

DEPARTMENT OF JUSTICE
Office of Consumer Protection
PO BOX 200151
Helena, MT 59620-0151
Phone: (406) 444-4500
1-800-481-6896

Printed Web Complaint

The following complaint was submitted to the Montana Office of Consumer Protection via the OCP Online Services Website.

OCP Complaint: 13-4427
Web Complaint: 1159-WC

Consumer Information	
Name:	Marnolejo, Albert
Address:	1236 Custer Ave Billings , MT 59102
Home Phone:	406-647-5006
Business Phone:	N/A
E-Mail Address:	amarnolejo@yahoo.com

Business Information	
Name:	TicketNetwork.com
Address:	75 Gerber Road East South Windsor , CT 06074
Phone:	1-888-456-8499
Manager or Salesperson:	Marie Daniels Customer Service

Complaint Information	
Product or Service:	They sell tickets over the internet for a wide variety of events.
Complaint:	<p>On February 20th of this year I purchased tickets for the Floyd Mayweather boxing event in Las Vegas. Initial contact with this company I purchased tickets that are for closed circuit. Which is I will be watching it on television at the MGM. This was not my intentions when I originally purchased the tickets I was trying to get tickets for inside the arena. After the transaction was completed I was sent an email confirmation. On it my cousin questioned me about the closed circuit portion of it and what it meant I told him I was unsure. So I contacted this company immediately after this conversation. I questioned the lady as to what closed circuit meant and she told me she didn't know. She put me on hold and asked her boss what it meant and he also told her he wasn't sure and they could do nothing further for me. So I called the MGM and asked them about the situation at which time they told me they don't have confirmation they are even hosting the event. Also they let me know they only charge \$50 for the closed circuit which entails watching the fight on television at the MGM. So I contacted the customer services department and have been exchanging emails with Marie Daniels in trying to rectify this grievance. I have explained to her that the MGM doesn't even know if they are hosting the event and explained to her that the employees didn't have any idea what they where selling me. I paid \$747 for three tickets that will cost only \$50 a piece if I wanted to watch it closed circuit. My only goal was to get ticket for inside the venue and why would I pay so much money to watch it on television. That's just crazy they would even offer those sort of ticket in the first place. After I started communication with her I noticed they took the closed circuit tickets off the menu but continued to sell tickets for actual seat in the arena. A few days later I noticed a message on the site stating "oops" sorry tickets for the Mayweather fight are not for sale. I checked the site yesterday and they have removed it all together and have no</p>

	mention of it anywhere. I have emails of our us corresponding back and forth and I don't think they will fit on this. I don't agree with what has been offered. I truly believe they have perfected a scheme to defraud customers by posting tickets that aren't even on the market yet. I guess why would they completely remove any mention of this event if they were in the right. I have since done research on this company and they have been sued for posting tickets before the event has even released the tickets. Also they have been reported to the BBB numerous times for their business practices. Many people have had the same sort of problems with them. As I have said I have emails when I tried putting them on here if kicked me off. If needed I will forward them to another email. I believe this company needs to be looked at very heavily.
Relief Sought:	I desire to be totally refunded my full amount considering the employees didn't know what they were selling me and the fact the tickets aren't even for sale yet. Also I have the emails from Marie Daniels but I'm not very great with computers so could I get an email to forward them. I also have the email confirmation for the tickets with the information.
Model:	
Purchase Price:	\$747.33 Paid via: Credit Card
Approximate Cost of Replacement or Repair:	\$747.33
Date of Transaction:	February 20, 2013
Was a Contract Signed:	No
Was a Warranty Issued:	No
Financial Institution:	Discover Card
Referred By:	N/A
Was an Attorney Retained:	No
Was the Business Contacted:	No

As part of the complaint submission the consumer has indicated that they understand and will comply with the following terms.

I understand that:

- the State has full discretion concerning its acceptance, investigation and resolution of this complaint;
- the State cannot act as my attorney; and
- no attorney/client relationship is established as a result of any activities undertaken on my behalf.

I hereby:

- affirm that this complaint is true and correct to the best of my knowledge; and
- authorize the use of my name and this complaint in investigating the company or individual complained of.

Date Submitted: February 28, 2013

Electronically signed.

March 1, 2013

TicketNetwork.com
Attn: Marie Daniels Customer Service
75 Gerber Road East
South Windsor , CT 06074

Re: Albert Marnolejo
Record Number 13-4427

Dear Sir or Madam:

The Montana Office of Consumer Protection received a complaint from the above party.
A copy is enclosed.

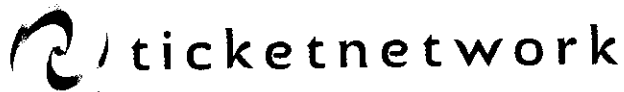
The Office of Consumer Protection protects consumers from unfair or deceptive business practices. Please review the complaint. If you feel the complaint is justified under the circumstances, you should provide the relief requested and notify this office, in writing, what action was taken. If not, please send a written explanation of your position to this office at the address above.

Please send your written response to this office within 10 days of receiving this letter.

Sincerely,

Marcus Meyer
Office of Consumer Protection

Enc.



LEGAL

Marcus Meyer
Office of Consumer Protection
State of Montana
2225 11th Ave
PO Box 200151
Helena, MT 59620

RE: Mr. Albert Marnolejo, #13-4427

March 22, 2013

Mr. Meyer,

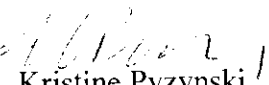
Thank you for bringing this matter to our attention. We take customer service seriously and appreciate the opportunity to respond to Mr. Marnolejo's concerns.

Mr. Marnolejo has also filed a complaint with the Better Business Bureau in Connecticut. We responded to his complaint stating that we will be providing him with a full refund and will allow him to cancel his order. We understand that there may have been a level of confusion during the purchasing process and therefore we are extending this offer to him.

Also, the inventory on the secondary market is constantly changing, so it is not uncommon for tickets to be available at one time, and then for there to be no inventory shortly thereafter. If all of the tickets that were available were purchased there would be no more available until another agency was able to sell them. The availability of tickets is in no way meant to be deceiving to customers; it is simple economics of supply and demand. Additionally, tickets on the secondary market are often available for purchase before the primary market for a number of reasons. Many promoters and affiliates of an event have access to tickets well before the general public has access to these tickets and are able to sell them at any time. This explains why inventory is available for purchase before the primary market has started selling it and or advertised an event.

We hope this response addresses all of Mr. Marnolejo's concerns and we appreciate being able to offer this resolution. A full refund will be applied to the credit card Mr. Marnolejo used to complete his purchase.

Regards,


Kristine Pyzynski
Legal Assistant
TicketNetwork, Inc.

March 28, 2013

Albert Marnolejo
1236 Custer Ave
Billings , MT 59102

Re: TicketNetwork.com
Record Number 13-4427

Dear Albert Marnolejo:

The Office of Consumer Protection contacted TicketNetwork.com regarding your complaint and they will provide you with a full refund and will allow you to cancel your order.

Attached is their response to the complaint.

I'm glad we were able to resolve your complaint. We have closed this file; if you need further assistance please contact us at 406-444-4500 or 1-800-481-6896.

Sincerely,

Marcus Meyer
Office of Consumer Protection

Enc.