

[REDACTED]
[REDACTED], Greensboro, NC 27406

Mr. Brian Lamb
C-SPAN CABLE NETWORK
400 N. Capitol St., N.W.-Suite #650
Washington, D.C. 20001

Dear Mr. Lamb:

Could your legal people be of any help
re the attached complaint ? It would
be appreciated.

I sent you a copy of my original letter,
but another copy is enclosed for your
convenience.

Maybe I'm a Don Quihotte here, but I
like to try. I would appreciate your
viewpoint.

Sincerely,
[REDACTED]

FEDERAL COMMUNICATIONS COMMISSION
Enforcement Division
Common Carrier Bureau
Informal Complaints and Public Inquiries Branch
Stop Code 1600A2
Washington, D.C. 20554
202-632-7553

OCT 6 1993

In Reply Refer To:

Chairman's Tracking [REDACTED]

[REDACTED]
Greensboro, North Carolina 27406

Dear Mr. [REDACTED]

Chairman James H. Quello has asked that I respond to your letter regarding the difficulties you have experienced attempting to access C-SPAN's morning call-in programs via the AT&T Communications (AT&T) network. Your letter indicates that after a few minutes of ringing, AT&T interrupts your calls to C-SPAN with a message informing you to call later as your party is not answering, and then AT&T disconnects the call.

After reviewing the issues raised in your letter, the Informal Complaints Branch (Branch) of the Common Carrier Bureau has determined that an inquiry into this matter is warranted. Therefore, the Branch directed AT&T to investigate your complaint and to report the results to the Commission. Enclosed is a copy of the Notice of Informal Complaint. The Commission's rules require the carrier to provide you with a copy of its investigation report. We expect to send a final response on this matter directly to you as soon as possible after the Branch completes its review of the carrier's report and the file on this complaint.

Thank you for your inquiry.

Sincerely,

Cynthia D. Brown
for Kathie A. Kneff, Chief
Informal Complaints and Public
Inquiries Branch
Enforcement Division
Common Carrier Bureau

Enclosure

FEDERAL COMMUNICATIONS COMMISSION
Common Carrier Bureau
Enforcement Division
Informal Complaints and Public Inquiries Branch
Stop Code 1600A2
Washington, D.C. 20554
202-632-7553

NOTICE OF INFORMAL COMPLAINT

To:

Date: OCT 6 1993

AT&T Communications
FCC Customer Complaints
55 Corporate Drive, Room 32D65
Bridgewater, NJ 08807-6991

Attn: Mr. Philip L. Hartfield
Division Manager

The enclosed informal complaint(s) has been filed with the Commission pursuant to Section 208 of the Communications Act, 47 U.S.C. § 208, and Section 1.711 of the Commission's Rules, 47 C.F.R. § 1.711. Under Section 1.717 of the Commission's Rules, 47 C.F.R. § 1.717, your company must investigate this complaint(s) and advise the Commission in writing, with a copy to the complainant(s), of your company's satisfaction of the complaint(s) or your company's refusal or inability to do so.

Your company's investigation report(s) regarding the enclosed complaint(s) must be filed with the Commission, in writing, within thirty days of the date of this Notice. Also, your company should send a copy of the investigation report(s) to the complainant(s). Your company is directed to retain all records which may be relevant to the complaint(s) until final Commission disposition of the complaint(s).

IC Number(s)

Complainant(s)

[REDACTED]

[REDACTED]

Sincerely,

Kathie A. Kneff

Kathie A. Kneff, Chief
Informal Complaints and Public
Inquiries Branch
Enforcement Division
Common Carrier Bureau

[REDACTED]
Greensboro, NC 27406

September 15, 1993

Mr. Alfred Sikes, Chairman
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Dear Mr. Sikes:

wrong guy! Replaced by Arnolds,

C-Span has some of the best programming on TV. I learn more from listening to the newsmen and politicians on their shows than from any other single source. This is especially true in their morning call-in program, when those on the air receive questions and comments from all over the world.

For the second time recently, I tried to call this morning. To no avail. This is an extremely popular program, and difficult to get a call through. And C-Span will not pick up the phone until they are almost ready to put you on the air, thus saving the caller toll charges. This morning, after I was lucky enough to get a "ringing" connection, my call was interrupted after a few minutes of ringing by an AT&T intercept operator, who told me in her disembodied voice that "Your party is not answering; please try your call again later." I was then disconnected. This is the second time in a month this has happened. Obviously, this is AT&T's policy, in an effort to try and maximize use of their network.

At the same time, this means I can never get a call through to C-Span. AT&T is preventing me from doing so. I think this is an abuse of the consumer. C-Span's policy of not picking up until ready to air you is quite proper, and is designed to save the listener money.

Is there anything you can do, in the FCC, to correct this wrong? I would appreciate hearing from you on this matter. Obviously, I represent thousands of AT&T customers who are similarly outraged.

Sincerely,

cc-Mr. A. J. Mandl,
Vice President, AT&T

Brian Lamb, C-Span

[REDACTED]
Greensboro, NC 27406



Mr. Brian Lamb
C-SPAN CABLE NETWORK
400 N. Capitol St., N.W.- Suite #650
Washington, D.C. 20001

