## COMMONWEALTH OF KENTUCKY

## BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GEORGIA ANN BASHAM

COMPLAINANT

٧.

CASE NO. 2004-00498

MOMENTUM TELECOM, INC.

# DEFENDANT

### ORDER TO SATISFY OR ANSWER

Momentum Telecom, Inc. ("Momentum") is hereby notified that It has been named as defendant in a formal complaint filed on December 2, 2004, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Momentum is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

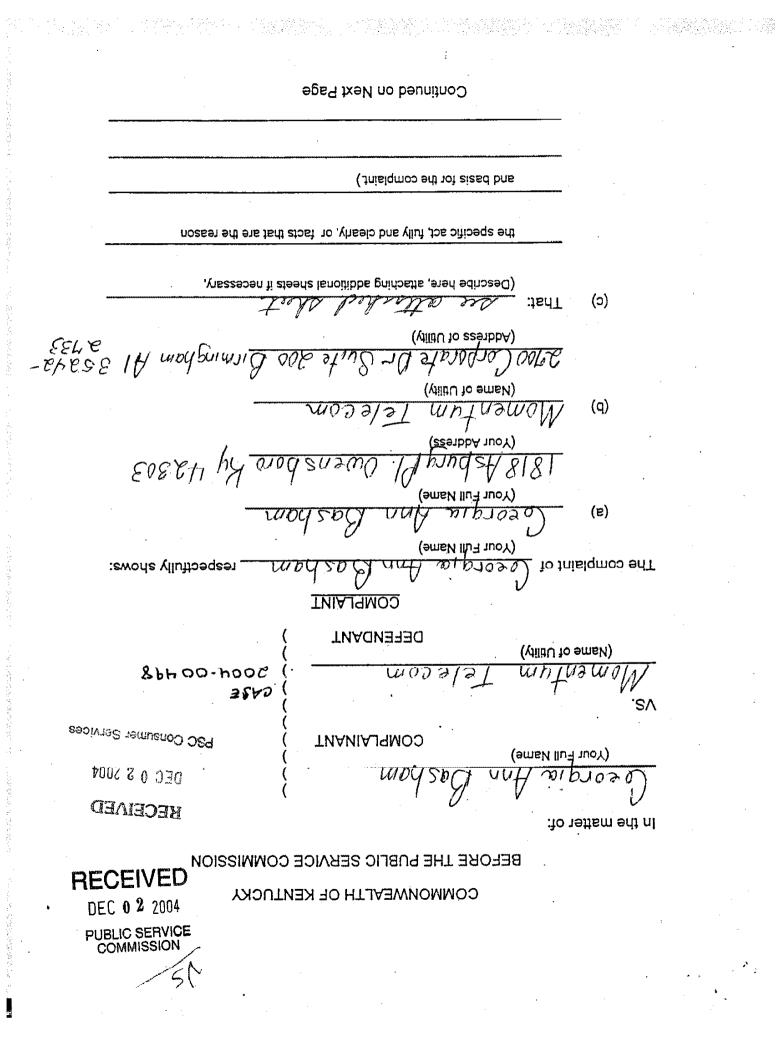
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 17th day of December, 2004.

#### By the Commission

Commissioner W. Gregory Coker did not participate in the deliberations or decision concerning this case.

Executive Director



Formal Complaint

Momentum Telecon Leorgia Ann Basham vs.

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Wherefore, complainant asks <u>Complete relief</u> from all (Specifically state the relief desired.)

charges from Momentum Jeleion relating to long distant Internatil charges to the # 2.39-The amount of \$ 2489.66. 0

Dated at  $\underline{Owensbord}$ , Kentucky, this  $\underline{29}$  day (Your City) November , 2004 of (Month)

(Name and address of attorney, if any)

(Your Signature)

### 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.