

002594 MA 793

[REDACTED]
Santa Monica, CA 90408
[REDACTED]

May 1, 1993

BRIAN LAMB
C-SPAN
400 N Capitol St NW, #650
Washington, DC 20001

Subject: He Who Uses Long Distance Phone Lines Should Pay, Not Filch

Dear Mr. Lamb:

I am writing to urge you to change the C-SPAN telephone procedure whereby the viewer's call, once it finds a non-busy line, is allowed to ring minutes on end until the Call-In host is ready to talk with the caller. Apparently your objective is to save the caller 20 minutes or so of line charges while he waits. In any event, I believe it is unethical to methodically cause the long-distance carrier to lose revenue due it while its equipment is tied up some inordinate, unreasonable amount of time waiting for the destination party to answer. Your callers should be willing to pay.

C-SPAN may be the reason that AT&T now intercepts calls after some 22 rings, issues the message that the "your party does not answer", and then does a disconnect. This is very irritating to a caller who may have been re-dialing continuously for some 20 minutes. And it unfairly screens-out callers who have AT&T as a carrier. As a consequence, I have just switched to Sprint, but sooner or later Sprint and all other carriers are certain to follow AT&T's lead in controlling non-productive use of their lines. If a caller is all that anxious to talk with your guest, he should be willing to pay for the time he is "on hold", assuming that you would be willing to change your telephone system such that it would immediately accept a call on the newly non-busy line.

While you did fail to solve the problems attendant to covering Mr. Perot's testimony before the Senate Finance Committee, you leaped a mountain when you did some 48 hours of magnificently detailed documentary from Viet Nam and to cover a 40-minute speech by Ronnie at Oxford. Surely you can fix this telephone problem. I will be watching for your announcement to that effect.

Sincerely,
[REDACTED]

[Redacted]
Santa Monica, CA 90408



BRIAN LAMB
C-SPAN
400 North Capitol ST, NW, #650
Washington, DC 20001

