

[REDACTED]

Pittsburgh, PA 15219

Monday, March 23, 1992

Brian Lamb  
C-SPAN  
400 North Capitol St. NW #650  
Washington, DC 20001

Dear Mr. Lamb:

THIS LETTER CONCERNS AT&T's CUT-OFF POLICY

This morning you indicated that you may look into the AT&T practice of cutting off calls after a specific time. A caller had mentioned that calls are cut off after 4 minutes. Actually the limit is 40 rings, which is less than 4 minutes.

I have made only one attempt to reach a call-in program in the past year and was cut-off after 40 rings. My anger was so great that I changed from AT&T to MCI!

From talking with others about this problem I have learned that one or two telephone companies may charge for calls after 6 rings even if there is no answer. For some of us this would be better than an outright cut-off for an important call. The policies are evolving and I am still angry at AT&T for telling me last summer that it was C-SPAN's equipment at fault for letting 40 rings.

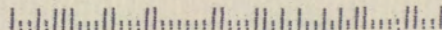
Thanks for your wonderful work on C-SPAN. Please look into the telephone problem! Again, it seems better for a policy which would permit customer option to hang up after specified number of rings or to pay for the excess!

Sincerely,

[REDACTED]



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