

Congress of the United States

Washington, DC 20510

January 17, 2018

The Honorable Maureen Ohlhausen
Acting Chairman
Federal Trade Commission
600 Pennsylvania Avenue Northwest
Washington, D.C. 20580

Dear Acting Chairman Ohlhausen:

We write as a follow up to a staff conversation regarding the Google certification process for ticket resellers.

Several months ago, Google announced that effective January 2018 all ticket resellers would have to be certified in order to advertise through AdWords. In order to be certified, ticket resellers would have to clearly and conspicuously disclose to consumers that they are not an original seller and that the price featured on their website is higher than the face value of the ticket. They must also provide the total cost including all fees prior to finalizing the purchase. Effective in March, ticket resellers will have to disclose the face value of the ticket.

We applaud Google for addressing consumer complaints by proactively conditioning access to its advertising on the company adhering to basic consumer protections. Our offices have discussed this policy with Google, expressing our support and expectation that this policy will be implemented fairly.

During our conversation with Google, we expressed a desire for Google to fairly and equitably enforce its requirements and provide ticket resellers with ready access to Google staff to answer questions concerning the certification requirements. We also anticipate that there will be an appeal process should Google deny or revoke a company's certification.

Google has assured us that they will implement their policy and any appeal review in a fair and equal manner. They agreed to provide us with additional information regarding its implementation process.

We hope that the Federal Trade Commission will also monitor Google's implementation. Please let us know if your agency needs any assistance from us in this effort. Thank you for your attention to this matter.

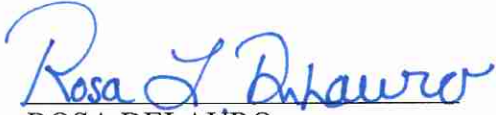


RICHARD BLUMENTHAL
United States Senate

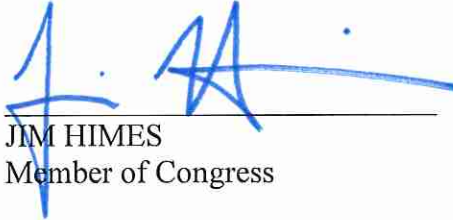
Sincerely,



CHRISTOPHER S. MURPHY
United States Senate



ROSA DELAURO
Member of Congress



JIM HIMES
Member of Congress