

cc: L. Kerr ✓
C. Appleby ✓
D. Lamb ✓

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██████████
Sloatsburg, NY 10974

November 16, 1992

TKR Cable Company
25 Smith Street
Nanuet, New York 10954-2912

Dear Mr. ██████████,

Thank you for your letter of November 12 which gives reasons for your failure to deliver uninterrupted CSPAN service.

I started using your service nearly ten years ago specifically because you carry CSPAN. Today you still advertise that you carry CSPAN. Your advertising does not say "CSPAN and other non-related programming." In fact, this evening's channel listings for the 8 PM hour said "CSPAN (Booknotes)," one of my favorite programs. Instead, a program named "Shalom" was played. You are not delivering the service you advertise.

One of your customer service people, ██████████, explained the same regulation and capacity problem to me several weeks ago. He said that I should expect interruptions three nights a week for the next year. In fact, I have seen interruptions six of the past eight nights, and your letter tells me to expect this problem to continue for two years, not just one.

Frankly, I find that blaming your capacity problems on regulations a weak excuse. Your industry has thrived on territorial monopolies while fighting off regulation. You have known about these "public access" regulations for a very long time and you have had adequate time to prepare for them. You are now failing to deliver a service that you advertise, and your internal capacity problems are not my concern.

I have two questions: How often, and for how long, do you plan to preempt CSPAN service during the evening hours, the only time I have to watch CSPAN? What rate discount will you give me for your failure to deliver CSPAN?

Sincerely, *[Signature]*
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cc: Mr. Brian Lamb, CSPAN