

[REDACTED]  
Carolina, PR 00979-9207  
September 18, 1993

The C-SPAN Networks  
400 N. Capitol St.  
Suite 650  
Washington, DC 20001

Dear Friends:

I am a subscriber of Cable TV of Greater San Juan, Puerto Rico, and enjoy viewing the programs on both of your networks. I feel they are very interesting and most enlightening and educational. The following comments and suggestions are submitted for your consideration so that, in my opinion, your programs may be enjoyed by many more persons who are not able to do so at present, and might be made more enjoyable to those of us who are doing so.

One program which I particularly enjoy is the "Evening News" from Moscow. However, I have a problem with the audio portion. We hear the announcers speaking in Russian, but at the same time we hear the narrators' voices on top of them. I have a hearing loss in both ears and this makes it extremely hard and irritating, because the voices get mixed up with one another and I lose a great deal of what is being said. Nor is this situation exclusive with C-SPAN; I have the same problem with most news programs on other channels.

To overcome my hearing deficiency, I make use of a small amplifier and microphone which I place close to the TV speaker, and listen through headphones, obtaining excellent results with most programs. But with voice-overs, I can hear both voices perfectly mixed-up and have an extremely hard time understanding everything.

My feeling is that, since the language used by the majority of persons in the U.S. is English, and most viewers do not understand Russian, German, Spanish, etc., the original soundtracks of the foreign items being shown should be muted altogether, leaving only the narrator's voice. For my part, I will take the networks' word that the original voices of the people being shown speaking are Russian if from Russia, Spanish if from Cuba, etc. I believe this could be easily done without causing the network too much grief.

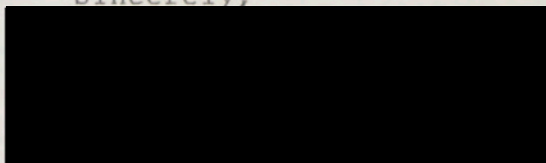
Another way the hearing-impaired people could be helped would be with the use of captions where even those who are completely deaf could watch your programs and understand them.



One more thing which annoys me to some extent is when an item is shown and is labelled "live", but it is not truly so because it may have been taped several days prior to being shown, although it was truly "live" when recorded. I believe that whenever a "live" program is shown, a caption should show the date and time it was taped "live". I recall not to long ago you showed Fidel Castro giving one of his long speeches; it was labelled "live" but at the time I viewed it, it had been several days since Castro had spoken, as reported by the newspapers.

Thank you for the opportunity given me to express my views on this matter.

Sincerely,



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