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August 24, 2001

VIA HAND DELIVERY

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180 East Broad Street, 12th Floor
Columbus, OH 43226-0573

Ms. Daisy Crockron
Docketing/Administration
Public Utilities Commission of Ohio
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**Re: Rhythms Links, Inc
Case No. 01-2076-TP-ABN
Supplemental Information**

Dear Attorney Examiner Farkas and Ms. Crockron:

On August 13, 2001, an application to abandon service and to cancel its certificate was filed by Rhythms Links, Inc. ("Rhythms"). Exhibit A to the application set forth information concerning the background of the request. This letter will amend and clarify the number and types of Rhythms' Ohio customers and provide information concerning the migration of customers to other providers.

Rhythms has been the ultimate service provider to 1,275 business customers in Ohio. **None** of these 1,275 business customers are served or billed directly by Rhythms. Rather, they are served and billed by ISP providers that are customers of Rhythms. Rhythms has been the ultimate provider of **data services only** to 2,481 residential customers. Only 176 of these **data services only** residential customers have been served and billed directly by Rhythms. The others have been served and billed by the ISP providers that in turn are customers of Rhythms.

As of July 1, 2001, Rhythms was the ultimate service provider to 4,071 Ohio customers, all but 176 of whom were served by ISPs. Approximately 45 days later, Rhythms was the ultimate service provider to only 3,756 Ohio customers.

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On or about August 10, 2001, Rhythms sent a notice of termination to all its direct customers—the 176 residential data services-only end user customers and the ISPs. A copy of the notice was included as Exhibit C to the application. Rhythms did not, and could not lawfully, send a notice of termination of service to its indirect customers who are served by and billed directly by an ISP. Rhythms is barred by contract from having direct contact with the customers of the ISP. Therefore, Rhythms sent the notice of termination of service to the ISP, and pursuant to contract, it is the responsibility of the ISP to provide notice of termination of service to the ISP's direct customers.

Rhythms has 48 ISPs that serve Ohio residential and business customers. Most of these have fewer than 10 customers and one ISP represents more than half of the ISP lines in service. Rhythms has worked to obtain referrals for its ISP customers and has assisted them to transfer their customers. It has provided each ISP with a single point of contact at Rhythms in the event there are ILEC issues related to the transfer. So far as has been reported to Rhythms, there have been no difficulties in migrating Ohio customers.

Fundamentally, however, Rhythms is not part of the process and has no control over how quickly the migration is accomplished. The migration process involves either the direct customers or the ISP customers placing orders for a migration for new service and the disconnection of the Rhythms service. The ILEC provisions the migration for the new service and disconnects the Rhythms service. Rhythms has no role in the migration/disconnection process and, in fact, may not even be notified when a customer has migrated.

If you have any questions concerning this matter, please call us at the number listed above.

Sincerely yours,



Sally W. Bloomfield

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