

[REDACTED]
CROPWELL, ALABAMA 35054-0706

December 2, 1996

Coosa Cable Company
1701 Cogswell Avenue
Poll City, Alabama 35126

Dear Friends,

Let me first say that the technical quality of your service--while I have been a subscriber--has been outstanding. In that regard, I have no complaints at all. I wish you every success.

However, as I write my check to you for another month's service, I want to reiterate my serious disappointment that you do not offer C-SPAN2 as part of your basic package of carriage, or even as part of a premium service package. As matters now stand, I use only a few of the channels that you provide, particularly CNN and C-SPAN (C-SPAN1). As a former school teacher and assistant principal, I can attest to the very important nature of the programming on C-SPAN2, which, as you know, offers complete coverage of the U.S. Senate, plus other features unmatched by any other channel. Both for myself and the students of your service area, I can tell you that in my former home, in Mountain Brook, Alabama, and in the school system there, the value of both C-SPAN channels is vital. Frankly, I don't understand why you haven't included C-SPAN2 as part of your carriage.

If you are not familiar with C-SPAN2 programming, let me point out that some of the best public debates occur on the Senate floor--quite more in-depth and comprehensive and particular than can occur on the House floor. Also, Senate hearings tend to be more substantive, in lots of ways, than House hearings.

If there is any way that I might truly insist in the strongest possible ways that you carry C-SPAN2, I would want to undertake that task. However, as one person, yet one I am positive can speak for many others--particularly those from Mtn. Brook who have second homes around the lake, and all your local school teachers--I have thus far resolved to raise this issue only as I send in my remittance. I prefer to think that you might re-think your present carriage without waiting for a "groundswell of activism" to take place. I have, of course, already written to your franchise authority (The County Commission) about my serious concern.

In Mountain Brook, a "groundswell of activism" led to the use of subscriber surveys in order to prove what carriage and other matters are of continuing concern to cable subscribers, with the result that the carriage includes an outstanding mix of opportunities. I see no reason to

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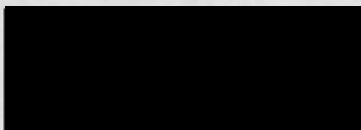
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believe that citizens of the St. Clair County community do not want or deserve the same level of quality carriage.

The surveys in Mountain Brook have proven that subscribers there remain dissatisfied with the technical level of service to them, and the Mountain Brook Cable Company has thus far failed to meet community standards--regarding repair and restoration of interrupted services and the picture quality on several channels. I'm very happy to say that on this score, Coosa Cable Company is far ahead of the system in Mountain Brook. Unfortunately, however, you remain behind Mountain Brook in terms of the quality of the carriage.

I'm happy to be one of your customers; however, I can only say that I don't understand why the citizens of St. Clair County do not benefit from the carriage I have found elsewhere, and I admit that I'm disappointed in that respect....

Cordially,



enclosure--remittance (\$18.72)
cc: St. Clair County Commission
/dm