

✓ cc: S. Trahern  
L. Kurr

Yorktown Hts., N.Y. 10598  
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Matthew McGuire  
Director  
Viewer Call-In Program  
C-SPAN  
400 North Capitol St. N.W.  
Washington D.C. 20001

3445-90

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Dear Mr. McGuire:

I wish to thank C-SPAN for what is undoubtedly the most important channel on television. I find it most upsetting that our cable company sees fit to have C-SPAN share its time with Sports Channel. This means that evening and weekend viewing are out. I also find it distressing that our cable company does not offer C-SPAN II.

One of my favorite programs is Viewer Call-In. The fact that it is a program where one can listen to the ideas of other viewers is one of the prime reasons I do enjoy it. I doubt that I would tune it in if it were just an interview of the various guests. Most often their views are quite available from numerous other sources. It is the opportunity to listen to the viewers' opinions and questions that make this program most interesting. With the exception of Brian, who at times includes the caller in the conversation, I find that the rest of your interviewers behave as if their most important function is to cut the caller off as soon as is possible. Connie and the fellow with a mustache and horned rimmed glasses are the most irritating in their behavior toward the callers. Connie even displays a certain amount of antagonism. I can't be the only viewer who is irritated by this.

I know that your interviewers will counter with the idea that they wish to hear as many viewers as possible. That is certainly a good argument, but if your program were only watched by those who called in, you would be off the air. The rest of us might be much happier listening to a few less viewers whose views or questions were not cut short. On the other hand, we don't want to listen to some wind-bag either. It is a delicate task, but that is what good interviewers are paid for.


I might also note that it is not unusual for the guest to want to ask the caller a question only to find the caller has been cut off. Isn't it possible to have the caller on hold for a few seconds before the final cut off?

While I have your ear, let me suggest that it is often irritating to have a viewer ask two or three very interesting questions only to have the guest half answer one and ignore



the rest. The viewer has been cut off and thus cannot repeat the question. It would be most helpful if the interviewer reminded the guest of each question.

Yours truly,



Note: It might be helpful to some of us if you published the pictures and names of your interviewers in C-SPAN Update upon occasion. I am not always watching as I listen. I, therefore, often miss the names