

cc. Peter Kiley

1993 MAR 9 93

Yorba Linda, CA
92686

March 1, 1993

C-Span
400 N. Capitol St., NW
Suite 650
Washington DC. 20001

Dear Mr. Lamb:

I had been enjoying your program for some time now until our local Cable TV company:

Jones Spacelink, LTD.
Michael D. Roberts, Manager
20409 Yorba Linda, Blvd.
Yorba Linda, CA 92686
FAX 714/777-1768

informed the Yorba Linda residences that we would have to pay extra to view your channel, unlike the other basic cable TV channels.

Originally we paid \$22.50 for 28 plus channels, including the News/Public Affairs channels. Now the company limited the basic channels to 22 channels, substituting instead, a religious program replacing the News/Public Affairs programs. If we choose to see these other programs, including yours, we have to pay an extra \$8.20 for six (6) more channels. Although, this seems like a slight increase in payment, it is the fact that all these channels together are referred to as BASIC Cable channels. Yet we would have to pay approximately \$1.09 to view the extra six (6) basic channels, including yours, compared to the 67 cents charge for the other 22 channels which are also BASIC Cable channels.

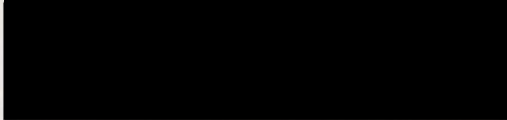
This company's rationale is that the local residences are not that interested in viewing your programs compared to the other basic programs, such as this new Judeo-Christian channel that took your place.

I don't know anything about Cable TV programming, except that this act seems unfair and you should at least hear about it

I don't know anything about Cable TV programming, except that this act seems unfair and you should at least hear about it from one of your loyal viewers who chooses to fight this company by not paying them.

Included is a letter I wrote to the Company, and a copy of their letter and programs sent to me on a last minute change.

Sincerely yours,

A solid black rectangular redaction box covering the signature area.

[REDACTED]
Yorba Linda, CA 92686

Feb. 27, 1993

Michael D. Roberts:

I am sending a copy of this letter to C-Span and CNN because I think they will be interested to see that you are charging your customers \$1.09 to view their channels compared to the 22 basic channels at \$.67 each.

You are deceiving the Yorba Linda people by camouflaging your price hike. Most of your customers are educated people. It's laughable that you think we want some basic "Judeo-Christian" channel to replace our news channels such as C-Span and CNN.

We will not increase our payment to included your price hike.

The Warehouse has decreased the price of their videos by \$.71 each to accommodate their customers. Now that's Service!!

[REDACTED]



REMINDER • REMINDER • REMINDER • REMINDER • REMINDER

On March 1st, Jones Spacelink will be relocating many of our channels to new locations. This is in an effort to provide "limited basic" service to those customers who either are interested in receiving cable only for improving reception of local television stations or who would like to have a lower priced option.

Please find enclosed a table top TV tent that provides a listing of all our channels new locations. Beginning March 1st, you can tune to the NEW and IMPROVED PREVUE GUIDE on channels 23A and 8B. Additionally, the new channel grid can be found in the Orange County Register's TV listing or the LA Times TV Times.

We are happy to announce the addition of two new services to our programming. These channels include:

VISN/ACTS

Vision Interfaith Satellite Network is a broad based, interfaith cable television channel which presents faith and values programming from the perspective of the Judeo-Christian tradition. This new service is located on channel 10B.

PAY PER VIEW

Our dedicated pay-per-view channel, on channel 6B, will feature selected big events such as boxing, wrestling and major concerts. Tune in anytime and check out our promotions, free preview dates and our pay-per-view event calendar.

Also, on March 1st, we will be broadcasting four more channels in stereo. These channels include The Disney Channel, The Movie Channel, VH-1, and MTV. Please refer to the enclosed TV tent for channels that have stereo capability.

We apologize for any inconvenience this relocation of channels may cause.

Thank you for your continued patronage.

Sincerely,

Michael D. Roberts
General Manager

SERVICE HOURS
8 AM to 7 PM Mon-Fri
8 AM to 5 PM Saturdays



LOBBY HOURS
7 AM to 7 PM Mon-Fri
8 AM to 5 PM Saturdays

LATE CHARGE NOTICE
Effective April 1, 1993 a \$5.00 late fee will apply to all balances that are over 30 days old.
Your prompt payment each month is appreciated.

1993 RATE SCHEDULE (EFFECTIVE MARCH 1, 1993)

ANCILLARY SERVICES	Additional Outlet/FM Service	Standard Converter	Converter w/ remote (primary)	Converter w/ remote (secondary)	Installation (per outlet)	Upgrade/VCR Installation	Converter w/ remote deposit	Refundable Service deposit
LIMITED BASIC 22 channels	\$14.75	\$3.00	1.00	2.00	4.00	15.00	20.00	25.00
TIER ONE SERVICE 28 channels	8.20							
(Available to Limited Basic Customers Only)								
PREMIUM CHANNELS								
(Available to Tier One customers only)								
The Disney Channel	9.95							
Cinemax	9.95							
The Movie Channel	11.95							
Home Box Office	11.95							
Showtime	11.95							

Rates do not include 5% Franchise fee (package discounts available)

Shaded area extra charge \$8.20

YORBA LINDA CHANNEL LINEUP

Cable Ch.	A-CABLE	Brdst Ch.
2	CBS	2
3	COMMUNITY BULLETIN	
4	NBC	4
5	KTLA	5
6	KCET - PBS	28
7	ABC	7
8	KOCE (Huntington Beach)	50
9	KCAL	9
10	KDOC (Anaheim)	56
11	KTTV - FOX	11
12	ME/U-Mind Extension University	
13	KCOP	13
14	KSCI (Multicultural)	18
15	KLCS (LA-educational)	58
16	KHSC-Home Shopping Club	46
17	KMEX (Spanish)	34
18	<u>SHOWTIME</u> Ⓜ	
19	KTBN-Trinity Broadcasting Network	40
20	<u>CINEMAX</u> Ⓜ	
21	<u>HBO</u> Ⓜ	
22	KWHY (Spanish programming)	22
23	PREVUE GUIDE	
24	USA NETWORK	
25	THE DISCOVERY CHANNEL	
26	CNN-Cable News Network	
27	HEADLINE NEWS	
28	OCN-Orange County News	
29	PRIME TICKET	
30	ESPN-Entertainment & Sports Network	
31	TNT-Turner Network Television	

Cable Ch.	B-CABLE	Brdst Ch.
2	FULLERTON COLLEGE	
3	CITY OF YORBA LINDA	
4	YL/PLAC SCHOOL DISTRICT	
5	<u>THE DISNEY CHANNEL</u> Ⓜ	
6	<u>NEW! PPV - INFO CHANNEL</u>	
7	<u>THE MOVIE CHANNEL</u> Ⓜ	
8	PREVUE GUIDE	
9	TRAVEL CHANNEL	
10	<u>NEW! VISION</u> - Vision Interfaith Satellite Network	
11	TNN - The Nashville Network	
12	MTV - Music Television Ⓜ	
13	VH-1 - Video Hits One Ⓜ	
14	KVCR (San Bernardino)	24
15	QVC SHOPPING	
16	C-SPAN (Congress)	
17	C-SPAN II (Senate)	
18	AMERICAN MOVIE CLASSICS	
19	FAMILY CHANNEL	
20	LIFETIME	
21	WGN - CHICAGO	
22	WBNS - ATLANTA	
23	E! TV Entertainment Television	
24	NICKELODEON	
25	ARTS & ENTERTAINMENT	
26	BRAVO	

Note: Shaded areas represent Tier One Service Underlined services represent Premium and Pay Per View Options Ⓜ Represents channels with stereo sound capability

[REDACTED]
Yorba Linda, CA 92686



C-Span
President Brian Lamb
400 N. Capitol St., NW
Suite 650
Washington DC. 20001

