

November 11, 1993

Brian Lamb, President
C-SPAN
400 N. Capitol St. - #650
Washington, DC 20001

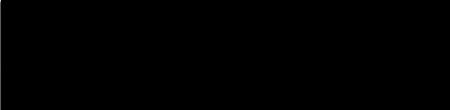
Dear Brian,

Excuse the familiarity of just "Brian" but I feel that I know you - such a C-SPAN watcher I am.

You are without a doubt the best Moderator on your live call in shows, followed with a close second by Susan Swain. Also love your Booknotes.

But today's 8 AM program was so awful that my husband and I, after about 20 minutes said "forget it, let's go to Hardee's for breakfast."

The first 14 minutes was nothing but the two guests arguing about NAFTA. Where was the moderator???? I thought this was a "call-in" show. This morning's show dissolved into not much more than C-SPAN's version of Crossfire which is one of the worst shows on the tube. Are your Moderators becoming wimps??? At that time of the morning I am often listening but not watching the screen, but it was 8:15 before I was sure that you even had a Moderator - one of the Steve's?? Please put some spine into your Moderators and get them to interrupt these long winded guests with some substantive questions - or, better yet, if they can't, then let more call-ins through with some questions. Anything to cut off this endless, mindless arguing.



Cashiers, NC 28717

P.S. Also, while I have your ear - why can't the Moderators be a little bit more courteous to the call-ins? I know that many of them are boring, have really far-out ideas, don't express themselves very well, mumble, have hard to understand accents, get emotional, get angry, etc. etc. But they have as much right to your courtesy as do your guests. If they say they have two questions and you say "alright, let's have your first question" this implies that you will listen to the second question also, but more than likely the caller will be cut off, often in mid-sentence and sometimes in mid-word. Most of them tell you how long they have tried to get in and they are serious enough to keep trying, so give them a break! So what if we have 4 or 5 or even 6 or 7 fewer calls per day?

If I had called in and been treated like your moderators have treated many of the callers, I would have been deeply hurt and very angry.

[REDACTED]
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