

November 16, 1992

C-SPAN

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Washington, D.C.

Dear Mr. Lamb:

I know how hard you try to be fair. A few months ago someone was jumping your case about you're having one political party on more than the other, I happened to be waiting on the line and was the next caller. I changed my remarks at the last minute to rake the caller over the coals, because I know you have all sides on all the time. The moral of the story is I know you try to be fair.

So I hope you will think about what I am going to say. You have 8 lines on the viewer call-in shows. Now, I'm sure you know that if someone gets thru, the telephone company will cut us off after about 40 rings if one of your operators do not answer the telephone. And I know the operators often do not answer, because you tell them not to, so we will not be charged long distance charges.

Try to put yourself in our shoes. We try to get thru for months and when we finally do, no one answers the phone. Being aware of all this, why the heck not have just three lines, one for the East Coast, one for the West Coast and one for overseas calls. It's not right to have more lines if you're not going to answer them. Knowing what the telephone company does, it doesn't make any sense to have more than 3 lines. Maybe you ought to consider an 800#, just a thought. Anyway having 8 lines is stupid, when you only need 3. I got thru 5 times last Friday in two hours time and no one answered the phone. Another day I got thru 3 or 4 times. You try for months and this is what you get? And I use a regular phone, but I know AT&T has \$5,000.00 computers that keep redialing till a person gets thru. Most average citizens, like myself, cannot afford this. I doubt many regular callers get thru anymore, anyway. If you use your imagination you can think of some remedies for this. I'm sure I could. Not to mention as I told you a few months ago on a call in show, that it seems to be harder to get thru since the House Banking Scandal, I think all their highly paid staffers, with our tax money, are jamming the lines with the \$5,000.00 computers.

Also, how come you do not have the half hour once a month where you ask about complaints and suggestions? It was great that you cared what we thought. I never tried to call on that, but I now have some ideas and you don't have it anymore. You use to seem care about what we thought, what's going on? Well anyway your outfit seems to be more and more aloof all the time. It's a shame, I use to love C-SPAN, but you're not willing to take suggestions anymore.

(over)

It was nice to see Bob Hardy of KMOX Radio and Martin Duggin (although I can't stand Ray Hartman) of local public tv's show, Donnybrook. They're two of my favorite local personalities and if you lived to be 100 you wouldn't find 2 fairer people on the planet.

By the way, a long time ago, about 1½ years ago, I got something from C-SPAN about some kind of a club. What happened with that? I guess it fizzled out.

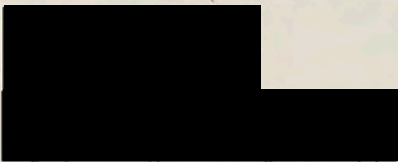
Sincerely,

Mrs.

Mrs. [REDACTED]

St. Louis, MO 63123
[REDACTED]

(Congressional Delegation: Sen. John Danforth, Sen. Kit Bond and the jerky majority leader, Richard Gephardt)



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