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## Massachusetts H 3975- An Act to Secure while Improving Fans' Tickets

### SUPPORT TESTIMONY

July 21, 2023

Dear Senate Chair Cronin, House Chair Chan and Members of Joint Committee on Consumer Protection and Professional Licensure:

NetChoice supports H. 3975 and respectfully asks the Committee to advance this legislation.

NetChoice supports bringing much needed transparency to the ticket marketplace. A fair, secure, and competitive marketplace is in the best interest of fans. It ensures that they have greater access to the events they want to experience and can make informed purchasing decisions based on user experience, fees, and customer service.

H. 3975 takes a number of steps to update Massachusetts' event ticket laws to better protect and empower consumers in the ticket marketplace. With narrow exceptions, the bill requires giving consumers the option to purchase paperless tickets that they will be able to transfer at any price, at any time and without additional fees, independently.

The legislation also requires licensees to disclose in a clear and conspicuous manner the total price of the ticket. With all-in pricing, fans can see upfront the full ticket price, including fees. Fans typically know tickets will include service fees, but seeing the total cost from the start makes buying tickets easier and consistent with other shopping experiences.

We thank the sponsor for recognizing the need to better protect fans from anti-competitive practices and to create a more open tickets marketplace. We look forward to continuing to work with the Committee to advance this much-needed, pro-consumer legislation.

As ever, we offer ourselves as a resource to discuss any of these issues with you in further detail, and we appreciate the opportunity to provide the committee with our thoughts on this important matter.

Sincerely,  
Carl Szabo

Vice President & General Counsel, NetChoice

*NetChoice is a trade association that works to make the internet safe for free enterprise and free expression.*