

# TICKETMASTER FOUND TO BE CORRUPT AND SPYING ON CONCERT GOERS

## We went undercover as ticket scalpers — and Ticketmaster offered to help us do business

By **ROBERT CRIBB** Investigative Reporter  
**MARCO CHOWN OVED** Investigative Reporter

LAS VEGAS—Inside a Caesars Palace conference room filled with some of the world’s most successful ticket scalpers, a row of promotional booths pitch software programs that help harvest thousands of sport and concert seats to be resold online at hefty markups.

Clustered around demonstration tables at the three-day Ticket Summit 2018 convention in July, discussion among scalpers inevitably centred on Ticketmaster, the world’s largest ticket supplier that has a near monopoly on major event seating in North America and the United Kingdom.



Toronto Star and CBC reporters went undercover at Ticketmaster’s Las Vegas Ticket Summit in July. They found that the company works with scalpers who sell hundreds of thousands of tickets every year — in direct violation of its own terms of use.

As gatekeeper to the entertainment industry’s most coveted events, Ticketmaster implements strict purchasing limits designed to prevent scalpers from using bots to buy tickets on a mass scale. In the past,