

House Rules Committee  
Testimony in Support of HB 3510  
Kathy Walter, Tualatin, Oregon  
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I urge you to take action to protect Oregon's consumers from ticket scalpers. Earlier this year, I bought tickets online to see War Horse at the Portland Center for the Performing Arts' Keller Auditorium. I searched for tickets online and choose the Google link that I believed to be the official link to the Keller venue. Unfortunately, I choose wrong and selected a link that was masquerading as an official site and ended up spending \$361 for two tickets valued at \$180.

I contacted the seller, Goody Tickets in Kansas, to try to stop the purchase and spoke to an owner, Jeff Goodman. He blamed me for not reading the disclaimer (the one offered in tiny, grey print), and admitted that it was his business to misdirect consumers and con them into buying inflated tickets.

I was appalled to learn that this is perfectly legal. And while I have to admit responsibility for not carefully reviewing every statement on the website, this is a website professionally designed to trick consumers into believing that they have connected with the official ticket vendor for events. Furthermore, they have manipulated the internet search engines so that their links appear before the legitimate sites.

Ticket resellers should not be able to misdirect consumers from the sites authorized by the event venues, and should clearly indicate the face value of the tickets they are selling. Several states place limits on the amount that can be charged above the face value of the tickets.

The recent visit to Oregon by the Dalai Lama illustrates the need for effective regulation. The University of Oregon set a ticket price of \$20 for his lecture, enough to cover the expenses of the event. The event sold out in 20 minutes. Online, those tickets were resold by scalpers for as much as \$280.

Please take aggressive steps to ensure that Oregonians are protected from the unscrupulous and deceptive practices of ticket scalpers.