



May 20, 2024

The Honorable Tyrone Carter
House Committee on Regulatory Reform
Room 519, Cora B. Anderson House Office Building
124 North Capitol Avenue
Lansing, MI 48909-7514

Dear Chair Carter and members of the committee,

On behalf of Chamber of Progress, a tech industry association supporting public policies to build a more inclusive country where all people benefit from technological leaps, **we urge you to support HB 5661/5662.**

Prohibiting bots from buying tickets puts customers first and ensures a fair marketplace.

This bill prohibits a person from using bots to purchase tickets over the allowed amount for a given event and supports a transparent and fair ticketing industry. Too often customers get locked out of fan experiences because they cannot buy highly sought-after tickets when the general on-sale begins. Using bots to purchase multiple tickets and hold those seats harms customers' ability to access and buy tickets. Lack of ticket availability from the venue will impact a customer's financial capacity and may create distrust between the venue and the customer. Additionally, this bill would follow in the footsteps of the 2016 Better Online Ticket Sales (BOTS) Act, a nationwide ban on ticket bots that use computer software to circumvent ticket purchase limits and bypass venues' ticketing rules.¹ We applaud this bill for considering the benefits to the customer and the marketplace.

For this reason, we urge you to support **HB 5661/5662.**

Thank you,

Kouri Marshall

Director of State and Local Government Relations, Central US
Chamber of Progress

¹ Considine, Allison. *The Battle Between Bots and the Ticket Industry Continues*. Western Arts Alliance (2016). <https://www.westarts.org/news-updates/the-battle-between-bots-and-the-ticket-industry-continues>