


New York, N. Y. 10010

April 16, 1993

Mr. Brian Lamb
C-SPAN
400 N. Capitol Street
Washington, D. C. 20005

Dear Mr. Lamb:

I have been a C-SPAN watcher since Cable service was installed in my apartment several years ago. I believe that your network is providing an invaluable public service. However, this is a letter of complaint.

Last Sunday night, I was watching the *Booknotes* interview and, through oversight, neglected to record it for my wife to view. I felt that my wife would enjoy the interview very much. During last week, I called C-SPAN in order to purchase a videotape of the broadcast. You can be certain that I was taken aback when informed that C-SPAN charges \$125 per hour for videotapes of broadcasts. A second call that day established that C-SPAN does not rebroadcast *Booknotes*.

Obviously, the price is set so high to discourage requests like mine. I do believe that, as a public service network, you should offer video tapes of your broadcasts at more reasonable prices.

[By the way, I notice that you offer transcripts of certain programs at more affordable prices. Do you offer transcripts of *Booknotes* broadcasts? This was not mentioned to me when I called.]

Very truly yours,

