

12:40 P.M. Wednesday
February 28, 1990

1004-90
MAR 2 REC'D

C-SPAN
Suite 412
444 North Capitol St., N.W.
Washington, D.C. 20001

MAR 28 ANSD

Dear Sir:

Reference my letter to our local cable company last month. The company never did get to my house to see if they could fix my reception. Channel 19 has never been without static on my TV in this area. People at the same meeting referenced in my letter said the same thing. I just paid my bill for another month and complained again. I also just checked the channel again -- it was off the air (again)!!

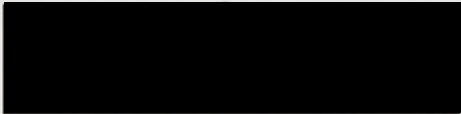
I ordered C-SPAN Update for my house before C-SPAN was put on our cable system. I had earlier written this local cable company and "pushed" for them to get C-SPAN in our area.


I am normally a very quiet guy, but your work for the greater benefit of what is wrong with our country is so critical -- I have had to speak out...

But now, I'm fed up. I can't renew this subscription to C-SPAN Update for viewing a channel that I can only half hear when it is operable.

Maybe you can write to someone..... I know this community is being ripped off in regards to hearing C-SPAN, and it is a shame.

Sincerely,


Point Harbor, N.C. 27964

Ted: 

cc: marketing
b. lockman

1:00 P.M. Tuesday
January 30, 1990

Mr. Richard Stimpert
District General Manager
Multi-Vision Cable TV
127 West Main St.
Williamston, NC 27982

Dear Sir:

I just called your maintenance number in regard to background static still on channel 19, C-SPAN. Your people were totally courteous and advised they thought the problem had been corrected at the control site, etc., In that it had not been corrected, they are sending a maintenance person to my home today. I think that is great service.

Now if I can return the favor, I attended the Powells Point Community meeting last week sponsored by the local democratic party where your spokesman spoke in regard to your plans in this community. He did well amongst an impatient and a "tired of so much talk" community regarding their cable TV service. Most of all though -- people wanted the service and could not get it. They were "fed-up" with the surveys. They thought they were getting the run-around on "service."


My suggestion to you (and I know it means someone has to spend some money) is that you get the service to them as soon as you can. You are a big company. You are sitting on a good opportunity. Your investment now is going to give you an excellent return in the future (that is what business is all about). I have no bone to pick with your company. I like the service and the channels. I would pay \$20.00 per month without complaint.

But the people (the ones who vote) will eventually put enough pressure onto our county commisioners that you may lose the whole contract for this area. Two of the future commisioners for this county were sitting in that meeting. I suspicion they will likely be elected. My observation was that both saw little excuse for the present situation continuing on and on. Several influential Point Harbor residents appeared to be of the same mind.

We all heard what has gone on in the past. And it is responsible (and for your spokesman--courageous) for you to be willing to address the community openly. I hope you can sense the urgency and impatience and do something early.

Sincerely,

P.S.: Your Jan. 11th letter^{to all customers} is excellent -- but does not address provisions for new customers.


Point Harbor, N. C. 27964

C-SPAN

Suite 412
444 North Capitol Street, N.W.
Washington, D.C. 20001
202/737-3220

Dear C-SPAN Viewer:

Because your subscription to our weekly newspaper is due to expire in about three months (or about 12 issues from now), I wanted to give you this chance to sign up today for another year--or two or three--of the C-SPAN Update.

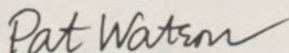
By renewing now, you ensure that your week-to-week update on your "window to Washington" continues without interruption.

The enclosed card offers you the opportunity to renew for one year at the \$24 rate--which will never be lower--or for longer terms, with added savings to you. Sign up for two years and save \$2. Check off three years and save \$4.

You can also take this opportunity to correct any errors we may have in your name and address. Once you fill out the card, return it in the postage-paid envelope.

Many thanks for your loyal support!

Sincerely,



Patrick Watson
Editor and Publisher

P.S. No need to send money now. We'll be happy to send you a bill after we've entered your renewal instructions.