

1 Q. Please state your name and business address for
2 the record.

3 A. My name is Marjorie Maxwell. My business
4 address is 472 West Washington Street, Boise, Idaho.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Idaho Public Utilities
7 Commission as a Utilities Compliance Investigator.

8 Q. What is your educational background and
9 relevant employment history?

10 A. I received a Bachelor of Arts Degree in
11 Secondary Education from the College of Idaho [Albertson
12 College of Idaho] in 1980. I have taken continuing
13 education classes and professional courses including the
14 New Mexico State University's Public Utilities Course. I
15 have been employed by the Commission since January 1984,
16 and have been in my present position since June 1992.

17 Q. What is the purpose of your testimony?

18 A. I will describe my experience as a Utilities
19 Compliance Investigator in receiving a complaint
20 regarding the charges for a local collect call and in
21 verifying what the called party heard on a local collect
22 call during a Staff test of Opticom's operator services.

23 Q. Would you describe the complaint that led to
24 this investigation?

25 A. The complaint was submitted originally by

1 e-mail. The complainant was concerned about the high
2 cost he was billed for a four minute local collect call
3 from a payphone located at Costco in Boise to his home in
4 the Boise area. He also complained about the inability
5 to determine the cost of the call before accepting it.

6 Q. Did you ask the complainant if they had been
7 provided an oral disclosure of the opportunity to obtain
8 the rates, as required by Commission Rule 104.04.

9 A. Yes. He claimed that the receiver of the call
10 had no way to get the rate information.

11 Q. Did you personally investigate this claim?

12 A. No. I referred the matter to Wayne Hart, the
13 Telecommunications Analyst on the PUC Staff that handles
14 payphone matters.

15 Q. What role did you play in investigating this
16 claim?

17 A. Mr. Hart asked me to assist him in verifying
18 what messages were provided to the called party. On the
19 afternoon of Friday, June 27, 2003, Mr. Hart went out to
20 the phone at Costco used by the complainant and placed a
21 collect call to me at my direct Commission number.

22 Q. What did you hear at the receiving end of the
23 call?

24 A. The live operator asked if I would accept a
25 collect call from Wayne Hart--there was no rate

1 information offered. After a pause, I asked the operator
2 the cost of the call; she said \$18.65 for up to four
3 minutes; I said I couldn't accept the call and hung up.

4 Q. Does this conclude your direct testimony in
5 this proceeding?

6 A. Yes, it does.

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS 26TH DAY OF APRIL 2004, SERVED THE FOREGOING **DIRECT TESTIMONY OF MARGE MAXWELL**, IN CASE NO. GNR-T-04-4, BY MAILING A COPY THEREOF, POSTAGE PREPAID, TO THE FOLLOWING:

ANN C. BERNARD
OCMC, INC.
801 CONGRESSIONAL BLVD.
CARMEL, IN 46032
E-mail: ann.bernard@ocld.com

DEAN J. MILLER
McDEVITT & MILLER, LLP
420 W. BANNOCK STREET
PO BOX 2564 – 83701
BOISE, ID 83702
E-mail: joe@mcdevitt-miller.com

CT CORPORATION
300 N. 6TH STREET
BOISE, ID 83702



SECRETARY

CERTIFICATE OF SERVICE