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Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Office of the Director
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Attorney General

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Director

February 5, 2009

Mailing Address:
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(973) 504-6534

Irving Azoff, Chief Executive Officer
Ticketmaster
8800 West Sunset Boulevard
West Hollywood, CA 90069

Dear Mr. Azoff:

I write regarding Ticketmaster's sale of tickets to Bruce Springsteen concerts scheduled for May 21 and 23, 2009, at the Izod Center in New Jersey. I am particularly concerned about reports that consumers who were locked out of the Ticketmaster website were steered to the TicketsNow.com website. My office has received over one thousand complaints related to this matter.

As you are aware, Ticketmaster, LLC, www.TicketsNow.com (a wholly owned subsidiary of Ticketmaster) and The V.I.P. Tour Company Inc. were served with interrogatories by my office on February 4, 2009. The answers in response to these interrogatories, which seek detailed information concerning the sales practices of Ticketmaster and its subsidiary TicketsNow.com, are due on or before February 17, 2009.

Consumer complaints we have received suggest wrongful steering or self dealing, which may constitute unconscionable business practices in violation of New Jersey's Consumer Fraud Act. As such, I request that Ticketmaster cease and desist from steering purchasers to Ticketsnow.com by any method, including the use of "pop-ups." Please provide me with your assurances that these practices will cease immediately. I look forward to hearing from you.

Sincerely,

Anne Milgram
Attorney General

AM/cc

c: David Szuchman, Director