

003474 AUG 691

Mill Valley
CA 94941

July 26, 1991

Director of Customer Service
C-Span
400 Capitol St, NW
Washington, D.C.

cc: B. Glatt ✓
b. lockman ✓

Dear Sir or Madam,

For some months now we have been enjoying radio transmission of the BBC Service through our cable company. Several weeks ago we began to hear announcements that C-Span had become involved. But recently these announcements have been frequent and we find it especially annoying to be listening to a news report and have C-Span interrupt in mid-sentence overriding the news and thus deleting 30 or 60 seconds of information. Is there no technical way to avoid this? Could you not insert your advertising at the beginning of the news programme when the familiar "pips" are sounding — they could still be broadcast in the background.

I look forward to hearing from you and hope you can improve this small irritant to an otherwise enjoyable service.

Sincerely,

(MR. + MRS. [redacted])

Good response
Viktor

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Dear Sir or Madam,

For some months now we have been enjoying radio transmission of the BBC World Service through our cable company, Viacom Cablevision. Several weeks ago we began to hear marketing announcements that C-Span had become involved in the service. But recently these announcements have begun to break into programs and we find it especially annoying to be listening to a news report and have C-Span interrupt in mid-sentence overriding the news and thus deleting 30 or 60 seconds of information. Is there no technical way to avoid this? Could you not insert your advertising at the beginning of the news programme when the familiar "pips" are sounding — they could still be broadcast in the background.

I look forward to hearing from you and hope you can improve this small irritant to an otherwise enjoyable service.

Sincerely,

(MR. + MRS. [redacted])

MR. & MRS. [REDACTED]

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