

Metallica fans snub Computicket, go to Big Concerts

Following two ticket queuing disasters for the South African Lady Gaga and Red Hot Chili Peppers concerts, it seems things are running smoothly for Metallica, with Computicket losing out to Big Concerts' own online ticketing system.

Computicket, the country's most popular ticketing site, had many people raging about the online system on Facebook and Twitter.

One fan said the site, after trying to process his credit card transaction for Metallica tickets, read "request invalid", bounced him out of the queue but still charged him R3 400. When he clicked the mail to try see and print his tickets, it asked him to register on the site. "BOTH their phone numbers don't work," he said. He went to a branch instead.

@Jumbalaia said: "Got an error saying the seats I chose were no longer available, so reselected, now I have confirmation of 2 sets. how annoying!"

A few others said they ditched the Computicket site and decided to go to a Computicket branch.

Jackie Viljoen pointed out an issue at a branch, saying to Big Concerts: "please can u guys never again sell tickets threw (sic) computicket they are incompetent I've been waiting since 6 am at my local Checkers and by the time this lady was able to figure out how to print tickets they were sold out."

@MzansiGirl was the only one noted as having a good experience with Computicket, saying "Woohoo! Got #metallica tickets for FNB stadium. New @computicket system was surprisingly easy, no waiting :)"

There was much praise for Big Concerts' online system, and many said they didn't even touch Computicket's site.

One reader said "After my Gaga AND RHCP nightmares, I decided to give them the f**king boot. They must learn."

@nafisa1 said "Booked tickets for Metallica within minutes from Big Concerts website. Queue was "30 seconds".

Roelof Strydom said on Facebook that he bought his from the Big Concerts website. "After ticket purchasing opened, it took a few seconds and I was able to buy my tickets."

There was a problem pointed out by Jacky Horn via Facebook: "I bought via Big Concerts website. I experienced no problems, but the golden circle was sold out by the time I got to the front (only about 3 mins in the queue), which I thought highly impossible, but.... what can one do...."

There was also some confusion on the site regarding the actual ticket price and what is known as the 'convenience fee'. @deonheunis tweeted: "Hey @BigConcerts, what the hell is a convenience fee? Do I get penalized for buying online? #metallica"

Overall, the response toward Computicket was poor, but Big Concerts definitely took the cake this time.

Megan Loffell posted on Big Concerts' Facebook page: "Computicket should take two leaves out of Big Concert's book.

"Don't keep people in the queue when they close their web page, and only reserve tickets for 5 minutes. People stuck in the Computicket queue sit behind people who aren't there, and have to wait 15 minutes or something ridiculous for the no-show's turn to be up, it seems so stupid!"

Source: *The Times* via I-Net Bridge

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