

# STEP -1-

LOG INTO  
YOUR  
MY ANGELS  
ACCOUNT

The screenshot shows a web browser window with the URL <https://oss.ticketmaster.com/html/home.html?i=EN&team=angels>. The page features the Angels logo and the text "My Angels Account" with a "with ticketmaster" logo. Below this is a "Manage Your Angels Account" section with a description and a list of features: "Pay Season Seat Invoices online", "Forward seats to friends via email", and "Manage all seats at a glance". A "Login or Create an Account" section follows, with a form for "I have an account." containing fields for "Account ID or E-mail Address" and "Password", a "Remember me" checkbox, and a "continue" button. A "Forgot Your Password?" link is also present. A note at the bottom of the login section provides contact information for customer service.

# STEP -2-

SCROLL  
DOWN AND  
CLICK  
"RELOCATE  
NOW"  
ON THE  
BOTTOM  
LEFT

The screenshot shows the account management page with the URL <https://oss.ticketmaster.com/aps/angels/EN/account/home>. The page is titled "My Angels Account Manager" and includes a navigation menu with "edit my profile", "Need Help?", and "FAQ". A "view all quick links" dropdown is also visible. The main content area is divided into several sections: "Information" with a message about mobile phone updates, "Manage My Tickets" with options for "TRANSFER", "PRINT", "SELL", and "DONATE TICKETS", "My Upcoming Events" featuring a "2016 Season Seat Deposit" event, and "Ticket & Plan Purchases" with a "BUY PACKAGES/TICKETS" option. A "Seat Relocation" section at the bottom left features a "Relocate Now" button highlighted with a yellow circle.

# STEP -3-

CLICK THE CHECK BOX ON YOUR CURRENT SEATS AND HIT "CONTINUE"

# STEP -4-

BROWSE THROUGH ALL OF THE UPGRADE OPTIONS ON THE INTERACTIVE SEAT MAP

# STEP -5-

SELECT THE SEATS YOU WOULD LIKE AND PRESS "CHECKOUT" IN THE LOWER RIGHT CORNER

My Angels Account with ticketmaster

home | faq | contact us | log out

### Seat Upgrade Process

#### Select New Seats

NOTE: Single unoccupied seat is allowed. Instructions | Map Disclaimer

**Pricing Options**  
Average Price per Event (US \$)  to

Prices displayed are the additional cost to upgrade from your existing seat. If the upgrade cost is displayed as \$0.00, the seat is the same cost as your current seat.

**Current Seats** [View Current Events](#)

Section	Row	Seat	Status
Section C306, Row B	Seat 1		✓
Section C306, Row B	Seat 2		✓
Section C306, Row B	Seat 3		✓
Section C306, Row B	Seat 4		✓

**Selected Seats\* (4) | Show Details ...** **EXCHANGE COST: + US \$498.00**

**Checkout**

By clicking on the "Checkout" button, or otherwise using this website, you agree to the [Terms of Use](#).  
\*Please Note: Seats are not reserved until you proceed to checkout.

# STEP -6-

REVIEW YOUR FORMER SEATS AND COMPARE TO NEW SEAT SELECTION. TO CONFIRM SELECT "ACCEPT" IN LOWER RIGHT CORNER

My Angels Account with ticketmaster

home | faq | contact us | log out

Welcome Mike Trout  
You are currently in Account 14470583 owned by Mike Trout

### Seat Upgrade Process

#### REVIEW YOUR UPGRADE

Your additional items will be released in 2:00 minutes.

#### REVIEW YOUR UPGRADE

Current Seats			New Seats		
Name	Seats	Price	Name	Seats	Price
2016 Regular Season	Section C306 Row B Seat 1, 2, 3, 4	US \$1286.50 x 4 (US \$15.50 avg. per ticket)	2016 Regular Season	Section T229 Row H Seat 1, 2, 3, 4	US \$1411.00 x 4 (US \$17.00 avg. per ticket)

[change seats](#)

#### Cost Summary

Cost of Current Seats:	US \$5146.00
Upgrade Cost:	+ US \$498.00
<b>Cost of New Seats (US \$1411.00 avg. per ticket):</b>	<b>US \$5644.00</b>
Paid to Date:	- US \$4116.80
<b>Amount Due:</b>	<b>+ US \$1527.20</b>

This total does not include service fees, if any. Any applicable service fees will be added during checkout. If a balance is due, your current seats will not be released until a payment is made. Note: You may be eligible for a [Payment Plan option](#).

**accept**

# STEP -7-

YOU WILL  
BE ASKED  
TO RE-ENTER  
YOUR  
PASSWORD  
FOR  
SECURITY

My Angels Account

Welcome Mike Trout  
You are currently in Account 14470583 owned by Mike Trout

### Seat Upgrade Process

REVIEW YOUR UPGRADE

Your additional items will be released in 2:00 minutes.

REVIEW YOUR UPGRADE

Please confirm your upgrade. Close X

By entering your account password here, you agree to release your current seats and upgrade to your newly selected seats at the end of this transaction.

Your Email Address: MVPTrout@angels.com

Password:

cancel proceed to checkout

Current Seats	New Seats	Price
on T229 H 1, 2, 3, on wall 1		US \$1411.00 x 4 (US \$17.00 avg. per ticket)

change seats

### Cost Summary

Cost of Current Seats:	US \$5146.00
Upgrade Cost:	+ US \$498.00
Cost of New Seats (US \$1411.00 avg. per ticket):	US \$5644.00
Paid to Date:	- US \$4116.80
<b>Amount Due:</b>	<b>+ US \$1527.20</b>

This total does not include service fees. If any. Any applicable service fees will be added during checkout. If a balance is due, your current seats will not be released until a payment is made. Note: You may be eligible for a Payment Plan option.

cancel accept

# STEP -8-

SELECT A  
DELIVERY  
METHOD  
FOR YOUR  
TICKETS &  
PRESS  
"CONTINUE"

angels.com

with ticketmaster

1. Shipping 2. Payment Plan 3. Billing 4. Confirmation

Your tickets are on hold. You have 5:00 minutes to complete this page. After 5:00 minutes these tickets will be released.

### Order Summary

Using an existing account and the address is incorrect? Please contact the Angels Client Services Dept. at 888-796-4256 for a change of address form.

Game	Quantity	Price	Select Delivery Method	Total
2015 Regular Season	4 Season	US \$1411.00	Select Delivery Method	US \$5644.00
<a href="#">Show Plan and Seats</a>	Renewal 1	per ticket	UPS Ground (US \$0.00)	
<a href="#">Info</a>			Will Call (US \$0.00)	

Continue

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PLEASE BE AWARE OF SHOPPING CART TIMER

# STEP -9-

## CONFIRM YOUR PAYMENT PLAN

(NOTE: ONLY 5-PART PLANS STILL HAVE PAYMENT DUE. PAY IN FULL & 3-PART PLANS ARE ALREADY PAID OFF UNLESS YOU ARE UPGRADING OR ADDING ON SEATS.)

The screenshot shows the Ticketmaster checkout process at step 9, "Payment Plan". The browser address bar shows the URL: https://oss.ticketmaster.com/html/cart\_checkout\_plan.html?i=EN&CNTX=54936803aef5e4-00519828. The page features the MLB.com logo and the Angels.com logo. A progress bar at the top indicates the current step is "2. Payment Plan", with "1. Shipping", "3. Billing", and "4. Confirmation" also visible. A warning message states: "Your tickets are on hold. You have 5:00 minutes to complete this page. After 5:00 minutes these tickets will be released." The "Order Summary" section displays the following details:

Event	Seats	Price
2016 Regular Season Angel Stadium of Anaheim	Section T229, Row H Seat 1 Season Renewal 1 Seat 2 Season Renewal 1 Seat 3 Season Renewal 1 Seat 4 Season Renewal 1	US \$1411.00 US \$1411.00 US \$1411.00 US \$1411.00
Delivery: UPS Ground		US \$0.00
Paid To Date		- US \$4116.80
<b>TOTAL:</b>		<b>US \$1527.20</b>

The "Select Payment Plan" section offers three options:

Plan Name	Number of Payments	Plan Description
<input type="radio"/> Single Payment	1	Make one payment for the full value of the invoice.
<input checked="" type="radio"/> SPAYPLAN2016	5	Payments 8/20, 10/29, 11/19, 12/17, 2/04
<input type="radio"/> 3PAYPLAN2016	3	Payments 8/20, 10/29, 12/17

Buttons for "Continue" and "Terms of Use | Privacy Policy" are visible. A copyright notice at the bottom reads: "© 2001-2014 MLB Advanced Media, L.P. All rights reserved. © 2014 Ticketmaster. All rights reserved." A warning message on the right side of the page reads: "PLEASE BE AWARE OF SHOPPING CART TIMER".

# STEP -10-

## CONFIRM SEATS, AMOUNT & ENTER BILLING INFO

(NOTE: YOU MUST ENTER BILLING INFO EVEN IF NO PAYMENT IS DUE IN YOUR TRANSACTION. UPGRADES CANNOT BE COMPLETED WITHOUT THIS STEP. CALL 888-796-HALO WITH ANY QUESTIONS.)

The screenshot shows the Ticketmaster checkout process at step 10, "Billing". The browser address bar shows the URL: https://oss.ticketmaster.com/html/cart\_checkout\_coord.html?i=EN&CNTX=54936803aef5e4-00519828. The page features the MLB.com logo and the Angels.com logo. A progress bar at the top indicates the current step is "3. Billing", with "1. Shipping", "2. Payment Plan", and "4. Confirmation" also visible. A warning message states: "Your tickets are on hold. You have 5:00 minutes to complete this page. After 5:00 minutes these tickets will be released." The "Order Summary" section displays the following details:

Event	Seats	Price
2016 Regular Season Angel Stadium of Anaheim	Section T229, Row H Seat 1 Season Renewal 1 Seat 2 Season Renewal 1 Seat 3 Season Renewal 1 Seat 4 Season Renewal 1	US \$1411.00 US \$1411.00 US \$1411.00 US \$1411.00
Delivery: UPS Ground		US \$0.00
Paid To Date		- US \$4116.80
<b>TOTAL:</b>		<b>US \$1527.20</b>

The "Select Payment Amount" section offers two options:

- Amount due today: US \$398.40
- Other amount: (Must be greater than amount due today)

The "Enter Billing Information" section contains the following fields:

- First Name: Mike
- Last Name: Trout
- E-mail Address: MVPTROUT@angels.com
- Address: 2000 Gene Autry Way
- City: Anaheim
- State / Province: CA
- Postal / Zip Code: 92806
- Phone: / 1-800-444-4444
- Card Type: American Express
- Card Number: [Redacted]
- Expiration Date: January 2014

Below the form, it states: "For your protection, we ask that you enter your Credit Card ID number: Credit Card ID [Redacted] 3 or 4 digit ID number located on your credit card. Help" and "By clicking the 'Purchase Tickets' button, I agree to the terms of use. All orders are subject to credit card approval and billing address verification. After processing, please contact customer service at 888-796-HALO if you have any questions regarding your order." A "Purchase Tickets" button is at the bottom right. A warning message on the right side of the page reads: "PLEASE BE AWARE OF SHOPPING CART TIMER".

AFTER ENTERING BILLING INFO, CLICK "PURCHASE TICKETS" ON THE BOTTOM RIGHT.

YOU'RE ALL SET FOR AN AMAZING 2016 SEASON OF ANGELS BASEBALL!