

Scenario #1

Dear Mr. and Mrs. Winston,

Thank you for reaching out to WGBH and your support of our programming. We greatly appreciate your enthusiasm for our television and radio programs and apologize for any inconveniences caused without your Explore! guide. We learn of your situation with great concern.

I have look thoroughly into your account and corrected a system error on our part, which means you will now receive the guide going forward without issue. It is our hope to restore your faith in our membership, so I will be sending a replacement April guide from our office today and checking back to your account before our May guide ships. In the meantime, all of our schedules can be viewed and searched through on [the WGBH.org website](http://theWGBH.org). If you have any further questions or feedback, please do not hesitate to contact us at Member Services (617-300-3300, M-F, 9-5 PM)

Sincerely,

Tim Smith
Audience and Member Services

Scenario #2

Dear Mr. Duke,

Thank you for your dedication to WGBH's programming and notifying us about your television reception.

WGBH 2, WGBX 44, WGBH World, WGBH Create and WGBH Kids channels broadcast from our Needham, Massachusetts TV tower, so if you are within 90 miles of the Needham TV tower, you should receive the signal over the air. Since I can confirm that you are within this radius, we have organized a list of options we recommend trying:

1. Rescan your channels using a digital converter box remote control.
2. If WGBH was not included in the initial scan, try to double-rescan.
3. Tune to a Boston channel, adjust the antenna to the strongest possible signal, then disconnect antenna from converter box. Rescan without the antenna plugged in to clear the channel data, then unplug the digital converter box and power down.
4. Reattach the antenna, power up the converter box, and scan for channels.

If all of these steps yield no result, you may need to contact your cable provider or consider upgrading your antenna. Resources like Antennaweb.org and tvfool.com can be helpful for more information. This situation should be easy to remedy or to rectify.

Once again, we thank you for your passion, interest and dedication to WGBH.
incerely,

Tim Smith
Audience and Member Services

Scenario #3

Dear Ms. Berg,

First of all, thank you for your interest in Antiques Roadshow and WGBH. We endeavor to provide quality programming to our viewers.

Unfortunately, registration for all 2015 Antiques Roadshow events has passed, but our registration for upcoming 2016 events will take place this January. To register, which is done by a lottery system, you can either enter for tickets by electronic message or postcard. For online entering, [please visit this registration site](#), choose your city, and fill out our short registration form. If you are selected for tickets, you will be notified in advance of the event date via the website, where you can also view your status of entry at any time.

Tickets may also be requested via postcard to: "City Name" ROADSHOW (e.g., San Diego ROADSHOW) Box 249, CANTON, MA 02021. Postcard should also include your name and complete mailing address.

For further information, please view our [website registration information page](#), [postcard information page](#), and [our most frequently asked questions](#). Once again, thank you for your interest and best of luck! We wish you all the best in your endeavors

Sincerely,

Tim Smith
Audience and Member Services