

Frank Gallick
General Manager, TCI
Cable Television of Western Colorado, Inc.
Grand Junction, Colorado

January 11, 1997

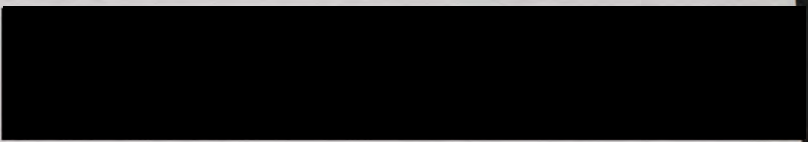
Dear Mr. Gallick,

This is a complaint about the recent channel change TCI has imposed on its viewers. I am nearly a C-Span junky; I got up last Saturday morning and this morning to enjoy weekend journal with a cup of coffee only to find CMT in its place. How many CMT viewers do you believe are even "awake" at 6am on Saturday's?? My complaint then, is the complete loss of C-spanII and the schedule compromise of C-span with CMT. You must realize that most people that enjoy C-span probably couldn't care less about CMT, and vice versa. TCI could not have made a poorer choice for channel-sharing than to union these two polar opposites.

I saw in the paper that people in the Grand Valley are organizing to restore MTV. I don't have any immediate plans to organize the community to restore C-span, but I am confident that an equally number of Grand Valley residents will miss c-span programming as those that miss MTV, they simply may not be as vocal. It seems that if TCI is a community service, TCI should have consulted with the community prior to imposing these unacceptable changes. I did hear on C-span that C-span was being dropped from many locations nation-wide. I have never heard the motive for these changes, nor do I recall being formally notified by TCI (in my monthly bill along with the other solicitations TCI commonly includes) that such a change was about to occur. Consequently, I have the following questions, and a suggestion.

- 1) What was TCI's motivation for the channel and schedule changes, and how do they comply with Federal regulations? Specifically, what information did TCI have that viewers were not satisfied with the current alignment and that changes were needed to make its subscribers happier?
- 2) Why was the C-spanII schedule dropped entirely and C-span severely cut back, rather than dropping any other channel (e.g. QVC; the local time, weather, community events calendar; AMC; national weather channel)?
- 3) Can I get a copy of the Federal regulations that TCI must follow?
- 4) My suggestion: Restore C-span I and II to their full schedule on the expanded basic cable, rather than some of the other channels TCI has now selected for its expanded basic customers.

I realize that C-span was created by the cable industry - and it is certainly a great idea. However, I believe that TCI is greatly reneging on its commitment to provide the public with a filter-free view of our democratic process, and the opportunity for person-to-person dialogue with its representatives. Please be a strong voice in the Grand Valley by, ideally, restoring this important service to TCI's basic subscription; or as a compromise, provide current C-span schedule to basic cable customers, and restore full coverage of both C-spans to expanded basic customers.



[REDACTED]
Grand Junction, CO 81505
[REDACTED]

cc: C-span (attn: Brian Lamb)
Mesa County

Mr. Lamb - no
weekend C-span
now - I miss
Sat/Sunday morning
mountains! Can
you answer any
of these questions?
No response from
TCI yet

Thanks