

[REDACTED]

Close Captioning Service

[REDACTED]

1205
+ 355

1560



Hinsdale, IL 60521

January 31, 1998

Brian Lamb
C-Span
444 N. Capitol St. NW
Washington, D.C. 20001

Dear Mr. Lamb:

I have been an avid fan of Booknotes for years and recently purchased your book.. Unfortunately, I have a congenital hearing disorder that prevents me from fully understanding all words on the TV. Previously, the show was captioned. For quite some time now, there has been no captioning. I can no longer watch and understand your show.

I am willing to donate money for the purpose of captioning, if this is necessary. There are certainly many people who no longer can enjoy Booknotes for the same reason.

I look forward to finding out if C-Span can caption in the future, and what could make that possible. I mention your show all the time to patients and encourage family and staff to watch this first-rate production. I wish more journalists would interview experts the way you interview authors-you don't have a predetermined "agenda" and you let the authors speak for themselves. Your selection of authors reveals your wish to learn something from these people and it shows. Congratulations.

Sincerely,



Mr Brian Lamb

1-7-98

CEO, C-Span

400 North Capitol St, Suite 650

Washington, DC 20001

Dear Mr. Lamb:

You are my last hope to hear something from C-Span.
The people in your Viewer Service Dept, seem to
have a problem or I do have the problem.

One problem is the concern being demonstrated
for hearing impaired or closed captioning either
in the Viewers Guide or correspondence.

Another problem is the lack of concern for viewers
who ask questions or make requests in writing.

Enclosed is a copy of a letter sent in November
to the Supervisor of the Viewer Service Department (on
the envelop) at C-Span address. To date no response.

Will await some reaction -

Respectfully,



Temple, TX 76502

End

C-SPAN

add
Sym ⁴⁶
Viewer Serv

11-17-97

400 N. Capitol St. NW, Suite 650
Washington, D.C. 20001

Dear Sir:

I now have 3 copies of your Viewers' Guide in response to my interests and 3 form letters from the Viewer Service Dept. All form letters assume people have computers with a modem and subscribe to a network or web, and to call to subscribe to America On-line. Each letter (form) raises another question.

#1 you do not transcribe but offer videotapes only — Some hearings transcribed by Fed News Service — tel # — no address.

#2 — receiving Service address also note about no closed captioning by C-SPAN — "House and Senate floor proceedings are closed captioned by the government." That must mean you are not a part of the govt.

Could you divulge a secret with the name and address of "the government" that does the Closed Captioning? Then I could discuss closed captioning with that office or service.

Since C-Span is showing the US Congress in action the members of the House and Senate will probably be shocked to learn you are not a part of the government since you would have to have their permission to show by TV and to

videotape their operations including hearings. The FCC would be interested also. They could be concerned about compliance with the Handicapped Act of 1992 as well as with the FCC Rules for showing Closed Captioning for the hearing impaired.

I have been told there are over ^{correction} 24,000,000 people in the US that have some hearing impairment but not one word in your form letter or the Viewer's Guide about service to these handicapped people. They are probably in need of "Public Service" more than the average viewer

Your Viewer's Guide does bring out some excellent services but the only way anyone can get them is "by telephone" (at your (customer) expense) and provide a number - but not by mail.

I am interested in testing your "example" of publication products. Please send a copy of your available Congressional Directory with photo of the Members of Congress with Biographical information, addresses, phone numbers (don't use) and committee assignments.

Respectfully

If there is a change
Please advise me
of the change to my thinking.

Director
Viewer Service Dept.
C-SPAN

11-17-97

400 N. Capital St, NW, Suite 650
Washington, D.C. 20001

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Attached →

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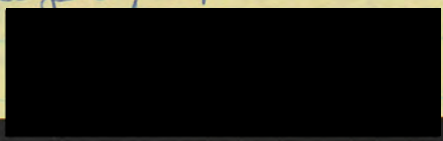
I have been told there are over 2,000,000 people in the US that have some hearing impairment but not one word in your form letter or the Viewer's Guide about service to these handicapped people. They are probably in need of "Public Service" more than the average viewer.

Your Viewer's Guide does bring out some excellent services but the only way anyone can get them is "by telephone" (at your (customer) expense) and ~~provide~~ a number - but not by mail.

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Respectfully



C-SPAN

A PUBLIC SERVICE CREATED
BY AMERICA'S CABLE
TELEVISION COMPANIES

copy

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Dear Viewer:

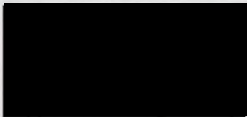
Thank you for your letter. We appreciate the time and effort you have taken to write to the network. The information that you requested is as follows:

We do not close-caption our programming. House & Senate floor proceedings are close-captioned by the government. They do not close caption hearings.

Our videotapes are not close-captioned.

If you have a computer with a modem, you can find C-SPAN's schedules on our web site at <http://www.c-span.org> and on America Online using the keyword c-span. To subscribe to America Online, please call 1-800-6364, extension 8665.

Again, thank you for writing; we encourage viewers to share their insights with us.


Viewer Services Department

To inquire of transcripts of Committee hearings - please contact:

*Federal News Transcript Service
620 Nat'l. Press Bldg. NW
Washington DC 20045*

Sorry

Had to open envelope
to get this in
