

C-Span
Brian Lamb
FAX: 1,2023933346

Dear Brian,

You sure do a wonderful job at C-Span.

On Tuesday of this past week, that lady from the east (I believe she is from New Jersey) called. She called last week, also. Most of her comments are vicious, probably false with false accusations, and she is allowed to go on and on.

This past Tuesday, she called and said that the New York Post was a "despicable rag" and practically insulted your guest who was from that newspaper. (I hope I had the day correct) There was a young man who does not host often there in your place.)

Could you have a meeting with all your morning hosts and have them listen to a replay of this lady? Then they will be aware to:

1. Recognize her voice.
2. Not have her go past a sentence or two.
3. Tell her she has violated the once a month call rules and cut her off thus making her an example to other "violators" of your call rule.
4. Explain to her that false allegations, insults and rudeness is not what you are looking for from your callers. She has really told some "whoppers" during the last 5 years. I watch just about EVERY morning.

Doesn't your organization have access to "caller ID?" I sure hear numerous people whose voices I recognize who call consistently and get in. I am wondering how someone like me who tries constantly and can't get in how these frequent callers do it. I have not gotten in for over a year and a half. I usually try about three times a week, hitting the redial again and again.

By the way, I LOVE how you pinpoint your callers with questions as "How do you know that? Where did you get that information? Where do you work at City, State? Where is that article on the page? Please read the headline? etc." Today you clarified the caller about the lady's death at the commerce dept. Also the caller about the "poor" who dislikes Bill Press.

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You sure do a lot to make news "interesting" and "understood" with your clarifying and extensive interviewing expertise. Thanks for ALL you do and your kindnesses towards even the most rude caller. We sure do enjoy it when your are on, and we appreciate all you do at C-Span.

Gratefully,

Okemos, MI (near East Lansing and Lansing, MI.

P.S. How do you know they are "first-time callers?"

P.S.S. Is there any chance you will have more radio-talk show hosts on during the holidays? I would sure like to see the new Alan Keyes radio talk show. He is also involved in a new organization called the Declaration Foundation.

Fax:

e-mail:

Okemos, MI 48864