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PUBLIC SERVICE
COMMISSION
DEC 02 2004

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Georgia Ann Basham
(Your Full Name)

COMPLAINANT

VS.

Momentum Telecom
(Name of Utility)

DEFENDANT

RECEIVED
DEC 02 2004
PSC Consumer Services

Case 2004-00498

COMPLAINT

The complaint of Georgia Ann Basham respectfully shows:
(Your Full Name)

(a) Georgia Ann Basham
(Your Full Name)

1818 Asbury Pl. Owensboro Ky 42303
(Your Address)

(b) Momentum Telecom
(Name of Utility)

Case 2004-00498

2900 Corporate Dr Suite 200 Birmingham Al 35242-2733
(Address of Utility)

(c) That: see attached sheet.
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Formal Complaint

Georgia Ann Basham vs. Momentum Telecom

Page 2 of 2

Wherefore, complainant asks

Complete relief from all
(Specifically state the relief desired.)

charges from Momentum Telecom relating to
long distant Internet charges to the # 239-
0000203587. The amount of \$2489.66.

Dated at Owensboro, Kentucky, this 29 day
(Your City)

of November, 192004.
(Month)

Georgia Basham
(Your Signature)

(Name and address of attorney, if any)

ATTACHMENT

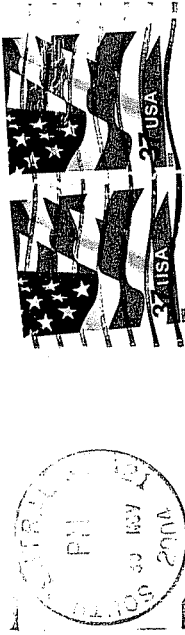
Georgia A. Basham vs. Momentum Telecom

When I noticed that my long distance was not working, I called Momentum Telecom to see why. I asked for a supervisor and spoke with Steve Patterson. He explained to me that my computer modem had been hijacked by Saotome dialer, making 509 international calls beginning 10-22-04 at 11:29 PM and ending 10-23-04 at 1:29 PM. The number that was dialed every minute to every two minutes or so was 239-0000203587 to a country called Saotome. This resulted in long distance charges of \$2120.48 plus taxes to my account. My total phone bill is \$2524.66, my regular phone bill is only \$35 for 11-19-04 thru 12-18-04, which I am paying with a check on 11-29-04.

I did not make any of these calls and do not feel responsible for them.

Mr. Patterson did say Momentum would accept 25% of the total bill which would be \$654.00, which is not reflected in my statement. However, I still do not feel I should be responsible for any amount of money associated with these international calls placed without my knowledge or consent.

C. Barber
1818 St. Louis Pl
Owensboro Ky 42303



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Environmental and Public Protection Cabinet
Public Service Commission
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