

## Evans, Amanda

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**From:** Gary T. [texas31@comcast.net]  
**Sent:** Tuesday, April 13, 2010 12:52 PM  
**To:** ATR-Antitrust - Internet  
**Subject:** For Ms. Christine Varney

Ms. Varney:

As you are quoted in the below article- "Generally when you see robust competition, you see prices coming down," Varney told reporters. "This is the right result.", I am writing you.

On April 1st, 2010 I drive 40 miles to downtown Houston, TX where the box office of Houston's House of Blues is located in order to purchase tickets for a concert. While I had business in downtown Houston, I specifically drove to the aforementioned House of Blues to purchase the tickets so that I would NOT have to pay all the surcharges that Ticketmaster/Live Nation charge.

Since the Justice Department allowed the Ticketmaster and Live Nation merger to occur, as it pertains to House of Blues venues (and about another 120 venues): they own the venue, produce the concert and ARE THE ONLY WAY to purchase tickets directly (I.E. Not having to go through a ticket reseller [which is just another name for legalized scalping]).

### What occurred:

The tickets were purchased at the box office. To my surprise, and AFTER my credit card was charged, I saw that I was charged a \$3 "convenience charge" for EACH \$18 ticket (and NOT told there was such a charge until AFTER the tickets were purchased). The \$3 per ticket convenience charge was approximately an additional 17% charge to the cost of the ticket. I was then advised that since the tickets had already been charged to my credit card and printed, there was nothing that the sales person could do at the box office and that I was stuck with the tickets. Had I known in ADVANCE OF MY CREDIT CARD BEING CHARGED that I was going to get charged a convenience charge for each ticket, I never would have made the purchase.

I contacted Ticketmaster about the charges and their response was- (and the entire email is at the bottom of this email)

**From:** Ticketmaster Customer Support <[customer\\_support@ticketmaster.com](mailto:customer_support@ticketmaster.com)>  
**Reply-To:** Ticketmaster Customer Support <[ticketmasterus@mailca.custhelp.com](mailto:ticketmasterus@mailca.custhelp.com)>  
**Date:** Sat, 10 Apr 2010 08:31:32 -0400 (EDT)  
**To:** "Gary T.

..."There is typically no convenience charge when you drive to a box office to purchase tickets."

Yet, did Ticketmaster credit my credit card for the convenience charges since I purchased the tickets at the box office? No.

To sum the situation up:

1. Prior to the Ticketmaster and Live Nation merger- there were no convenience charges for purchasing the tickets at the box office where the event was occurring.
2. Post- merger: Customers are charged convenience charges on tickets purchased at the box office where the event is occurring.

I see the aforementioned charges as a blatant abuse of monopolistic power.

Gary T. Johnson

Houston, TX

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**Ticketmaster, Live Nation Merger Approved: Will It Lead To Lower Ticket Prices?**

RYAN NAKASHIMA | 01/25/10 08:03 PM | AP

LOS ANGELES — Concert promoter Live Nation and ticket-seller Ticketmaster consummated their merger on Monday after the U.S. Justice Department approved it with conditions meant to lower ticket prices for consumers.

Shares in both companies rallied by about 15 percent in trading Monday, showing that investors approved of how the Obama administration handled its first big merger with its appointee Christine Varney as assistant attorney general.

Regulators required Ticketmaster to license its ticketing software to a competitor and sell a subsidiary that handles tens of millions of tickets a year.

That is meant to strengthen the companies that will compete for ticketing contracts and concert promotion work with Live Nation Entertainment Inc., the new company formed by the merger of Live Nation Inc. and Ticketmaster Entertainment Inc.

"Generally when you see robust competition, you see prices coming down," Varney told reporters. "This is the right result."

Consumer groups, ticket resellers and some politicians had expressed concerns that the combined company would control too much of the concert experience. Varney said the original proposal for the merger would have been "anticompetitive."

Both companies agreed to the conditions, but a federal court in Washington still has to approve it. Canadian regulators and 17 state attorneys general also signed on to the deal.

The combined company will handle all aspects of the concert business, including promoting them, selling tickets, beer and parking, putting out albums and managing an artist roster that includes U2, Madonna, Jay-Z and the Eagles. Its operations span more than 30 countries. The companies said music fans will benefit through lower ticket prices because the merged company can earn money in ways that separate companies could not.

Michael Rapino, CEO of Live Nation and the merged company, said the merger creates "a more diversified company with a great selling platform for artists and a stronger financial profile that will drive improved shareholder value over the long term."

Story continues below

Under the Justice Department rules, Ticketmaster must license its software for five years to Anschutz Entertainment Group Inc., which owns the Staples Center and other venues. It was also directed to sell subsidiary Paciolan to Comcast-Spectator, a subsidiary of Comcast Corp.

But consumers might not notice the difference right away, partly because the merger agreement preserves long-term exclusive ticketing contracts with venues.

AEG and Comcast-Spectacor could take years to effectively take ticketing deals away from Ticketmaster, Gabelli & Co. analyst Brett Harriss said. Only then would ticket fees start to come down, Harriss said.

Varney said about 20 percent of Ticketmaster's deals with venues will expire in 2010. Previously the vast majority of Ticketmaster clients renewed their deals upon expiration.

Some vocal opponents continued their attack. Rep. Bill Pascrell Jr., D-N.J., said the ruling did not address the resale market that led to consumers paying inflated prices for a Bruce Springsteen concert last February.

It also did not affect the vertical integration the companies proposed – although Varney said her department would monitor the companies for 10 years to prevent anticompetitive bundling of services.

Don Vaccaro, chief executive of ticket resale site TicketNetwork, said having three strong players was better than just one, but it still left small ticket retailers at a disadvantage, especially for VIP seating packages that artists sometimes

release through their concert promoters.

"They created a lot of little monopolies on tickets at venues," Vaccaro said. "It could have gone further."

Under the deal, the merged entity will be under a 10-year court order prohibiting it from retaliating against venues that choose to sign ticket-selling contracts with competitors. It also must allow venues that sign deals elsewhere to take consumer ticketing data with them.

Live Nation, which is based in Los Angeles, and Ticketmaster, which has headquarters nearby in West Hollywood, have said the merger will streamline their operations, allowing them to save \$40 million a year. It reversed a schism that happened in 2009, when Live Nation let its ticketing deal with Ticketmaster expire and instead sold tickets to its own venues with the help of German company CTS Eventim AG.

The merger closed on Monday, with Ticketmaster stockholders receiving about 1.474 Live Nation shares for every Ticketmaster share they own. Ticketmaster shares stopped trading at the end of the day.

Ticketmaster shares rose \$2.10, or 15.8 percent, to close at \$15.40 while Live Nation shares closed up \$1.35, or 14.7 percent, at \$10.51. The merged company now has a market capitalization of about \$889 million.

Both Comcast-Spectacor and AEG hailed the ruling as an opportunity to expand their businesses.

Comcast-Spectacor, which owns the Philadelphia Flyers, Philadelphia 76ers and two arenas, said it would add Paciolan's 200 ticketing accounts and complement its capabilities as a venue manager, food and beverage seller and seller of venue-naming rights.

AEG Chief Executive Timothy Leiweke said his company has a commitment from Ticketmaster to run ticket-selling operations under the brands of AEG and its clients starting immediately if AEG wants, and running for five years. He said AEG will "aggressively explore" alternative ticketing platforms in the coming years. AEG can choose to keep Ticketmaster's technology or develop a separate system by itself or with partners.

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**From:** Ticketmaster Customer Support <[customer\\_support@ticketmaster.com](mailto:customer_support@ticketmaster.com)>  
**Reply-To:** Ticketmaster Customer Support <[ticketmasterus@mailca.custhelp.com](mailto:ticketmasterus@mailca.custhelp.com)>  
**Date:** Sat, 10 Apr 2010 08:31:32 -0400 (EDT)  
**To:** "Gary T."  
**Subject:** To Irving Azoff and the Ticketmaster/Live Nation management: I purchased tick... [Incident: 100410-000351]

Thank you for allowing us to be of service to you.

**Subject**

To Irving Azoff and the Ticketmaster/Live Nation management: I purchased tick...

**Discussion Thread**

(Somerset\_ZYS774)04/10/2010 08:31 AM EDT

Dear Gary,

Thank you for your e-mail. The convenience charge covers costs that allow Ticketmaster to provide the widest range of available tickets while giving you multiple ways to purchase. Tickets are available in many neighborhoods via local ticket outlet locations, our local charge-by-phone network and online at Ticketmaster.com. Tickets can be purchased through at least one distribution channel virtually 24 hours a day. The convenience charge varies by event and is determined by negotiations with arena operators, promoters and others based on costs for each event.

Also, the convenience charge will vary depending upon where you purchase the tickets. **There is typically no convenience charge when you drive to a box office to purchase tickets.** A convenience charge is applied when you purchase from the Internet, phone or ticket outlet (e.g., at your local department store) and this charge may vary depending upon Ticketmaster's local agreements with the venues, promoters and outlet partners.

Thank you for using Ticketmaster, where we continually strive to provide World Class Service to every customer, every day! We really appreciate your business, and hope we were able to resolve any problems or answer any questions you had. Please reply to this email if we may be of further assistance.

Sincerely,  
Somer\_ZYS774