

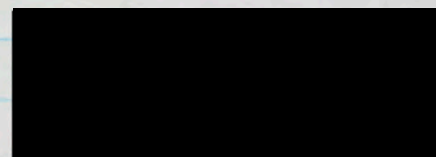
JULY 16, 1993

BRIAN LAMB

JUST A SHORT NOTE TO INQUIRE WHETHER YOU OR A STAFF MEMBER HAS EVER TRIED TO TELEPHONE A CALL-IN SHOW. SURELY YOU HAVE RECEIVED ENOUGH COMMENTS FROM YOUR VIEWERS THAT IT IS EXTREMELY TIME CONSUMING TO GET THROUGH YOUR SWITCHBOARD. THIS LEADS TO FRUSTRATION AND DISAPPOINTMENT. IT WOULD BE INTERESTING IF YOU COULD DETERMINE THE AVERAGE LENGTH OF TIME IT TAKES TO GET THROUGH. USING THE REDIAL FUNCTION I HAVE GIVEN UP AFTER STEADY DIALING FOR THE TOTAL TIME THE MORNING CALL-IN SHOW IS ON THE AIR.

I RECOGNIZE THAT ADDITIONAL LINES WILL INCREASE YOUR COSTS BUT THE SUGGESTION OF FAX FACILITIES COULD BE A VIABLE ALTERNATIVE.

I REALLY ENJOY YOUR PROGRAMS, KEEP UP THE GOOD WORK,



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