

From: Braz, Madison <Madison.Braz@partner.vermont.gov>
Sent: Wednesday, October 9, 2019 11:49 AM
To: jessica.martin@ticketnews.com
Subject: Re: Public records act request

Dear Jessica Martin,

Please see attached in response to your public records request.

Sincerely,

Madison Braz
Consumer Advisor

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Email: ago.cap@vermont.gov
Website: <http://www.uvm.edu/consumer>
Phone: (800) 649-2424 (toll free from VT phone)
Fax: (802) 304-1014

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E. B. LONDON
CHIEF ASST. ATTORNEY
GENERAL



ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, Vt 05609
website: ago.vermont.gov/cap
e-mail: ago.cap@vermont.gov

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: 1-800-649-2424
FAX: (802) 304-1014

October 9, 2019

Via email to jessica.martin@ticketnews.com.

Jessica Martin
Ticket News

Re: Public Records Request

Dear Jessica Martin:

I write in response to your Public Records Act request dated October 4, 2019, a copy of which is enclosed for your convenience.

Below are four cost estimate options for your request:

1. For all complaints (60 matters) relating to “entertainment, sporting events, ticketing companies or affiliated ticketed events which would include but not be limited to the following keywords: ‘tickets’, ‘event’, ‘concert’, ‘box office’, ‘theater’, for the time period of January 1, 2016 through December 31, 2018,” we estimate that searching for, reviewing, and redacting the files will come to approximately 570 minutes. Note that there is no charge for the first 30 minutes. At 540 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$178.20.
2. For all complaints (45 matters) relating to “entertainment, sporting events, ticketing companies or affiliated ticketed events which would include but not be limited to the following keywords: ‘tickets’, ‘event’, ‘concert’, ‘box office’, ‘theater’, for the time period of January 1, 2016 through December 31, 2018,” *excluding* complaints related to airline and bus ticket sales, we estimate that searching for, reviewing, and redacting the files will come to approximately 485 minutes. Note that there is no charge for the first 30 minutes. At 455 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$150.15.

3. For a spreadsheet of all complaints relating to “entertainment, sporting events, ticketing companies or affiliated ticketed events which would include but not be limited to the following keywords: ‘tickets’, ‘event’, ‘concert’, ‘box office’, ‘theater’, for the time period of January 1, 2016 through December 31, 2018,” we estimate that searching for, reviewing, and redacting the spreadsheet will come to approximately 294 minutes. This spreadsheet would contain consumer name, business name, date, matter summary, and claimed losses for each of the 60 complaints. Note that there is no charge for the first 30 minutes. At 264 minutes, billed at the lowest possible rate under the Secretary of State’s fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$87.12.

4. For a spreadsheet of all complaints relating to “entertainment, sporting events, ticketing companies or affiliated ticketed events which would include but not be limited to the following keywords: ‘tickets’, ‘event’, ‘concert’, ‘box office’, ‘theater’, for the time period of January 1, 2016 through December 31, 2018,” *excluding* complaints related to airline and bus ticket sales, we estimate that searching for, reviewing, and redacting the spreadsheet will come to approximately 260 minutes. This spreadsheet would contain consumer name, business name, date, matter summary, and claimed losses for each of the 45 complaints. Note that there is no charge for the first 30 minutes. At 230 minutes, billed at the lowest possible rate under the Secretary of State’s fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$75.90.

Please review these options and respond with how you would like to proceed.

We ask that you confirm your willingness to pay the estimated cost before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you. Checks may be sent to:

Attn: Charity Clark
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General’s Office.

Sincerely,



Madison Braz
Consumer Assistance Program
Office of the Attorney General
State of Vermont

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