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March 11, 1994

Mr. Brian Lamb
400 N. Capitol St., NW, Suite 650
Washington, DC 20001

Dear Mr. Lamb:

The first of this year was not a good one for me and I missed the announcement of obtaining the 1994 U. S. Congress Handbook, or the last one printed.

This morning, I made three phone calls, spent 5 minutes for nothing, and got one voice on the phone who answered me back and she didn't know the price of the Handbook.

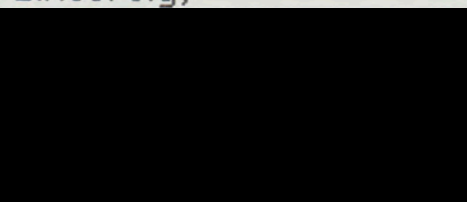
I have ordered one for each new Congress and the last I have is 1991--at least the last one that comes to hand. If there is a current one, please have it sent to me with a bill and I will promptly reply with a check. I have already paid the price of it in useless telephone calls to your office.

These new telephone systems are murder when one is 86 years old, can understand English perfectly well, though listening to some of the Congressmen would direct one not to be able to listen to it, they butcher it so. Your directions are as bad and more confusing. You speak with different meaning than I interpret. It is like computer manuals printed in other countries. They are written in English, but they don't put their sentences together as we do, and they cloud the meaning.

All I want is to buy the latest U. S. Congress Handbook. If you can help me, I will be much in your debt.

While I am writing, I think you need another woman of the caliber of Susan Swain, and I suggest from CNN Susan Rook. She is superb, and always reminds me of S-Span.

Sincerely,



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