

[REDACTED]
ROCHESTER, NEW YORK 14618

Tel.
Fa

[REDACTED]
Nov. 26, 1996

Dear Mr. Lamb.

For quite some time your program, Book Notes, has been my husband's absolute favorite. We both looked forward each week to Sunday night.

About a year ago his hearing suddenly deteriorated to the point where he cannot understand the spoken words. Since Book Notes had closed caption words, he was able to continue enjoying the program. Then, oh wow, several weeks ago those captions disappeared. It is very sad to see the poor man try again each week to hear well enough

D. B. K.
closed cap.

to follow the conversation - After a few minutes he walks away in frustration - He hated missing Gorbachev last week.

Are the captions coming back?
Is there anything we can do to make it happen?

Sincerely yours.

