

February 13, 1994

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

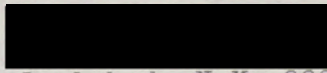
Dear Mr. Lamb:

Before I start to criticize you let me first say that C-SPAN is the best thing television has to offer in its vast "wasteland" and that you are the most un-biased commentator or host with national exposure. Most of the others come to the table with a personal agenda and/or political bias, resulting in a National Enquirer form of journalism. That said, let me point out some of the things I have come to believe after years of being a "junkie". (I'm a retired educator who needs to "get a life", as they say now.)

1. I have tried for three years to get through to you but have never made it. (I have been put on hold for extended periods but never got to actually "say my piece". As a person of very modest means I cannot run up long distance phone bills without cutting corners elsewhere in the budget. I feel there are many people in similar circumstances. Why not a 1-800 number to give everybody an equal shot at input to your show? ("Everybody" who has a phone at least-- and more about that later.)
2. To exacerbate the situation you have given more and more attention to "FAX-es" lately. Who do you think can afford these machines or access to them? The middle and upper classes, that's who, and time spent reading them cuts down on the time spent on phone calls. This skews the input even more toward the more affluent-- and you know which political slant those folks lean toward.
3. In an effort to be "fair" you have had some really questionable characters on lately. I speak primarily of some of the "journalists" from the American Spectator (Speculator? Expectator?) Come on, these guys are zealots and can have no credibility with anybody but "ditto-heads".
4. I know you make an effort to limit repeat callers but there are a very large number of "liars" calling in who can be identified by their voice and the city they call from. I don't know how you can prevent this, but try.
5. You are guilty (sometimes) of the same over-emphasis shown by the networks of "government by opinion poll". Most of these polls are taken by phone and are to be taken with a grain of salt. If a "representative" sample of 1000 folks WITHOUT phones was used, I think the figures would be much different! Get out into the hinterlands and you will see just how many of these folks there really are.

Well, I hope this list of "complaints" reaches your desk or gets read by one of your staff. As I said, I feel you are doing a great job but the lower end of the economic totem pole is not getting through to you often enough.

Sincerely,


Carlsbad, N.M. 88220