

United States Senate

WASHINGTON, DC 20510

October 25, 2023

Mr. Michael Rapino
Chief Executive Officer
Live Nation Entertainment, Inc.
Beverly Hills, CA

Dear Mr. Rapino:

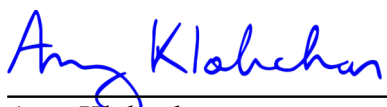
As the CEO of the nation's largest online ticketing platform, you know that millions of Americans rely on your company for the chance to see their favorite artist, band, or sports team. In return for their business and trust, your customers expect a transparent and honest ticket buying process free from hidden fees.

Live Nation-Ticketmaster, however, has not yet made the all-in ticket price—including fees—the default setting for its platform. For many events, including those for its own venues, it is still too difficult to see the all-in price before checkout. In most instances, consumers must find and select a filter buried within a tab that gives no indication that it contains an option to display all-in pricing. The existence of this filter shows that Live Nation-Ticketmaster has the technical ability to display all-in prices but chooses not to display that price to consumers as the default setting. Although Live Nation-Ticketmaster does not set all of the fees charged on its platform, you have a responsibility to be upfront with customers about the full cost of their tickets.

I support the Biden Administration's work to eliminate junk fees. At a White House event in June, President Biden announced that, as a part of his campaign to eliminate junk fees, Live Nation-Ticketmaster committed to "roll out an upfront all-in pricing experience in September showing just one clear, total price." In your own press release, Live Nation-Ticketmaster touted that it will "lead the industry with new all-in pricing." Yet, it is still too difficult for consumers to find the all-in price of a ticket before checkout.

I expect that Live Nation-Ticketmaster will take additional steps to honor your commitment by continuing to roll out transparent pricing tools that disclose all-in ticket prices to consumers prior to checkout. Please respond by November 15, 2023 with the status of your efforts to disclose the all-in ticket price to consumers up front.

Sincerely,



Amy Klobuchar
United States Senator