

C-Span  
400 North Capitol H. NW #650,  
Washington, DC 20001

Nov. 24, 1996

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Hello, Mr. Lamb —

It's been almost ten days since you literally stunned my family. Still, I would never have written had not my fourteen year old son, Tom, been so adversely affected.

C-Span was the reason he became interested in politics, about two years ago. We watched your programs live, together, when possible, or taped versions which our family would later discuss with him. Tom admired you, tremendously, read all he could about you and you were a sort of hero to him. Believe me, this is a boy who doesn't "hero worship," so ~~this~~<sup>it</sup> was unique and my husband teased that he was jealous, etc., and they both enjoyed it.

When you changed the phone lines, we did not think the program was nearly as interesting, or the System was as fair, but it wasn't a big deal. We were pleased <sup>when</sup> you said, at various times, in a variety of ways, that it was temporary. When Tom's Aunt called from Florida, and after a long family conversation, casually mentioned C-Span and wondered when those phone calls would "go back to normal," Tom assured her that it was going to



go back after the election. Tom was laughing and said, "Hey, Aunt Grace, Brian Sam's said the other day to just be patient, the election is almost there and they will go back. So when he says something, count on it," etc.

On November 14<sup>th</sup>, when Susan Swain made ~~the~~ snide remark to a caller questioning her about the phones -- "we've talked so much about the phones -- we reviewed it and were leaving it this way," Tom was dismayed. He still thought she was mistaken, and you would "do what he said." The very next day, on the 15<sup>th</sup>, you angrily and arrogantly denied ever saying it, claiming that a caller said you had promised, but you hadn't!!

I will never forget Tom's shock and anger. "Mom, Brian lied, did you see that? Does he think we're idiots? Why did he lie? That's it, they're all alike. I thought he was so great -- what a joke!" He started to say something, his eyes glistened and he walked out. I was hard pressed when I later on tried to explain it to him. I told him that sometimes people get to you, pressure is brought to bear, and that's probably what happened



to you. Since then, he won't watch C-Span, doesn't want to discuss it and his interest in politics is virtually gone. It's so sad that a boy at a vulnerable age was disillusioned by you. Even if you don't care, I wanted you to know.

Actually, I think we perceived you incorrectly and you haven't changed at all, always were this way. This new generation is already so cynical anyway—why did you lie on the air? Why not just say, "hey, we promised, but thought it over and changed our minds?" Tom could have computed that, but since he saw the promise, he saw the lie. Period.

You have often said to callers, "hey, just don't watch if you don't like it." Two relatives in Florida now do not, nor Tom.

I still watch, but it's simply not the same—it's "entertainment". I don't know which is stronger for you, my scorn or pity.

Cheney, WA 99604