

September 8, 1993 .

Randall Coleman
Vice President and District Manager
Continental Cablevision
Union Depot
241 East Fourth Street
St. Paul, MN 55101-1492

Dear Mr. Coleman:

I am joining with what I am sure are many people who are writing you regarding the "new" cable service to Ramsey County.

I have been a subscriber since, I believe, 1988, and, through all those years, have not had one single complaint against Continental. In fact, I told everyone, when "lousy" cable service was a discussion at work amongst colleagues who lived in Minneapolis and its suburbs, that I had absolutely no complaints. I can well understand why you received the 1992 Customer Key Award and the 1993 CIO-100 Award. You would win my vote any time.

As I watch C-SPAN almost daily, since my retirement, I also understand the new law to a degree and can appreciate the difficulties you faced in trying to live up to the new regulations and still satisfy your customers. (I even know how to program a VCR--any VCR!)

I do, of course, have a complaint. I have come to praise you but not to bury you (to coin a phrase). To put it quite concisely, I cannot live without C-SPAN1 and 2 on my tube twenty-four hours a day! I find it inconceivable that you would choose to limit the hours that C-SPAN2 is televised. With the agenda before Congress during these next two sessions, I believe that much of what is essential to know is going to run long after 7:00 CST.

I am doubly offended that you would choose to put C-SPAN2 up against Bravo. I have subscribed to the "Rainbow" channel off and on for many years. I **adore** both AMC and Bravo and am delighted that they are now part of the regular package. **BUT**, I cannot believe that with three home shopping networks (which the polls tell us do not generate much in the way of sales); two comedy/cartoon channels; two "contemporary" music video channels and numerous public access channels (some of which I am sure you must make available), you would choose to cut off C-SPAN-2-- A CITIZEN'S ONLY INSIGHT INTO THE WORKINGS OF THE U. S. SENATE! I am, to put it mildly, appalled.

cc: Willie Vereen

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I realize that everyone who writes you has a particular gripe, a pet project, a vested interest. I don't want to lose Bravo, but I would lose it, if it were absolutely necessary (and I would hate Continental forever) in order to bring C-SPAN2 back on a twenty-four-hour basis.

The citizenry of this nation NEEDS C-SPAN. Americans are, to a large extent, uneducated, disinterested and live in a world that is a warehouse of ignorance. I know because I taught this citizenry for thirty years. I am willing to take my share of blame for the deficiencies of today's citizenry. **Are you willing to take your share of the blame by cutting off one of the most effective educational systems America has invented?**

I have some knowledge of electronic technology, and I know you can find a way to keep C-SPAN2 full-time (and hopefully retain Bravo). If the electronic age has taught us anything, it has taught us that whatever the mind of man can **conceive** can be made manifest.

One last thing: I understand that, as of this date, CBS is holding out for payment. I am devoted to WCCO-TV; it's where I watch the daily evening news, but I can live without it. CBS has played this game before--withholding the Twins, for instance. I suspect CBS will come around. If it doesn't, it has my regrets.

Thank you for your consideration of my request that C-SPAN2 be retained full time on Continental Cablevision.

Sincerely yours,

[REDACTED]
[REDACTED]
[REDACTED]
St. Paul, MN 55105-1729
[REDACTED]

cc: C-SPAN
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