

to Steven Seuley  
and  
70 C-Span -

5-23-93

Grove City, OH 43123

I have a question. I called this morning, and after dialing 10 times or more I was amazed to have the phone ring <sup>(can never get in)</sup>. It rang & rang, ad infinitum, and an operator finally informed me that "my party was not answering" and to try later\*. I dialed again, and a repeat performance\*!

Now, about two weeks ago, I was connected when I called, and let it ring 10 times and then hung up - seems to me ten rings should be sufficient for this type of call-in. I then called your number - 1-202-737-3220 - and was informed, when I said I called & let it ring 10 times, that I <sup>over</sup> <sub>please</sub>

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[Redacted]

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should let it ring until someone answered. I said, "you mean that someone will eventually answer if it rings 20 times or more" and she said "yes".

This is why I let it ring over and over this morning, to be cut off by the telephone company.

Now, I really enjoy C-Span and am a steady viewer. I was so pleased to hear of your new Sunday 10:00 to 1200 program (newspapers, etc.). It seems to me that when you are taking call-ins (obviously put on hold, since the monitor knows what area is calling), you should do the courtesy of at least saying "Sorry our phones are on hold + roster is full - you'll have to call some other time (or later)".

Yes, I'm angry and it is affecting my writing. It's frustrating to enjoy C-Span and never get in to express an opinion. Thank you.

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C-Span  
400 n. Capitol St. n.w.  
Washington D.C. 20001

your new Sunday Program  
a big disappointment!!

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AMERICAN LUNG ASSOCIATION\*



IT'S A MATTER OF LIFE AND BREATH\*

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