues to meet or exceed the parity standard, thus remedying the unsatisfactory performance.

PM 65-03 SBC Illinois has taken various steps to improve performance as addressed above. In addition, in February 2003, a new remote test was implemented to identify any miswiring that may have occurred during provisioning. A network team continues to meet twice weekly to research issues with trouble report rate performance. As a result, performance has improved to the point that results for May 2003 demonstrate that SBC Illinois has met the parity standard.

Performance in June and July 2003 demonstrate that SBC Illinois continues to meet or exceed the parity standard. Thus, remedying the unsatisfactory performance.

PM 65.01-3

SBC Illinois has taken various steps to improve performance as addressed above. In addition, in February 2003, a new remote test was implemented to identify any miswiring that may have occurred during provisioning. A network team continues to meet twice weekly to research issues with trouble report rate performance. As a result, performance has improved to the point that results for May 2003 demonstrate that SBC Illinois has met the parity standard.

Performance in June and July 2003 demonstrate that SBC Illinois continues to meet or exceed the parity standard. Thus remedying the unsatisfactory performance.

PM 67-03

SBC Illinois has taken various steps to improve performance as addressed for PM 59-03. These actions improved performance so that the standard was met for January 2003 and each month since, remedying the unsatisfactory performance.

Performance in June and July 2003 demonstrate that SBC Illinois continues to meet or exceed the parity standard. Thus remedying the unsatisfactory performance.

PM 67-18

SBC Illinois has taken various steps to improve performance as addressed for PM 59-03. As a result, performance has improved to the point that results for April and May 2003 both demonstrate that SBC Illinois has met the parity standard .

Performance in June and July 2003 demonstrate that SBC Illinois continues to meet or exceed the parity standard. Thus remedying the unsatisfactory performance.

PM 66-03

SBC Illinois has taken various steps to improve performance as addressed for PM 59-03. The increased management focus and changes in work prioritization allowed SBC Illinois to meet the standard for January and each month since, remedying the unsatisfactory performance.

Performance in June and July 2003 demonstrate that SBC Illinois continues to meet or exceed the parity standard. Thus remedying the unsatisfactory performance.

Illinois Commerce Commission Docket 01-0662  
Bi-Monthly Progress Report  
Attachment 4

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