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**TESTIMONY OF DON VACCARO, CEO OF TICKETNETWORK
BEFORE THE GENERAL LAW COMMITTEE ON
FEBRUARY 24, 2011; 10:30 A.M. - ROOM 1B, LOB, HARTFORD, CT**

Senator Doyle, Representative Taborsak and members of the General Law Committee, thank you for the opportunity to appear before you today to discuss consumer choice and options in live entertainment ticketing on behalf of consumers in Connecticut.

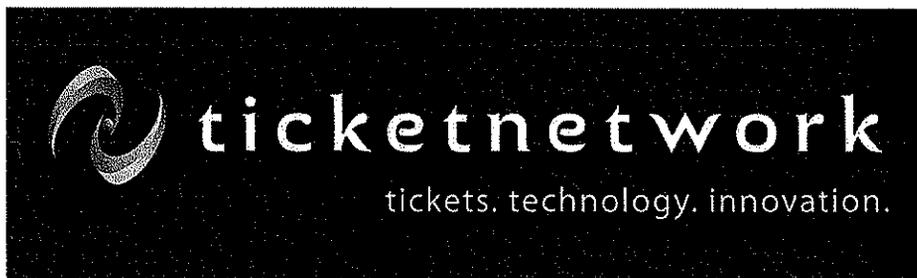
House Bill 6298, An Act Concerning the Fair Sale of Tickets to Entertainment Events, is an important step forward for consumers in Connecticut. A step that, if implemented, will put the power of ticketing where it belongs - in the hands of consumers. By putting these protections in place, Connecticut's legislators can ensure that consumers will become the most important people in the live entertainment market.

Our main goals for this bill include: protecting season ticket holders, protecting consumers who purchase resold tickets, preventing paperless ticketing from restricting consumer choice and implementing various other provisions that extend fairness in the ticketing industry to consumers who spend their hard-earned dollars on live entertainment.

The critical changes in this bill proposal highlight significant inequities that currently exist in this market. Further, this bill seeks to reduce the enormous power exerted on the consuming public by the giants in live entertainment ticketing. Our purpose in addressing these issues is not to over-regulate ticketing, but rather, to create open access to events and increase options for every consumer who desires to see their favorite artists and athletes perform.

To be sure, a ticket to a live event is a precious commodity. Often times, a ticket's "real" value is not determined by the artist, the venue or the primary ticketing agent-it is determined by the fans who choose to attend the event. In certain cases this value may exceed the printed price. In other cases, the value of a ticket is beneath the face value of the ticket. Research shows that tickets are often sold or traded at prices below face value. No matter what the price of a ticket may be, the reality is that the person who knows what is best for the consumer is, without a doubt, the consumer.

In seeking these legislative initiatives, we are asking that you agree with consumers that when they purchase a ticket, the power is theirs. The power to decide who goes to the event with them. The power to decide what type of ticket (e.g. hard paper tickets, e-tickets, etc.) best suits their lifestyle. And, most importantly, the power to spend their money knowing that the money they spend on live entertainment events is protected from being lost, forfeited or fraught with



control from the monopolists who control this market and seek to limit their choices.

TicketNetwork believes these suggested changes to the law, which are based on our knowledge and expertise in the market, could provide important and meaningful improvements to the experience of the consumers we serve each year.

In summary, the intent of House Bill 6298 is clear— make ticketing a consumer issue, not a big business issue. Consumer choice has always been the hallmark of any competitive market, and the live entertainment ticketing industry is one sector of the market where improvements can make lasting changes in favor of consumers. House Bill 6298 improves a segment of the market that needs such changes to become more consumer-friendly and to ensure consumers are treated fairly. Therefore, I ask that you give your full support to this bill.

Respectfully submitted,

Don Vaccaro, CEO
TicketNetwork