

April 5, 1994

Brian Lamb

C-SPAN

FAX # 202-737-3323

Dear Brian,

I am a great admirer of C-SPAN.

Yesterday, however, I got a taste of rudeness from your "Viewer Service Dept." The question I asked was:

"On your scheduled April 10, Sunday showing of the series US Supreme Court in the Civil War, is the topic about Chief Justice Salmon P. Chase (1864-~~P~~) or Associate Justice Samuel Chase (1809-~~P~~)?"

I am genuinely confused. Your commentator after the 2 previous shows refers to Samuel Chase. Lem Silverman, host of the show implies ^{Chief Justice} Salmon P. Chase.

Your young woman there, who didn't know ^{the} kept reading the script to the answer,

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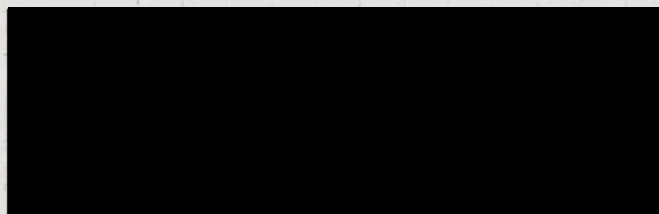
Fax # 202-737-3323

me, which I already had heard last Sunday, April 3. I said that did not answer my question, and could I speak to someone else?

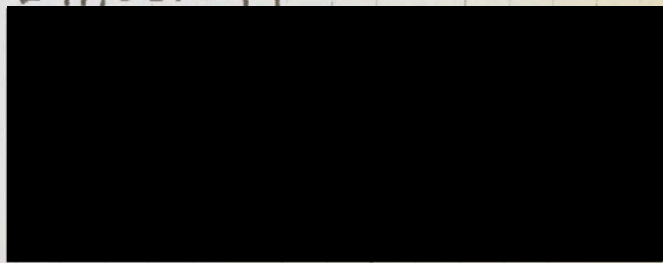
She said she would transfer me to someone else. She did --- the "person" was ^{the} AT&P telephone operator!

The above exercise was repeated today, Tues., April 5.

Sincerely,



Reston, VA 22091



Phone:

FAX #:

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