



October 19, 2026

The Honorable Steve Marshall
Attorney General of Alabama

The Honorable Cori Mills
Attorney General of Alaska

The Honorable Kris Mayes
Attorney General of Arizona

The Honorable Tim Griffin
Attorney General of Arkansas

The Honorable Rob Bonta
Attorney General of California

The Honorable Phil Weiser
Attorney General of Colorado

The Honorable William Tong
Attorney General of Connecticut

The Honorable Kathy Jennings
Attorney General of Delaware

The Honorable James Uthmeier
Attorney General of Florida

The Honorable Christopher M. Carr
Attorney General of Georgia

The Honorable Anne E. Lopez
Attorney General of Hawaii

The Honorable Raúl Labrador
Attorney General of Idaho

The Honorable Kwame Raoul
Attorney General of Illinois

The Honorable Todd Rokita
Attorney General of Indiana

The Honorable Brenna Bird
Attorney General of Iowa

The Honorable Kris Kobach
Attorney General of Kansas

The Honorable Russell Coleman
Attorney General of Kentucky

The Honorable Liz Murrill
Attorney General of Louisiana

The Honorable Aaron Frey
Attorney General of Maine

The Honorable Anthony G. Brown
Attorney General of Maryland

The Honorable Andrea Joy Campbell
Attorney General of Massachusetts

The Honorable Dana Nessel
Attorney General of Michigan

The Honorable Keith Ellison
Attorney General of Minnesota

The Honorable Lynn Fitch
Attorney General of Mississippi

The Honorable Catherine Hanaway
Attorney General of Missouri

The Honorable Austin Knudsen
Attorney General of Montana

The Honorable Mike Hilgers
Attorney General of Nebraska

The Honorable Aaron D. Ford
Attorney General of Nevada



The Honorable John Formella
Attorney General of New Hampshire

The Honorable Jennifer Davenport
Attorney General of New Jersey

The Honorable Raúl Torrez
Attorney General of New Mexico

The Honorable Letitia James
Attorney General of New York

The Honorable Jeff Jackson
Attorney General of North Carolina

The Honorable Drew Wrigley
Attorney General of North Dakota

The Honorable Andy Wilson
Attorney General of Ohio

The Honorable Gentner Drummond
Attorney General of Oklahoma

The Honorable Dan Rayfield
Attorney General of Oregon

The Honorable Dave Sunday
Attorney General of Pennsylvania

The Honorable Peter Neronha
Attorney General of Rhode Island

The Honorable Alan Wilson
Attorney General of South Carolina

The Honorable Marty Jackley
Attorney General of South Dakota

The Honorable Jonathan Skrmetti
Attorney General of Tennessee

The Honorable Ken Paxton
Attorney General of Texas

The Honorable Derek Brown
Attorney General of Utah

The Honorable Charity Clark
Attorney General of Vermont

The Honorable Jay Jones
Attorney General of Virginia

The Honorable Nick Brown
Attorney General of Washington

The Honorable JB McCuskey
Attorney General of West Virginia

The Honorable Josh Kaul
Attorney General of Wisconsin

The Honorable Keith Kautz
Attorney General of Wyoming



Re: Ticketmaster's undisclosed nationwide ticket-transfer failure

Dear Attorneys General:

On behalf of the Ticket Policy Forum and its members, I write to urge your offices to obtain a full public accounting from Live Nation Entertainment and Ticketmaster of the ticket transfer failure that locked fans out of events across the country starting on Friday, October 2. Seventeen days later, the company has not told the public what happened, if the issue has been fully resolved, how many events were affected, how many fans missed events they paid for, and how the company intends to make this right.

The only senior-level acknowledgement is a reply Ticketmaster's global president posted on X.¹

What we know

Beginning the evening of Friday, October 2, fans in multiple states reported that Ticketmaster ticket transfers could not be accepted, could not be canceled, or sat indefinitely in a pending state. Many saw the same error message: "Transfer Unavailable."² According to public reports, events impacted included Harry Styles at Madison Square Garden and Teddy Swims at Barclays Center in New York; Bruno Mars at SoFi Stadium in California; BUNT. at Emo's in Austin, Texas; Weezer at Capital One Arena in Washington, D.C.; Metallica at Sphere in Las Vegas; and the Miami–Clemson football game in South Carolina.³ These are only some of the events where fans happened to post about the issue; Ticketmaster has not disclosed how many other events were affected.

Ticketmaster's customer support account on X first told fans the issue was "on our radar" on Friday, October 2.⁴ Overnight into Saturday, Ticketmaster executives apparently told an industry commentator they had "managed to clear out all the transfers at the box office,"⁵ a remarkable admission that the company's digital delivery system had failed to the point that venues had to manually issue tickets. By midday Saturday, the company advised individual fans that "most" pending transfers were processing within an hour and directed fans with same-day events to venue box offices.⁶

¹Dave Clark, "Ticketmaster President Acknowledges 'Stuck Transfers' After Friday Ticket Failures," *TicketNews*, Oct. 6, 2026, <https://www.ticketnews.com/2026/10/ticketmaster-president-stuck-transfers/>.

²Dave Clark, "Ticketmaster Transfer Problems Hit Fans Across U.S. as Support Team Works Through Backlog," *TicketNews*, Oct. 3, 2026, <https://www.ticketnews.com/2026/10/ticketmaster-transfer-problems-october-2/>.

³*Id.*

⁴Ticketmaster Fan Support (@TMFanSupport), X, Oct. 2, 2026, <https://x.com/TMFanSupport>, as reported in *TicketNews*, *supra* note 2.

⁵Scott Friedman (@ScottFriedman3), X, Oct. 3, 2026, <https://x.com/ScottFriedman3/status/2106344719769075798>.

⁶*Id.*



Beyond X posts from Ticketmaster’s customer support account, the company’s only acknowledgement of the issue was a post by Ticketmaster Global President Saumil Mehta, who confirmed in a reply on X that the company knew of “stuck transfers” and was “working to clear them.”⁷

Fans on public forums report waiting hours for tickets to arrive, if they arrived at all.⁸ One fan trying to attend a show in Austin reported that with doors opening in 30 minutes and their group still could not accept its tickets.⁹ A fan with Bruno Mars tickets at SoFi reported a transfer that could neither be completed nor canceled.¹⁰ Others said that their tickets never became usable and they missed the show.¹¹

Ticketmaster has not disclosed the cause of this failure, when the issue first arose and when it was fully mitigated (if it has been), the number of events affected, the number of ticket transfers impacted, whether other systems were impaired, or how many fans were denied entry to events for which they had purchased tickets. It has not responded to press inquiries seeking those answers and at least one major venue referred media outreach back to Ticketmaster.¹²

A company like Ticketmaster, which controls 80 percent of ticketing for major concert venues,¹³ should not be permitted to treat a multi-state service failure as a customer service matter to be handled one social media post at a time.

This is, first and foremost, an issue for fans.

Someone who bought a ticket, in good faith and often months in advance, stood outside a venue, unable to get in because Ticketmaster’s system failed them. Some were sent to box offices in the final minutes before doors opened. An unknown number did not get in at all. Those fans are your constituents, and they are owed basic answers: what went wrong, whether their data was

⁷Saumil Mehta, X, Oct. 2, 2026, <https://x.com/saumil/status/2106177724494860520>

⁸r/Ticketmaster, “Tried transferring ticket to friend, he can’t...,” Oct. 2, 2026, https://www.reddit.com/r/Ticketmaster/comments/1wwmby/tried_transferring_ticket_to_friend_he_cant/ (recipient received ticket roughly four hours after contacting Ticketmaster).

⁹*TicketNews*, *supra* note 2 (BUNT. at Emo’s, Austin).

¹⁰r/Ticketmaster, “Can’t transfer tickets for Bruno Mars SoFi tonight,” Oct. 2, 2026, https://www.reddit.com/r/Ticketmaster/comments/1ww3cbx/cant_transfer_tickets_for_bruno_mars_sofi_tonight/.

¹¹r/Ticketmaster, “Transfer Unavailable,” Oct. 2, 2026, https://www.reddit.com/r/Ticketmaster/comments/1ww56ui/transfer_unavailable/ (including Harry Styles at Madison Square Garden; multiple users report missing events).

¹²*TicketNews*, *supra* note 1 (SoFi Stadium/Hollywood Park response: “please reach out to Ticketmaster for additional information”).

¹³NPR, April 15, 2026, <https://www.npr.org/2026/04/15/nx-s1-5786715/live-nation-ticketmaster-antitrust-verdict-monopoly>



compromised, whether they will be made whole, and what Ticketmaster is doing to ensure it does not happen again.

Ticketmaster alone holds that information.

State consumer protection authority exists precisely to compel companies to share critical details like these, especially when they are not forthcoming voluntarily. Your offices have the tools to require Ticketmaster to produce an incident timeline, counts of customers and events affected, its internal incident classification, and its refund and remediation plan.

You can and should make the material findings public. Fans should not have to rely on Reddit threads, X posts, and trade press to learn what happened to their own tickets.

The October 2 failure also disrupted transactions that occurred beyond Ticketmaster's marketplace, raising serious concerns about anti-competitive behavior — especially given the monopoly verdict many of your offices secured against Live Nation and Ticketmaster earlier this year.

When a fan buys a ticket on a resale marketplace like those we represent, and that ticket was originally issued by Ticketmaster, the only way to deliver it is through Ticketmaster's transfer system. That means fans who purchased tickets through marketplaces *that compete directly with Ticketmaster* could not receive their tickets because the underlying Ticketmaster transfer never completed.¹⁴

Ticketmaster built this dependency through restrictive ticketing technology and transfer rules. The result is that the competing marketplaces we represent, and the fans who buy and sell tickets on them, are held hostage to the reliability of Ticketmaster's infrastructure.

This is especially worrying because Ticketmaster operates its own resale platform. Due to Ticketmaster's silence on this issue, we do not know whether transfers for transactions that occurred on our member companies' marketplaces were affected differently or if Ticketmaster prioritized its own resale platform when clearing the backlog.

¹⁴[r/Ticketmaster](https://www.reddit.com/r/Ticketmaster/comments/1wvzws/unable_to_transfer_ticket/), "Unable to transfer ticket," Oct. 2, 2026, https://www.reddit.com/r/Ticketmaster/comments/1wvzws/unable_to_transfer_ticket/; see also *TicketNews*, *supra* notes 1 and 2.



Notably, this is not an isolated event: a similar transfer failure during Super Bowl LVI in 2022 stranded last-minute buyers across platforms¹⁵ and fans reported that Ticketmaster's site and app were inaccessible as recently as this July.¹⁶

Fans stuck outside events. Competitors at the mercy of a company's technology that is, by its own employees' admission, "held together by duct tape."¹⁷

This is what a monopoly bottleneck looks like in practice.

We respectfully request that your offices, individually or jointly, require Ticketmaster to answer the following, and make the findings public:

1. The root cause of the ticket transfer failure that began on October 2, and the full duration of the incident, including when it was first detected and fully mitigated.
2. The number of transfers, events, venues, and customers affected, by state.
3. The number of fans who were denied entry or missed part or all of an event because a ticket transfer did not arrive.
4. Whether transfers originating from third-party marketplaces were affected at a different rate or prioritized differently than Ticketmaster's own transactions.
5. Whether any customer data was exposed or compromised.
6. Ticketmaster's internal incident classification and why no public incident notice was issued.
7. The company's refund and remediation plan for affected fans, including those who purchased through competing marketplaces.
8. What changes Ticketmaster will make to prevent recurrence, and whether it will commit to public incident reporting for future outages.

¹⁵"Ticketmaster Super Bowl Outage Locks Out Last-Minute Ticket Buyers," *TicketNews*, Feb. 2022, <https://www.ticketnews.com/2022/02/ticketmaster-super-bowl-outage-locks-out-last-minute-ticket-buyers/>.

¹⁶"Ticketmaster Users Report Site Down Friday," *TicketNews*, July 2026, <https://www.ticketnews.com/2026/07/ticketmaster-users-report-site-down-friday/>.

¹⁷"Live Nation and Ticketmaster Antitrust Trial Kicks Off With DOJ Arguing That 'The Concert Ticket Industry Is Broken'," *The Wrap*, March 3, 2026, <https://www.thewrap.com/creative-content/music/live-nation-ticketmaster-antitrust-trial-doj-concert-industry/>.



Fans deserve to know what happened to their tickets. Competitors should not have their customers' experience dictated by a rival's unaccountable infrastructure. We appreciate your attention to this matter and are glad to provide any additional information your offices would find useful.

Sincerely,

Brian Berry
Executive Director
Ticket Policy Forum

Ticket Policy Forum member companies include:



GAMETIME



Learn more at www.TicketPolicyForum.org