

TO : Public File
FROM: Barry King
RE: Blanketing Complaint

September 23, 1993

Mrs. Gail Norris, 504 South Elm, called this AM and lodged a complaint concerning signal blanketing on her home radio. Reported the signal particularly covered 88.5 MHz, which is her "favorite station." Call was taken by Susan Shook of the staff who told Mrs. Norris that we would try to correct the problem.

I called Mrs. Norris at 2:30 PM to obtain information as to whether problem could be remedied with a filter, or the purchase of a new radio. Mrs. Norris informed me that she had already purchased a radio that had taken care of the problem.

I offered to reimburse her for the cost of the radio, but she refused.

Follow-up letter to Mrs. Norris is attached.

Note: 504 South Elm is well out of our 400-foot radius of responsibility.