

[REDACTED]
Edgartown, Mass. 02539
Martha's Vineyard USA
[REDACTED]

23 December 1996

To: Brian Lamb/C-SPAN

Re: Caller at 7:32 a.m. today.

This is about the 6th time that I have "picked up my pen" only to put it down again, asking myself whether I don't have something better to do with my time. Today the answer is No.

As a stalwart C-SPAN supporter and constant listener, I have never called the network as I know there is no way for me to ever get through. Therefore I am horrified at the woman who calls every few weeks and DOES get through.

She called this morning at approximately 7:32, and I was happy to hear you read a fax over the air at 8:50 from a viewer who made the same complaint.

If I am able to catch this caller-violator, why is not your staff able to do so. Let me make a few points.

The offender calls between 7 and 7:45. (On previous occasions I had noted she called at 7:16 or at 7:22. I think she probably sets her automatic dial before 7 am so that she automatically gets through early. (On one of these previous occasions a listener called shortly thereafter and complained.)

The woman is from the New Haven area. She has a gravelly voice and always complains about the Republicans and praises Clinton. This morning she admitted she was associated with a "group". No surprise. And it slipped out that she is from Guilford, Conn.

This gives your screener three opportunities: A woman with a gravelly voice who calls between 7 and 8 from the New Haven area.

I would like to make these further comments:

O.WJ

Brian Lamb - page 2

All of us love and admire C-SPAN and realize this is an impossible problem. However, toss these ideas into the mix:

Since you now have separate lines for Repub/Dem/Other, why not devote a week from time to time to first-time callers?

Since you name your FAX-senders, why should the telephone callers have anonymity? (Perhaps you have legal reasons for this.)

If people had to give their names (or even the exact town where they live), they might be less inclined to fabricate.

Please give these suggestions your consideration.

Cordially,

Longboat Key FL 34228

Brian, you and I met when Dick Leghorn introduced us at your office, long ago. And I was a friend of the late Joe Dine, whose wife Laurie lives at Martha's Vineyard.

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