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February 24, 2010

To: The Honorable Thomas A. Colapietro and The Honorable Jim Shapiro,  
Co-Chairs, General Law Committee

From: Michael W. Janes, Chief Executive Officer, FanSnap, Inc.

Re: RB No. 5228, An Act Concerning the Sales of Event Tickets on the Secondary Market

FanSnap is a live event ticket search engine with thousands of customers and several participating ticket providers located in Connecticut. FanSnap provides its customers with real-time data regarding millions of live event tickets available for purchase from dozens of ticket providers. This data enables customers to make informed choices regarding their purchase and sale of live event tickets on both the primary and secondary ticket markets.

**We support RB 5228 for three reasons:** 1. It protects consumers from financial harm. 2. It enables consumers to make independent and informed choices. 3. It includes adequate safety and security measures.

- 1. The right to resell live event tickets directly or through a reseller protects consumers from financial harm in the event of illness, work conflicts or changes in economic circumstances.**

Each day, consumers choose to purchase live event tickets for events that will take place at some time in the future. Sometimes, the events will take place the next day. Other times, the events will be weeks or months away. In still other cases, live event tickets will cover a series of events that will take place over a period of months in the future. In each of these cases, in making the decision to purchase a ticket to a live event, the consumer is taking the risk that some set of circumstances will occur that will prevent them from attending the event in question. These circumstances might be their own illness or the illness of one of their family members; their need to travel for their job; or their need to attend a school event for one of their children. In addition to this risk, consumers also take the risk that something about their own financial situation will change such that they will no longer be able bear the expense that they have made in their live event tickets.

The right of these consumers to resell their tickets in the event that any of these risks come to bear must be preserved. The parent who purchases Taylor Swift tickets only to have their child fall ill the day before the show should be able to resell their tickets and recover at least a portion of their expenses. The season ticket holder who loses their job halfway through the season and can't afford to attend the rest of the season's games should be able to resell their tickets as well. To impose restrictions on these rights or to limit consumers' avenues for reselling their tickets absent a showing of potential harm to public safety would unnecessarily harm consumers.

**2. The right to purchase or sell live event tickets on the secondary market protects consumers by enabling them to make independent and informed choices.**

Over the past decade, a vibrant secondary market for live event tickets has developed both online and offline. As a result, as never before, consumers have full access to information regarding current market prices for tickets and the opportunity to make informed choices regarding their live event ticket purchases. Rather than relying on the information provided to them by a single ticket provider regarding ticket prices and availability, consumers can investigate the state of the market on their own, determine whether tickets that fit their budget are available, and decide whether or not to buy the tickets that are just right for them. Consumers can choose to deal with ticket providers that offer them the type and level of service and quality of live event tickets that they are looking for. Much as consumers benefit from their ability to access information regarding the prices for homes, cars or other consumer goods, and to choose the avenues they use to purchase and sell such items, consumers benefit from access to a vibrant and public market for live event tickets and from their right to choose from among multiple avenues through which to buy and sell live event tickets.

**3. RB 5228 contains adequate protections to ensure the safety and security of citizens attending live events in Connecticut.**

Consumers who choose to attend live events in Connecticut should be protected from inappropriate behavior by other patrons and venue operators should have the right to enforce policies regarding conduct or behavior in their venue as needed to protect patrons' safety. RB 5228 contains appropriate rights for venue operators to enforce conduct or behavior policies reasonably related to the protection of the safety of patrons.

For all of the above reasons, we urge you to pass RB 5228.

Thank you for the opportunity to comment on this proposed legislation.