



Public Relations Partners, Inc.
STRATEGY • COMMUNICATIONS • DESIGN

Phone: 216.520.0092
Fax: 216.520.0096
E-mail: mail@prpartners.com

6100 Rockside Woods Blvd.
Suite 350
Cleveland, OH 44131

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PUCO

FILE

February 22, 2001

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, Ohio 43215-3793

Dear Sirs:

Please be advised that, on behalf of Public Relations Partners, Inc., I am withdrawing complaint # 00-532-TP-CSS (see attachment), filed with the commission March 17, 2000, against Ameritech, Now Online, Inc. and Integrated Network Concepts. The complaint has been resolved and there are no issues remaining.

If you have any questions or problems please contact me at 216-520-0092.

Thank you in advance for your cooperation.

Sincerely,

Denise Hrobat

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**PUBLIC RELATIONS
PARTNERS, INC.**
Strategy + Communications

March 17, 2000

Public Interest Center
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

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PUCO

Dear Sirs:

00-532-TP-ESS

I INTRODUCTION

I am writing on behalf of Public Relations Partners Inc., (PRP) a privately held Ohio company doing business in public relations and marketing. PRP has been in the public relations and marketing business since 1995. I am responsible for technology and information services for PRP.

PRP is hereby filing this complaint with the PUCO against Ameritech, Now Online, Inc. and Integrated Network Concepts for unlawful activities, including misrepresenting to PRP that it signed a forged contract for line service and requested installation of a dedicated DS-1 line and for charging monthly line service based upon the forged contract. PRP is requesting that Ameritech, Now Online, Inc. (NOL) and Integrated Network Concepts: 1) retract all claims relating to the installation and monthly line charges of the DS-1 line and internet service; 2) be fined for engaging in such unlawful activity; and 3) be monitored or submit to other corrective measures deemed necessary to prevent such activity from taking place in the future.

II BACKGROUND

A. Initial Contact With Now Online, Inc.

Public Relations Partners, Inc. has used an Internet Service Provider for the last two years. As PRP is a manager of information services, in August 1999 I started inquiring about other providers and rates in order to obtain the highest quality of internet service for the lowest rate. I became involved with **Now Online, Inc. (NOL)** in September 1999. Two salesmen, **Rusty Rivituso** and **Gary Moidell**, as representatives of NOL, met with me to discuss transferring Public Relations Partners' internet service to NOL.

Now Online, Inc.
781 Beta Drive
Mayfield Heights, OH 44143

Phone: (216) 263-1600

Jeffrey Williams, President of Now Online, Inc.

After a few more discussions via telephone with the above-named salespeople, I decided that I did not want to transfer PRP's Internet service but would remain open to further investigate our options after January 2000. I had various concerns, including concerns about Y2K problems, and did not want to make any decisions until after January 1, 2000. I contacted Mr. Rivituso and Mr. Moidell and informed them of my decision to remain with our current ISP on September 15.

Affiliate of
Funk Luetke Skunda
Marketing, Inc.

1999. Both sales people acknowledged my decision and we mutually agreed to talk again after the first of the year. No contracts were signed.

B. Installation of DS-1 Line

Even though I had never requested or agreed to the installation of any line or to switch ISPs, Ameritech arrived to install a DS-1 256 line on October 10, 1999. I immediately called Rusty Rivotuso, the salesperson for NOL to determine why Ameritech was at PRP's office, purporting to install a new line. I was told by Mr. Rivotuso that if we were ever going to change providers in the future, we were going to have to install this dedicated DS-1 line. It was apparent Mr. Rivotuso told Ameritech to come to PRP's office install the line without our permission. After the conversation, I allowed the line to be installed, but requested that it not be connected. At no time was the line ever connected or used. We are still with our same ISP and have been since the initial installation in July 1998.

C. Monthly Line Charges

Beginning November 1, 1999, PRP began receiving monthly line charges from Ameritech. (See enclosed Exhibits A-D). After receiving the first bill, I called Rusty of NOL to complain since PRP had never requested or agreed to the service. He told me he would take care of it, that he would talk to Ameritech on our behalf to have the monthly line charges removed and, if anything, PRP would only be responsible for the installation charges for the line and would receive a separate invoice for the installation. PRP did not pay any charges. The monthly invoices for the line charges continued to arrive and I notified Rusty of NOL each and every time. His response was similar to the above and he told me that this matter could be taken care of if I would agree to transfer PRP's Internet service to NOL. I again told Mr. Rivotuso that PRP never agreed to the service and would not transfer service to NOL and, further, that we did not intend to use the DS-1 256 line.

D. Forged Contract

On January 20, 2000, I called Ameritech directly to cancel the line. I was told by Ameritech that if I wanted to cancel the line, I would have to pay all of the line charges plus a hefty cancellation fee for breaking a 60-month contract. I immediately called Rusty and asked him what Ameritech was referring to since I never signed a 60-month contract. He assured me that I had signed a 60-month contract to receive service for a low rate and again told me he would contact Ameritech and that if I would transfer to NOL, he would reduce the Ameritech charges. On January 27, 2000, I received an e-mail from Rusty of NOL in which he even admitted that no deal was ever reached but still wanted to force us to agree to transfer service before he would take care of Ameritech's charges. (See enclosed Exhibit E).

On February 3, 2000, I received a fax from NOL detailing the charges to cancel the line. (See enclosed Exhibit F). At this time I also received the first page of a contract with Ameritech, which did not have the signature page.

I did not recall signing a contract. I called Rusty of NOL to get a copy of the signature section of this contract. He scanned the contract into his computer and sent it via e-mail on February 11, 2000. (See enclosed Exhibits G-J). I had never seen this contract with my "signature" before Rusty sent it to me on February 11, 2000. As Rusty's e-mail demonstrates, PRP never agreed to

the connection, although Rusty continued to pressure us to transfer services to NOL before he would remove any charges. When I looked at the signature portion of the contract, I did not recognize the signature as mine and noticed that the my first name of my supposed signature was misspelled.

At this time when I reviewed the contract with my "signature", I first became aware of the involvement of a reseller, **Kevin Flanagan of Integrated Network Concepts** (address is on enclosed contract). I have never met Kevin Flanagan. I then called Kevin Flanagan and asked him to send me a copy of the signed contract so I could have a better copy than the one Rusty e-mailed me. Mr. Flanagan then faxed me a copy of the "signed" contract. (See enclosed Exhibit K). As you will note from comparing Exhibit K to Exhibit J, this contract contained the same unrecognized signature and, further, Mr. Flanagan's signature suddenly appeared on it. Also newly appearing on this contract was the type of line to be installed (256K), the installation date (which is almost a month before Ameritech actually installed it) and the correction to service location No. 2. These new additions appear to be in Mr. Flanagan's handwriting. Further, my "signature" is dated August 30, 1999. However, I did not even contact NOL until September, 1999 and had no contact with Ameritech until October 10, 1999 when their servicemen showed up to install the DS-1 line.

The signature on this contract is not mine. Enclosed is a copy of my signature for your evaluation. (See enclosed Exhibit L). When I called Rusty of NOL on February 11, 1999 and stated that this was not my signature, his response was "I can't comment on that." I then contacted Ameritech on February 16, 2000, to obtain the original contract so I could review it. When I informed Ameritech of the forged signature, their response was that they cannot do anything until "legal action" is taken.

III. CONCLUSION

At this time, PRP's Ameritech account has been turned over to collections since we have refused to pay their invoices. I do not believe that PRP is responsible for the Ameritech charges that resulted from a forged contract. We request that the PUCO investigate Ameritech's, NOL's and Integrated Network Concepts' actions in this matter and take appropriate action.

Please contact me with questions or comments on this matter at the address or telephone number below.

Sincerely,



Denise Hrobat
Public Relations Partners, Inc.
6100 Rockside Woods Blvd., Suite 350
Independence, OH 44131
216/520-0092



PUBLIC RELATIONS
PARNTERS
8100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2368

Page 1 of 1
Account Number 216 R01-1799 017 8
Billing Date Nov 1, 1999

Web Site www.ameritech.com

Invoice Number 216R01179911

EXHIBIT A

Monthly Statement

Oct 2 - Nov 1, 1999

Bill At A Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	436.40
Total Amount Due	\$436.40
Amount Due in Full By	Nov 18, 1999

Billing Summary

Questions? Call:	
Ameritech Local Service	436.40
1-800-480-8088	
Total of Current Charges	436.40

Ameritech Local Service

Monthly Service - Nov 1 thru Nov 30	282.00
Monthly Charges	

Other Charges and Credits

This section of your bill reflects charges and credits resulting from account activity. A breakdown of monthly service charges is included.

Item	Quantity	USDC	Monthly Charges
No. Description			
Charges for Establishing New Service on Oct 19, 1999			
Service Order N1303467438			
Special Services			
1 Installation Serv Call Charge	1		51.00
Services Established			
(Monthly Charges are Prorated from Oct 20, 1999 to Billing Date, Nov 1, 1999)			
Circuit Number FLZC582132L0B			
2 Channel Mileage Termination	2 CZ4X3	76.00	27.87
3 Channel Mileage	3 1Y2X3	81.00	25.70
Circuit Location 1			
6100 ROCKSIDE WOODS BL			
INDEPENDENCE OH			
4 Local Distribution Channel	1 TZ4X3	125.00	45.83
Total Other Charges and Credits			154.40
Total Ameritech Local Service Charges			436.40

News You Can Use

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your business service please call us at 1-800-480-8088, or the Public Utilities Commission of Ohio at 1-800-686-7828 or TDD/TTY 1-800-686-1570.

URGENT PAYMENT INFO

To insure the timely and accurate application of payments, please use the remittance document provided on the account summary page. If the payment document is not included with your payment, please include the 14 digit account number to which the payment should be credited. (Example: 414 555-0000 123 1). Reference to the "Invoice Number" found on the summary page will delay the payment application process.

News You Can Use - Summary

• PAYMENT & INQUIRIES • URGENT PAYMENT INFO
See "News You Can Use" for additional information.

Repair Service: 1-800-480-8088
Telecommunications Relay System: 1-800-750-0750
Return bottom portion with your check in the enclosed envelope.

Payment Pending 1 11

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AMERITECH
BILL PAYMENT CENTER
SAGINAW, MI 48663-0003

PUBLIC RELATIONS
PARNTERS
6100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2368

Please include your 14-digit
account number on your check.

Account Number
216 R01-1799 017 8

Nov 1, 1999

Amount if Paid
AFTER Nov 18, 1999

\$442.95

Amount if Paid ON or
BEFORE Nov 18, 1999

\$436.40



PUBLIC RELATIONS
PARTNERS
8100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2306

Page 1 of 1
Account Number 216 R01-1798 017 8
Billing Date Dec 1, 1999
Web Site www.ameritech.com
Invoice Number 216R01179812

EXHIBIT B

Monthly Statement

Nov 2 - Dec 1, 1999

Bill At A Glance

Previous Bill	438.40
Payment	.00
Adjustments	6.55
Amount Past Due	442.95
Current Charges	282.00
Total Amount Due	\$724.95
Amount Due in Full By	Dec 20, 1999

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	12-03	Late Payment Charge	6.55	
Totals			6.55	.00

Ameritech Local Service

Monthly Service - Dec 1 thru Dec 31				
Monthly Charges				282.00
Total Ameritech Local Service Charges				282.00

Billing Summary

Questions? Call:	
Ameritech Local Service 1-800-480-8088	282.00
Total of Current Charges	282.00

Now, You Can Use

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your business service please call us at 1-800-480-8088, or the Public Utilities Commission of Ohio at 1-800-686-7826 or TDD/TTY 1-800-686-1570.

URGENT PAYMENT INFO

To insure the timely and accurate application of payments, please use the remittance document provided on the account summary page. If the payment document is not included with your payment, please include the 14 digit account number to which the payment should be credited. (Example: 414 556-0000 123 1). Reference to the "Invoice Number" found on the summary page will delay the payment application process.

News You Can Use Summary

• PAYMENT & INQUIRIES • URGENT PAYMENT INFO
See "News You Can Use" for additional information.

Repair Service: 1-800-480-8088
Telecommunications Relay System: 1-800-750-0750
Return bottom portion with your check in the enclosed envelope.

Payment Pending

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AMERITECH
BILL PAYMENT CENTER
SAGINAW, MI 48663-0003

PUBLIC RELATIONS
PARTNERS
8100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2306

Please include your 14-digit
account number on your check.

Account Number
216 R01-1798 017 8

Dec 1, 1999

Past Due Charges - \$442.95 - Please Pay Immediately

Amount if Paid

6724.95

Amount if Paid ON or

6724.95



PUBLIC RELATIONS
PARNTERS
8100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2008

Page 1 of 1
Account Number 216 R01-1799 017 8
Billing Date Jan 1, 2000

Web Site www.ameritech.com

Invoice Number 216R01179901

EXHIBIT C

Monthly Statement

Dec 2 - Jan 1, 2000

Bill At A Glance

Previous Bill	724.96
Payment	.00
Adjustments	10.87
Amount Past Due	735.82
Current Charges	282.00
Total Amount Due	\$1,017.82
Amount Due in Full By	Jan 18, 2000

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	1-02	Late Payment Charge	10.87	
Totals			10.87	.00

Ameritech Local Service

Monthly Service - Jan 1 thru Jan 31	
Monthly Charges	282.00
Total Ameritech Local Service Charges	282.00

Billing Summary

Questions? Call:

Ameritech Local Service 1-888-704-6500	282.00
Total of Current Charges	282.00

News You Can Use

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your business service please call us at 1-800-880-3000, or the Public Utilities Commission of Ohio at 1-800-686-7826 or TDD/TTY 1-800-686-1570.

News You Can Use - Summary

• PAYMENT & INQUIRIES

See "News You Can Use" for additional information.

Repair Service: 1-800-727-2273

Telecommunications Relay System: 1-800-750-0750

Return bottom portion with your check in the enclosed envelope.

Patent Pending

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AMERITECH
BILL PAYMENT CENTER
SAGINAW, MI 48663-0003

PUBLIC RELATIONS
PARNTERS
8100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2368

Please include your 14-digit
account number on your check.

Account Number
216 R01-1799 017 8

Jan 1, 2000

Past Due Charges - \$735.82 - Please Pay Immediately

Amount if Paid

Amount if Paid ON or

44 043 00



PUBLIC RELATIONS
PARNTERS
6100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2366

Page 1 of 1
Account Number 216 R01-1799 017 8
Billing Date Feb 1, 2000
Web Site www.ameritech.com
Invoice Number 216R01179902

EXHIBIT D

Monthly Statement

Jan 2 - Feb 1, 2000

Bill At A Glance

Previous Bill	1,017.82
Payment	.00
Adjustments	15.27
Amount Past Due	1,033.09
Current Charges	282.00
Total Amount Due	\$1,315.09
Amount Due in Full By	Feb 18, 2000

Billing Summary

Questions? Call:	
Ameritech Local Service 1-888-704-8600	282.00
Total of Current Charges	282.00

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1	2-02	Late Payment Charge	15.27	
Totals				15.27	.00

Ameritech Local Service

Monthly Service - Feb 1 thru Feb 29	
Monthly Charges	282.00
Total Ameritech Local Service Charges	282.00

News You Can Use

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your business service please call us at 1-800-886-3000, or the Public Utilities Commission of Ohio at 1-800-886-7926 or TDD/TTY 1-800-886-1570.

MODEM CONNECTIONS

When you reach a busy signal, Enhanced Repeat Dialing offers to re-dial calls for \$.75/use plus normal usage charges. When a modem or fax machine reaches a busy signal, it receives this announcement and may not recognize that the line is busy. As a result, you may have to re-dial the call. To block the announcement, call the number on this bill.

RATE REDUCTIONS

As part of the Advantage Ohio Commitment there may be a reduction to your bill this month. Effective January 10, 2000, rates are being reduced for local access lines, local usage, IPP basic access lines and IPP Coin lines. These changes result in a total reduction to Ameritech residential and business customers of approximately \$8.3 million annually.

News You Can Use Summary

- PAYMENT & INQUIRIES
 - MODEM CONNECTIONS
 - RATE REDUCTIONS
- See "News You Can Use" for additional information.

Repair Service: 1-800-727-2273

Telecommunications Relay System: 1-800-750-0750

Return bottom portion with your check in the enclosed envelope.

Patent Pending

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AMERITECH
BILL PAYMENT CENTER
SAGINAW, MI 48663-0003

PUBLIC RELATIONS
PARNTERS
6100 ROCKSIDE WOODS BL
INDEPENDENCE, OH 44131-2366

Please include your 14-digit
account number on your check.

Account Number
216 R01-1799 017 8

Feb 1, 2000

Past Due Charges - \$1,033.09 - Please Pay Immediately

Amount if Paid
before Feb 18, 2000

\$1,334.82

Amount if Paid ON or
AFTER Feb 18, 2000

\$1,315.09

Subject: Your Ameritech Loop Agreement
Date: Thu, 27 Jan 2000 10:36:49 -0500
From: "Rusty Rivinus" <rusty@nowonline.net>
Organization: Now Online
To: <dhrobat@prpartners.com>

EXHIBIT E

Hi Denise,

I have done what I could with regards to the Ameritech loop agreement. As you know the circuit was installed at your facility on October 10th. Under Ameritech's standard terms, PR Partners is responsible for the loop charge from October 10th to present. There is additional responsibility for any charges that were waived, such as the install charge of \$444.00. The amount due at this point is approximately \$970.00 for the loop and \$444.00 for the install and \$51.00 for the jack. The total is approximately \$1465.00.

There is not much that I can say. There were reasons on both sides that caused us to not complete our deal. Nevertheless, Ameritech has to be dealt with.

I can offer the following solution: Go forward with our previous agreement. I can assure you that we are able to serve your every need. I will see to the installation charges and one month of the loop charge. PR Partners will owe two months of the loop charge at the previous contract rate of \$282.00 per month.

I will call you later and discuss this with you.

Thanks

EXHIBIT F

02/03/2000 18:32 4489339238

INTEGRATED NETWORK CON

PAGE 03/03

FROM THIS LOCAL 312 267 2682 2000.02-02 00:00 0457 P.01/03
 CND 0000 ALL CALLS BEING TO VARIOUS LOCAL AREAS (4610)
 216 R01 1799 017 JAN 01 00 *CNR LIVE P 1 1 FROM MEX
 PUBLIC RELATIONS ACCT DATE 10-19-99 DOI 10-19-99
 ID SUB LAT SCT
 RNU 88

---LIST

WE (SPNR) PUBLIC RELATIONS
 PARTNERS
 LA 6100 ROCKSIDE WOODS BL,
 INDEPENDENCE
 SA 6100 ROCKSIDE WOODS BL,
 INDEPENDENCE
 SIC 7399
 DEIR 44309

---SAR

SPR (A) VET/SCS XDRM
 /TA CD, 10-19-99/END 08-30-99
 1 TRACS/SCS XDRM/SPR (A)
 /ORD 01003467438/CD 10-19-99
 TOTAL EXCLUDING TAXES
 XS NOTATION

185	125.00	125.00	282.00
1165			
TIME	FW	ACT	FW
NO	END		
0100			

4 MONTHS

N.T.M

60 MONTHS

per month = \$185

\$125

diff = \$60

4 x 60 = \$240

NRLS = \$387.50

FIRST YEAR PENALTY = \$592

TCM AM = \$1219.50

Subject: Ameritech Paperwork
Date: Fri, 11 Feb 2000 14:50:47 -0500
From: "Rusty Rivinus" <rusty@nowonline.net>
Organization: Now Online
To: <shrobar@pppartners.com>



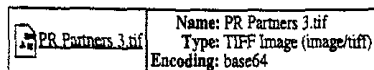
EXHIBIT G

Hi Denise,

Here is a copy of the Ameritech paperwork that you are missing. I know that this is a really aggravating situation. We should have gone forward when Ameritech installed the circuit rather than waiting until after the first of the year.

We can't go back and change it, but if you go forward with the connection with us now, the total termination charges will be eliminated and I'll pay one month's loop charge.

Rusty



← This refers to EXHIBIT J

EXHIBIT A



**Confirmation of Service Order - General Business Services
Exchange Dedicated Communications Services - Base Rate, Fractional DS1, DS1 and DS3 Services**

This Confirmation of Service Order ("Order") serves as a confirmation of Customer's agreement to purchase BaseRate, DS1, Fractional DS1 or DS3 Service ("Service") under a term plan according to prices, quantities, terms and conditions set forth herein and in the applicable Ameritech tariffs or catalogs.

Rates: Monthly Charges are based on term plan rates in effect at the time Service is ordered, and are set forth on Page 2. During the term rate decreases, as applicable, will automatically be applied to the Monthly Charges. Rates will not increase above Monthly Charges set forth on page 2 for Service between the locations listed in this Order. Monthly Charges may change if a Service location is moved. Non-Recurring Charges ("NRCs"), with the exception of the Clear Channel NRC will be waived if Customer selects a 36 month or greater term plan in this Order.

Term and Expiration: The Service term is the term plan selected by Customer on Page 2. Upon expiration of the Service term, the Monthly Charges will revert to the prevailing month-to-month rates⁽¹⁾ unless Customer renews the term plan or terminates Service prior to completion of the Service term. Upon renewal new Monthly Charges will be applied based on rates in effect at that time.

Term Plan Change: Prior to the completion of the selected Service term plan, Customer may renew or change to a different term plan without incurring early termination charges, provided the new term plan (i) is for an equal or greater number of circuits than the number ordered herein and (ii) is greater in length than the months remaining on the Service term plan ordered herein. Monthly Charges for the new term plan will be based on rates in effect at the time the new plan is ordered.

Service Upgrade: Customer may upgrade Service to a higher speed Ameritech DS1, DS3 or SONET Service or to the same or higher speed Ameritech Protect Path Service (the "Upgraded Service") without incurring early termination charges; provided that the Upgraded Service is (i) under a term plan that is equal to or greater in length than the number of months remaining in the term plan ordered herein and (ii) is installed between the locations herein. NRCs will apply to the Upgraded Service.

Move: In the event Customer moves one end of Service to a new location, Customer will not incur early termination charges provided termination of the old circuit and installation of the new circuit are ordered to occur concurrently. NRCs will apply at the new location as applicable. Customer's Monthly Charges will not change unless the new location is served out of a different central office. Any changes to the Monthly Charges will be based on rates in effect at the time of Customer's execution of this original Order. Revised Monthly Charges will be automatically applied for the months remaining in the Service term plan. If Customer moves both ends of the Service circuit concurrently, Customer will be liable for an early termination charge.

Early Termination: In the event Customer terminates the Service in whole or in part prior to the expiration of the term plan (except as otherwise permitted in this Order), Customer will be liable for an early termination charge, which will be equal to the amount of savings Customer received while the Service was installed. The charge will be calculated as follows: a. Determine the difference between the monthly rates (in effect at the time of termination), for the term plan Customer would have completed⁽²⁾ and Customer's Monthly Charges at the time of termination; b. Multiply the difference by the number of months Service was installed; and c. Add any NRCs which were originally waived. Termination of the Service within the first (12) months will be subject to an additional charge which will be calculated as follows: Take 40 percent⁽³⁾ of the 12 month rates (in effect at the time of termination), and multiply by the number of months remaining in the first year of the term plan.

Assignment: Customer shall not assign or otherwise transfer any rights or obligations under this Order without prior written consent of Ameritech, which consent shall not be unreasonably withheld or delayed. Any such assignment without prior written consent of Ameritech shall be void.

Liability: The liability of Ameritech its affiliates, successors, agents or "assigns" for damages from Service interruptions or defects shall not exceed the prorata amount of Monthly Charges for the time Service was affected.

Tariffs: In the event of conflict or discrepancy between provisions of this Order and provisions of the applicable tariff or catalog, the provisions of the tariff or catalog will prevail. This Order and the applicable tariffs or catalogs are the complete agreement of the parties and supersede any discussions, representation, or proposals, written or oral, concerning the Service.

- 1 Monthly extension rates will apply for DS3 Service.
- 2 If termination occurs within the first year 12 month rates will apply.
- 3 For DS3 Service 85 percent will apply.

EXHIBIT J.



**Confirmation of Service Order -
Exchange Dedicated Communications Services - Base Rate, Fractional DS1, DS1 and DS3 Services**

Service Type:	Base Rate Point to Point:	Base Rate Multipoint:	Fractional DS1-128:	Fractional DS1-256: X	Fractional DS1-384:	DS1:	DS3 ⁴ :	
Order Type:	New: X	Renewal:	Change:	Move:	Add:	Remove:	Upgrade:	Disconnect:
Existing Contract No:					Existing Circuit ID:			
Term Plan:	12 Mo.	36 Mo.	60 Mo. X	84 Mo. ⁵	120 Mo. ⁶	Requested Installation Date:		
Monthly Charges: <u>\$282.00</u>		Non Recurring Charges: <u>\$0.00</u>		Circuit Quantity: <u>1</u>		# Multipoint Locations:		
Service Location No. 1: <u>9100 ROCKSIDE WOODS BLVD 350 INDEPENDENCE, OH 44131-</u>					Service Location No. 2: <u>1521 EUCLID AVE 528 CLEVELAND, OH 44115-</u>			

Your signature acknowledges that you understand and accept the terms and conditions on Pages 1 and 2 and that you are authorized to make the commitments under this Order

CUSTOMER

AMERITECH

X *Denise Hrobat*
Authorized Customer Signature

Authorized Ameritech Signature

X *Denise Hrobat*
Print Name and Title

Print Name and Title

X *8-30-99*
Date

Date

AMERITECH CONTACT INFORMATION

PUBLIC RELATIONS PARTNERS, INC

Company Name

KEVIN FLANAGAN

H701587

Ameritech Sales Representative Name

Sales Code

6100 Rockside Woods # 350
Billing Address

INTEGRATED NETWORK CONCEPTS

Company

Independence Oh 44131
City, State and Zip Code

33059 LAKE ROAD

Street Address

DENISE HROBAT

Customer Contact

AVON LAKE OH

City State and Zip Code

216 520 0092

Contact Phone Number

440 933 9006

Phone Number

440 933 9238

Fax Number

Existing Billing Account Number (if applicable)

As used herein, Ameritech means Illinois Bell Telephone Company in Illinois; Indiana Bell Telephone Company, Inc. in Indiana; Michigan Bell Telephone Company in Michigan; The Ohio Bell Telephone Company in Ohio; and Wisconsin Bell Inc. in Wisconsin.

⁴ DS3 is not a standard tariff offering in Wisconsin.

⁵ Indiana only.

⁶ Indiana only.

Subject: Ameritech Buy-out
Date: Fri, 11 Feb 2000 11:15:46 -0500
From: "Rusty Rivituso" <rusty@nowonline.net>
Organization: Now Online
To: <dchrobot@pppartners.com>



EXHIBIT I

Hi Denise.

I've attached copies of paperwork from Ameritech that has the amount you will have to pay to terminate the agreement.



I have also made arrangements to cancel the circuit, as follows:

Hello Rusty,
Here is the disconnection confirmation that you requested, and as always
if you have any questions just give me a call. Kathleen

Circuit# FLZC562132..OB
Billing# 216-R01-1799
Order# D1303482854
Due Date 3-1-2000

In addition to the amount required to terminate the agreement (\$1219.50) the loop charge will have to be paid from the install date to the cancellation date.

Rusty
216-469-2377

 PR Partners 1.tif	Name: PR Partners 1.tif Type: TIFF Image (image/tiff) Encoding: base64
 PR Partners 2.tif	Name: PR Partners 2.tif Type: TIFF Image (image/tiff) Encoding: base64

> These Documents Refer to
EXHIBIT F

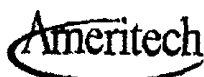


EXHIBIT K

**Confirmation of Service Order -
Exchange Dedicated Communications Services - Base Rate, Fractional DS1, DS1 and DS3 Services**

Service Type:	Base Rate Point to Point:	Base Rate Multipoint:	Fractional DS1-128:	Fractional DS1-256: X	Fractional DS1-384:	DS1:	DS3 ⁴ :	
Order Type:	New: X	Renewal:	Change:	Move:	Add:	Remove:	Upgrade:	Disconnect: 256K
Existing Contract No:				Existing Circuit ID:				
Term Plan:	12 Mo.	36 Mo.	60 Mo. X	84 Mo. ⁵	120 Mo. ⁶	Requested Installation Date: 9-13-99		
Monthly Charges: \$282.00		Non Recurring Charges: \$0.00		Circuit Quantity: 1		# Multipoint Locations:		
Service Location No. 1: 6100 ROCKSIDE WOODS BLVD 350 INDEPENDENCE, OH 44131-				Service Location No. 2: 1021 EUCLID AVE #452 CLEVELAND, OH 44115-				

Your signature acknowledges that you understand and accept the terms and conditions on Pages 1 and 2 and that you are authorized to make the commitments under this Order

CUSTOMER

AMERITECH

Authorized Customer Signature

Authorized Ameritech Signature

Print Name and Title

Print Name and Title

Date

Date

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DENISE HROBAT

Customer Contact

AVON LAKE OH 44012

City State and Zip Code

216 520 0092

Contact Phone Number

440 933 9006

Phone Number

440 933 9238

Fax Number

Existing Billing Account Number (if applicable)

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⁶ Indiana only.

Principal
Financial
Group

Mailing Address:
Des Moines IA 50392-0001

Principal Mutual
Life Insurance Company

Retirement Plan
Beneficiary Designation

EXHIBIT L

Personal Information (Please Print or Type)

CTD 01304

Plan Sponsor	Contract Number
PUBLIC RELATIONS PARTNERS INC.	

statement that spouse consent cannot be obtained because the spouse cannot be located.	X	
Spouse's Consent: I consent to this designation. I understand it eliminates all or part of the benefits (Qualified Joint and Survivor and Qualified Pre-Retirement Survivor benefits) otherwise payable to me from the Plan if my spouse dies.	Spouse's Signature	Date
The spouse appeared before me and signed the consent on	Plan Representative or Notary Public Signature	Date
	X	

Member Signature

This designation revokes all prior designations made under the plan.	Member's Signature	Date	Received and filed by Principal Mutual Life Ins. Co.
	X <i>Deane C. Probst</i>	1/9/96	Date Received