

[REDACTED]

Monday, June 15, 1992  
C-SPAN No. (202) 737-3220

Mr. Brian Lamb- CEO  
C-SPAN  
400 North Capitol Street N/W- Suite 650  
Washington, D.C. 20001

Mr. Lamb:

Just after viewing your program this morning, I received a return call from Greg Gromski, a VP with AT&T who has tenaciously pursued an answer to my problem/criticism of AT&T of receiving an "intercept message" after so many "ringie-dingies" to C-SPAN.

Either knowingly or unwittingly, you have been noncommittal (over the air) in response to callers complaints about their inability to "get-through" on AT&T. In one instance, a female caller answered your question/response by saying that when she could not get through on AT&T,..she used Sprite! You, sir, had no comment. (Thus, millions of viewers surmized that Sprite was better.)

You should know the following:

- 1) C-SPAN subscribes to a service termed "Waiting for Answer Time Out." According to Mr. Greg Lonski, AT&T, no other telephone company offers this service. In using this service, after twelve (12) rings on your switch board, a recorded intercept informs me,.. and,..probably countless thousands that: "The party you are calling is not answering. Please try again."
- 2) I would strongly recommend that you do away with this AT&T service or request that similar service with other companies which, I understand, they are not equipped to furnish as a regular installation/service. Custom? Yes! Regular Service? No!

What has infuriated me is that I have had my calls rejected quite a few times, and had to be satisfied with your response(s) to some ignorant yokel of dubious attainments in life detracting from the very real value of your programs!

Given the fact that you are "mechanically/electronically" screening your calls and choose to retain the AT&T feature of "Waiting For Answer Time Out"...and desire to receive unbiased input, I would suggest that you interview/screen your calls in order to facilitate reasonably accurate informed opinion.

I am a degreed Construction Professional, unemployed for the first time in thirty-eight (38) years. Before unemployment, I had to be content with night-time and Sunday viewing of C-SPAN. Since December last, I've had the questionable luxury of day-time viewing,...and, many times thought I had valuable questions of some of your guests.

Now I find,..that is not so,..or, inordinately against the odds.

For the first time and only time of my life I am actively working for a politician, supporting Mr. "P", of course. The painful timidity and fearless cowardice of many of your journalist guests is a phenomenal event, in itself. Most of them should have been compelled to take university level courses(as a condition of their employment by the media)concerning:

- |                                               |                                        |
|-----------------------------------------------|----------------------------------------|
| 1) History of the United States Since 1865.   | 3) History of the World since 1865     |
| 2) History of the United State Prior to 1865. | 4) History of the World Prior to 1865. |

I am an avid C-Span viewer and genuinely believe that the program/format is the closest, possible, obtainable access to real information that the American Public can get. The quite dramatic posturing of our Congress is entertainment at its very best.

You, sir, and your organization are offering a superb program to the american audience,..albeit that they are probably a very distinct minority.

Should you question the authority of my criticism, you may contact Mr. Greg Lonski, AT&T, in Milwaukee, Wisconsin.

Best Regards,  
[REDACTED]

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