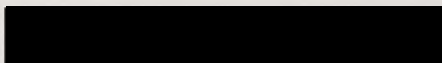


December 27, 1993


Temple Hills, Md. 20748

Mr. Brian Lamb, CEO, XYZ
CSPAN
400 North Capitol St. N.W. #650
Washington, D.C. 200001

Re: Complaint

Dear Mr. Lamb:

I would like to thank you for your foresight and your constant attention to your "baby", CSPAN, without you, I don't think things would run as smooth as they seem from this side of the screen.

Having said that, Brian, I wish to register a complaint with you. I understand the reason most TV broadcast stations etc., have there logo down in one corner of the screen, just like CSPAN does, and some, like CSPAN, COURT TV and CNN, have an information bar across the bottom of the screen, which is used to pass on information to the viewers about the on-going subject being viewed, and [Mr. Brian Lamb, CEO, CSPAN] that helps identify persons, places or things. Now to my complaint, awhile back you changed the color of the information bar at the bottom of the screen to blue. That's when [CSPAN, 400 North Capitol St. N.W. Washington, D.C. 20001] I think my problem started. Right after that I noticed that we started getting CONSTANT, [Mr. Brian Lamb, CEO, CSPAN] re-cycled information, CONSTANTLY, and I really mean CONSTANTLY [CSPAN, 400 North Capitol St. N.W. Washington, D.C. 20001] OVER AND OVER AGAIN.

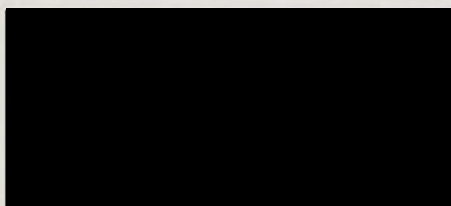
I really noticed it when you were broadcasting the last space shuttle, and the five to six hours of work the astronauts did on the Hubble telescope. That was very [CSPAN, 400 North Capitol St. N.W. Washington, D.C. 20001] exciting and interesting to watch, and also to listen to. However, it seemed that someone in your organization found a new toy [Mr. Brian Lamb, CEO, CSPAN] to play with. Not only CONSTANTLY CHANGING the information on the bottom of the screen, but to keep something, [CSPAN, 400 North Capitol St. N.W. Washington, D.C. 20001] anything at all running steady in the blue bar. Then when the camera angle was such that the writing in the blue bar covered part of an astronaut for a moment, they would

take the blue bar off the screen, but just as soon as the camera angle changed, there it was, [Mr. Brian Lamb, CEO, CSPAN] back on the screen again. Sometimes the angle changed two to three times within a few minutes, and each time the blue bar would come and go just as fast, it was like the person operating the blue bar had to keep it [Mr. Brian Lamb, CEO, CSPAN] on the screen at all times or else he would lose his job, or be shot by a firing squad if it wasn't. It was enough to drive anyone over the edge. It finally got so bad the second night that [CSPAN, 400 North Capitol St. N.W. Washington, D.C. 20001] I had to change to CNN, I just could not stand that CONSTANT changing back and forth, back and forth.

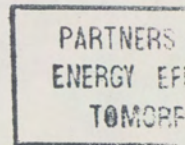
I don't know of any other TV broadcast station, (besides CSPAN and COURT TV) that feels they CONSTANTLY have to [Mr. Brian Lamb, CEO, CSPAN] tell you what you are watching, over [CSPAN, 400 North Capitol St. N.W. Washington, D.C. 20001] and over like a broken record. Even CNN doesn't leave things on the screen CONSTANTLY.

The other night I watched "Charlie Rose" on PBS, and noticed that they also have a red & blue bar that comes up on there screen for identification of the person talking, etc., but it is not intrusive or on the screen CONSTANTLY, and that makes it so much more comfortable and easier to watch, even though Charlie Rose won't shut up long enough to give someone else a chance to talk. This is an example of a program that I think is doing it right, I wish you would take a few minutes one night, to check it out and you will see right away what I mean.

Thank you for your attention in this matter, and wish you well for the new year, new year, new year, new year.



20748-5510



Mr. Brian Lamb, CEO
C-SPAN
400 North Capitol St. N.W.
#650
Washington, D.C. 20001

