

March 22, 1993

Mr. Brian Lamb
Chairman and CEO
C-SPAN
Suite 650
400 North Capitol Street, NW
Washington, DC 20001

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Dear Brian:

You should be ashamed of yourself!

Every Friday and Monday at 5:00 a.m., I watch your live call-in shows. I know I can count on hearing informative, civilized discussions about current events. That is, until today.

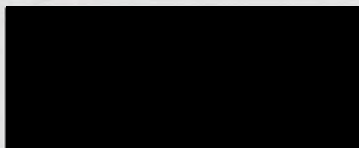
Instead of the calm, rational exchanges I've come to expect from C-SPAN, I saw a knock-down, drag-out fight. Your guest, Christopher Matthews, was not content with merely voicing his opinions. He felt compelled to horsewhip his fellow guest, Don Feder, whenever Don disagreed with his views. No one was safe from Mr. Matthews' assaults. He interrupted everyone. He called C-SPAN callers liars, not once but many times. He was crass, crude, abusive, and downright disgusting. I would address these complaints to Mr. Matthews himself, had C-SPAN seen fit to show his address during the show.

Mr. Matthews' conduct, though, doesn't concern me as much as yours. You not only allowed his unseemly behavior to go unchecked, but you did so at the expense of your callers. In one instance, his tirade lasted several minutes, without any attempt by you to interrupt. You showed no such compunction with your viewers, however. To make up for the time wasted by Mr. Matthews' harangues, you cut the remaining C-SPAN callers short. Let me remind you, Brian, those callers had to sit on hold, *at their own expense*, listening to Mr. Matthews' diatribe. When they finally did get on the air, you were surly and curt. It was *your* fault, Brian—not theirs—that Christopher Matthews consumed so much time. Your frustration should have been with him, not your blameless callers.

By 6:30, my head was aching and my stomach was in knots. This is not why I tune into C-SPAN. If I want to see a free-for-all, I'll watch Crossfire on CNN.

If you ever have another guest like Christopher Matthews, I hope you will live up to your obligations as host. It is your duty to act as referee and to shield your other guests and callers from such unwarranted verbal abuse.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

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