

30 December 1996

Mr. Brian P. Lamb  
Chief Executive Officer  
C-SPAN  
400 North Capitol Street, N.W.  
Suite 650  
Washington, D.C. 20001

Dear Mr. Lamb:

It seems I start every letter to you with a copy of my previous letter -- but as a secretary in a large organization I know that the someone with your status and busy schedule does not get to see every letter written to him. Therefore in case this is the letter you do see, I am, as stated above, enclosing a copy of my 23 December letter.

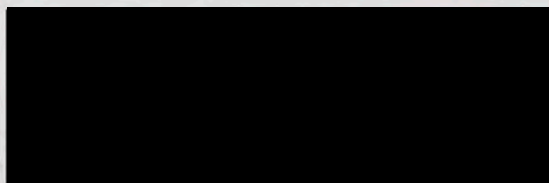
Compliments first -- I do not always agree with your panelists, I do not always agree with your callers, but I DO AGREE when you receive compliments that you and your moderators are fair. Some programs might favor one political party or idea, but then the next program could lean in the opposite direction. You certainly do not have a crystal ball and know what opinions or ideas will be expressed by anyone. Keep up the good work -- your programs are invaluable -- I am 58 years old and every day I increase my knowledge because of listening to C-SPAN.

Now, once again I am going to complain about the "Connecticut woman" who calls and gets through and voices her opinion at will. She called on 23 December and spoke for several moments to you and then yesterday, 29 December, she called again and spoke in a derogatory manner against the Speaker of the House.

You have many regular callers (like me a regular letter writer), and I enjoy their calls and their opinions. But our Connecticut friend does not abide by your rules and I think your people who man your phones should be more aware of people like her who insist on breaking the rules and who want only their opinions to be expressed. I hope you will find a way to screen callers who insist upon deceiving you and your viewers.

"Happy New Year Brian to you and your entire staff."

Sincerely,



Highland Falls, New York 10928

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Chief Executive Officer  
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Washington, D.C. 20001

Dear Mr. Lamb:

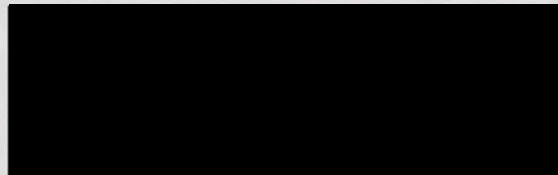
Attached is a copy of a letter I sent to you on 16 July 1996 (see area marked in yellow) -- I sent you another letter on 11 November hand written from home and therefore I do not have a copy of it. Both of these letters complain of a woman who is a regular caller to C-SPAN. On 11 November you also received an on-air telephone call complaining of her all too frequent telephone calls. Today she once again called within the 30-day window and you personally spoke to her.

She usually starts her calls with "I have to admit that I am a strong Clinton supporter" -- but today she did not. She sometimes states she is calling from Connecticut and other times from New York -- her voice is very identifiable. When you questioned her about her group that was "investigating" Speaker Newt Gingrich, she stated that "I am for what is right in this country" and did not once mention her Clinton background. I wanted to call you when I heard her voice, but I had to leave for work. Since I tape your show daily, I will watch it tonight and see if anyone called to again complain about her.

She talked about Speaker Gingrich deceiving this country -- but does not mention her own deception to you and your listeners about her Clinton support background.

Brian, your shows are just great (I still do not like the Democrat, Republican, Other lines but you are the boss) and I hate to see you and the individuals who are your faithful listeners deceived by callers like this.

Sincerely,

A large black rectangular box redacting the signature of the sender.

Highland Falls, New York 10928