

January 5, 2009

Via email (fruitman@sympatico.ca) and U.S. Mail

Mr. Mel Fruitman
Vice President
Consumers' Association of Canada
436 Gilmour Street, 3rd Floor
Ottawa, ON K2P 0R8

Re: January 2, 2009 Canadian Press article ("Ticketmaster denies its resale site TicketsNow has easy access to tickets")

You purport to have received some complaints regarding Ticketmaster.

To our knowledge, you have not contacted us directly so we could have had the opportunity to answer any questions or dispel any misunderstandings you or Canadian consumers may have about our business. We would have welcomed the opportunity to provide you and consumers with actual facts and information and help make fans' ticket purchasing experiences as positive as possible in the future.

Instead, you chose to make malicious, false and disparaging public statements about us, in particular describing this company's business practices (and by implication our employees) as "unconscionable," "immoral" and "unethical."

It is very sad that Canadian consumers are so poorly served by an organization whose lust for media attention clearly outweighs its interest in getting the facts straight and actually protecting consumers. On behalf of Ticketmaster's many proud employees across Canada and beyond, shame on you.

While we frankly have no interest in dealing with an organization that so transparently will not let the facts get in the way of a media opportunity, we would like the chance to respond to any consumer inquiries and complaints you in fact have received so we can ensure that these matters are dealt with fairly and consumers receive actual information (and do not merely have their understandable frustrations with ticket scarcity cynically manipulated by your organization). I therefore request that you forward copies of any consumer complaints in your possession regarding Ticketmaster and/or TicketsNow to Ticketmaster, Consumer Affairs, 1000 Corporate Landing, Charleston, West Virginia 25311, USA.

Thank you for your anticipated professional courtesy and cooperation.

Very truly yours,



Joseph M. Freeman
Senior Vice President & Assistant General Counsel

cc: Hon. Chris Bentley
Attorney General of Ontario