Exhibit H



Contact Us - Help

Google's AdWords Select Standard Terms and Conditions

Introduction. This Agreement between you and Google, Inc. ("Google") consists of these Adwords Select Standard Terms and Conditions ("Terms and Conditions"), the AdWords Select Program (the "Program") Frequently Asked Questions, which may be revised periodically, and the terms of any advertising campaign you submit or modify. "You" or "Advertiser" means the entity identified in this enrollment form, and/or any agency acting on its behalf, which shall also be bound by the terms of this Agreement. Please read very carefully these Terms and Conditions and the Program Frequently Asked Questions (the "FAQs").

- 1. Uses; Partner Sites. You agree that your ads may be placed on (i) any site owned or operated by Google (a "Google Web Site") or (ii) unless you opt out of the syndication program described on the FAQs, on any site owned by a third party (a "Partner") with which Google has an agreement to place AdWords Select ads ("Partner Site"). Unless otherwise agreed to in writing by Google, any ads may be modified without your consent to comply with any policy of Google or any Partner Site. Google reserves the right to, and in its sole discretion may, at any time review, reject, modify, or remove any ad. The Partners may also have certain rights allowing them to reject, modify or withdraw ads placed under this Agreement. No liability of Google and/or any Partner shall result from any such decision.
- 2. Communications Solely With Google. Even if your ad(s) are placed on Partner Site(s), you agree to direct to Google, and not to any Partner, any communication regarding your ad(s) on any Partner Site.
- 3. AdWords Select FAQs. The FAQs contain many important policies and procedures. Google may modify the FAQs at any time upon notice published on Google's Web Site.
- 4. Parties' Responsibilities. You are responsible for knowing the contents of the FAQs. You are solely responsible for the selection of all "Targets" (any keyword, negative keyword, category, and other targeting mechanism), and for the content of your ads, including URL links. Google is not responsible for anything regarding your Web site(s) including, but not limited to, maintenance of your Web site(s), order entry, customer service, payment processing, shipping, cancellations or returns.
- 5. Prohibited Uses. Google strictly prohibits using the Google Web Site or any Partner Site(s) (i) to generate fraudulent Impressions of or fraudulent clicks on Advertiser's ad(s) or third-party ad(s), including but not limited to using robots or other automated query tools and/or computer generated search requests, and/or the fraudulent use of other search engine optimization services and/or software; (ii) to advertise substances, services, products or materials that are illegal in any state or country where the ad is displayed; (iii) in any way that violates any policy posted on the Google Web Site, as revised from time to time; or (iv) to engage in any other illegal or fraudulent business practice under the laws of any state or country where the ad is displayed. You may not include links to any Web site(s) as part of your ad, unless the content found at such site(s) is relevant to your Target(s). You may not run multiple ads linking to the same or similar site on the same search results page. Violation of these policies may result in immediate termination of this Agreement, and may subject you to state and federal penalties and other legal consequences.
- 6. Termination; Cancellation. Google may at any time, in its sole discretion, terminate the Program, terminate this Agreement, or cancel any ad(s) or your use of any Target. Google will notify you via email of any such termination or cancellation, which shall be effective immediately. You may cancel any ad and/or terminate this Agreement with or without cause at any time. Cancelled ads will be discontinued within 24 hours of notice received via your account on the Program homepage. Termination of your account shall be effective when Google receives notice via your account on the Program homepage. Upon termination for any reason, (i) you shall remain liable for any amount due for ads already delivered or for clicks on any ad (s), and (ii) Sections 2 and 4 through 15 shall survive termination.
- 7. Confidentiality. Each party agrees not to disclose Confidential Information of the other party without prior written consent except as provided herein. "Confidential Information" includes (i) ads, prior to publication, (ii) submissions or modifications relating to any advertising campaign, (iii) clickthrough rates or other statistics (except in an aggregated form that includes no identifiable information about you), and (iv) any other information designated in writing as "Confidential." It does not include information that has become publicly known through no breach by a party, or has been (i) independently developed without access to

9× 22



the other party's Confidential Information; (ii) rightfully received from a third party; or (iii) required to be disclosed by law or by a governmental authority.

- 8. No Guarantee. Google makes no guarantee regarding the levels of impressions or clicks for any ad on its site or those of its Partners. Google may offer the same Target to more than one advertiser. You may not receive any impressions for your ad(s) if for a given Target there are more advertisers than available display positions.
- 9. No Warranty. GOOGLE MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION WITH RESPECT TO ADVERTISING AND OTHER SERVICES, AND EXPRESSLY DISCLAIMS THE WARRANTIES OR CONDITIONS OF NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.
- 10. Limitations of Liability: Force Majeure. In no event shall Google or any Partner be liable for any act or omission, or any event directly or indirectly resulting from any act or omission of Advertiser, Partner, or any third parties (if any). EXCEPT FOR THE PARTIES' INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS HEREUNDER, (i) IN NO EVENT SHALL EITHER PARTY BE LIABLE UNDER THIS AGREEMENT FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES WHETHER IN CONTRACT, TORT OR ANY OTHER LEGAL THEORY, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND (ii) GOOGLE'S AGGREGATE LIABILITY TO ADVERTISER UNDER THIS AGREEMENT FOR ANY CLAIM IS LIMITED TO THE AMOUNT PAID TO GOOGLE BY ADVERTISER FOR THE AD GIVING RISE TO THE CLAIM. Each party acknowledges that the other party has entered into this Agreement relying on the limitations of liability stated herein and that those limitations are an essential basis of the bargain between the parties. Without limiting the foregoing and except for payment obligations, neither party shall have any liability for any failure or delay resulting from any condition beyond the reasonable control of such party, including but not limited to governmental action or acts of terrorism, earthquake or other acts of God, labor conditions, and power failures.
- 11. Payment. You agree to pay all applicable charges under this Agreement, including any applicable taxes or charges imposed by any government entity, and that Google may change its minimum pricing at any time, as reflected in the FAQs. If you dispute any charge made under the Program, you must notify Google in writing within sixty (60) days of any such charge; failure to so notify Google shall result in the waiver by you of any claim relating to any such disputed charge. Charges shall be calculated solely based on records maintained by Google. No other measurements or statistics of any kind shall be accepted by Google or have any effect under this Agreement.
- 12. Representations and Warranties. You represent and warrant that (a) all of the information provided by you to Google to enroll in the Program is correct and current; (b) you hold all rights to permit Google and any Partner(s) to use, reproduce, display, transmit and distribute ("Use") your ad(s); and (c) Google's and any Partner(s) Use, your Target(s), and any site(s) linked to, and products or services to which users are directed, will not, in any state or country where the ad is displayed (i) violate any criminal laws or third party rights giving rise to civil liability, including but not limited to trademark rights or rights relating to the performance of music; or (ii) encourage conduct that would violate any criminal or civil law. You further represent and warrant that any Web site linked to your ad(s) (i) complies with all laws and regulations in any state or country where the ad is displayed; (ii) does not breach and has not breached any duty toward or rights of any person or entity including, without limitation, rights of publicity or privacy, or rights or duties under consumer protection, product liability, tort, or contract theories; and (iii) is not false, misleading, defamatory, libelous, slanderous or threatening.
- 13. Your Obligation to Indemnify. You agree to indemnify, defend and hold Google, its agents, affiliates, subsidiaries, directors, officers, employees, and applicable third parties (e.g., all relevant Partner(s), licensors, licensees, consultants and contractors) ("Indemnified Person(s)") harmless from and against any and all third party claims, liability, loss, and expense (including damage awards, settlement amounts, and reasonable legal fees), brought against any Indemnified Person(s), arising out of, related to or which may arise from your use of the Program, your Web site, and/or your breach of any term of this Agreement. Customer understands and agrees that each Partner, as defined herein, has the right to assert and enforce its rights under this Section directly on its own behalf as a third party beneficiary.
- 14. Information Rights. Google may retain and use for its own purposes all information you provide, including but not limited to Targets, URLs, the content of ads, and contact and billing information. Google may share aggregate (i.e., not personally identifiable) information about you with advertisers, business partners, including syndication Partners, sponsors, and other third parties. If you elect to participate in the

GOOG-HN 21573 CONFIDENTIAL syndication program, the display of your ad on Partner Site(s) will provide access to Partner(s) to the content of your ads, including the URL(s), and any contact or other information that can be obtained through such URL(s), as well as data regarding queries or clicks on directory categories that may enable such Partner(s) to determine your Targets.

15. Miscellaneous. Any decision made by Google under this Agreement shall be final. Google shall have no liability for any such decision. You will be responsible for all reasonable expenses (including attorneys' fees) incurred by Google in collecting unpaid amounts under this Agreement. This Agreement shall be governed by the laws of California, except for its conflicts of laws principles. Any dispute or claim arising out of or in connection with this Agreement shall be adjudicated in Santa Clara County, California. This constitutes the entire agreement between the parties with respect to the subject matter hereof. Any modifications to this Agreement will not constitute a waiver of any subsequent breach or default. If any provision herein is held unenforceable, then such provision will be modified to reflect the parties' intention, and the remaining provisions of this Agreement will remain in full force and effect. Advertiser may not resell, assign, or transfer any of its rights hereunder. Any such attempt may result in termination of this Agreement, without liability to Google. The relationship(s) between Google and the "Partners" is not one of a legal partnership relationship, but is one of independent contractors. This Agreement shall be construed as if both parties jointly wrote it.

May 17, 2002

©2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

basics_5-29-02.html

~~

GOOG-HN 20835 CONFIDENTIAL

EL 23

//depot/ads_branch/google2/ads/frontend/select/faq/basics.html#3 - edit change 105256 (text)

ť

		0		•	e		
Soogle		A	dWords Select - I	t's All A	bout Results	Cont	act Us - Help
Overview	Compare		Common Terms	<u>Tips</u>	Full-Strength FAQ	Editorial Guidelines	Login
Program Overv Top 5 Questio Of he Bosics Getting Starte	<u>ns</u>	rog 1. 2. 3.	ram Overview: T Whai is Google AdW On what sites could r How is an AdWords	forcis Selec ny ads be	ci? showu?		
Account Set Up Geo-Targeting Ad Creation Keywords Cost-Per-Clic Daily Budget Billing	3		is there a minimum s Do I pay in advance? Is there an activation How do I show my a Will my ads appear i	pending co fee? ds above th	omnúment? be search results?		
Account Main: Common Tasl Optimization		1.	What is Google A	AdWord	ls Select?		
AdWords Stand Security Guidelines	dærðs		advertising, regardles on Google, as well as Sympatico-Lycos. W	ss of your is on our gr ith more the	ick and simple way to purcha budget. AdWords Select ads a owing network of partner site han 150 million searches on G s Select ads reach a vast audie	re displayed along with s s, including AOL, Earthli boogle each day and milli	earch results ink, and
<u>View all guestic</u>	ons		and specify the maxis clicks on your ad. To	mum amo save you	Words Select ad, you choose k unt you're willing to pay for ex even more money, our AdWo owest cost needed to maintain	ach click. You only pay v rds Discounter automatic	when someone ally reduces
			minutes after you sul	omit your l	harge - just a \$5 activation fe billing information. You can e n your online account Control	asily keep track of your a	
					AdWords Select or to begin or riew of how the program work		
		2.	On what sites co	uld my :	ads be shown?		
			Google's partner sites	s, includin	rch results pages for Google, g g our partners' directory result cation program, your ads will	s pages. If you choose no	ot to
			Our current partners • America Onli • Earthlink, Inc	ine, Inc.			
		3.	• <u>Sympatico-L</u> How is an AdWe		ect account structured?	GOOG-H CONFIDE	

There are three levels to Google AdWords Select: Account, Campaign, and Ad Group. The diagram below shows the account structure and the settings that are applied at each level. In summary:

• Your account is associated with a unique email address, password, and billing information.

:

- At the campaign level, you choose your daily budget, geo-targeting, syndication preference, and start and end dates.
- At the Ad Group level, you create ads, choose keywords, and select a maximum cost-perclick (CPC).

Within each Ad Group, you create one or more ads and select a set of keywords to trigger those ads. Each Ad Group runs on one set of keywords. If you create multiple ads in an Ad Group, the ads will rotate evenly when users search on those keywords.

When you log in to your account, you can see your ads' clickthrough rates (CTRs) listed below each of the ads. If a particular ad is not performing as well as the others (if it has a low CTR), you can delete or refine it to improve the overall performance of your Ad Group.

Unique email address Password Billing information Campaigs Caseesign Daily budget Daily budget Geo-targeting Geo-targeting Syndication preference Syndication preference Start and end dates Start and end dates Ad Group Ad Group Ad Greep Ad Greep One set of keywords One set of keywords One set of keywords One set of keywords Maximum CPC Maximum CPC Maximum CPC Maximum CPC One or more ads One or more ads One or more ads One or more ads

Access

4 Is there a minimum spending commitment?

You can create an account for only a \$5 activation fee. You have complete control over how much you spend and how you spend it. You choose the maximum cost-per-click (CPC) and the daily budget that fit your advertising goals.

After you choose your keywords and your maximum CPC, the Traffic Estimator helps you predict the total cost of your Ad Group by estimating the number of clicks you will receive per day. This estimate is based on the maximum CPC you've specified and the average clickthrough rate (CTR) for the keywords you've chosen. You can then decide how much you're willing to spend and set your daily budget to reflect what you're comfortable paying.

5. Do I pay in advance?

No. After you activate your account by submitting your billing information, Google gives you a <u>credit limit</u> and starts running your ads. This lets your ads appear before you've paid anything. For each billing period, you pay only for clicks you've actually received

6. Is there an activation fee?

A \$5 initial activation fee applies when you open your account. It will not be credited toward the cost of the clicks you receive.

GOOG-HN 20837 CONFIDENTIAL

7. How do I show my ads above the search results?

Ads at the top of a Google results page are not Google AdWords Select ads. They are Google Premium Sponsorship ads, which are sold through our sales department. You can <u>find out more about Premium Sponsorships here</u>.

8. Will my ads appear in all browsers?

Some older browsers do not support the HTML tag *table align=right*, which is used in displaying Google AdWords Select ads. AdWords Select ads will not be displayed in such browsers, including Netscape Navigator 2.x or earlier and Microsoft Internet Explorer 2.x or earlier. We estimate that less than 1% of Google users have browsers with this limitation.

@2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

GOOG-HN 20838 CONFIDENTIAL

billing_5-29-02.html

GOOG-HN 20864 CONFIDENTIAL //depot/ads branch/google2/ads/frontend/select/faq/billing.html#3 - edit change 105256 (text) × Google AdWords Select - It's All About Results Contact Us - Help Overview Compare Common Terms Full-Strength FAQ Tips Editorial Guidelines Login Program Overview Account Set Up: Billing Top 5 Questions The Basics 1 When does Google bill my credit card? Getting Started 2. Can I pay by check? What if I have billing questions or concerns? 3. Account Set Up 4. What if I decide to cancel my campaige? Geo-Targeting 5 What kind of reports will I get? Ad Creation Keywords the test test the the the the the test and the test and the test Cost-Per-Click Daily Budget Billing 1. When does Google bill my credit card? Account Maintenance When you first open your account, Google gives you a credit limit so your ads can start running Common Tasks right away. You will be billed after you reach your credit limit or after 30 days, whichever comes Optimization first. You will be charged an initial \$5 activation fee at the time of your first billing. Your Google credit limit is set automatically at \$50 when you sign up for the program. You will be AdWords Standards billed after you have earned \$50 worth of clicks or after the first 30 days. Security Guidelines If you reach your Google credit limit within the first 30 days, you will be billed at that time. Google will then raise your limit to \$200 and will not charge your credit card until you earn \$200 worth of View all questions clicks or until the end of the next 30-day period. If you reach your \$200 limit, Google will bill you and raise your limit to \$350. If you reach that limit, Google will bill you and raise your limit to \$500. \$500 is the maximum credit limit. 2. Can I pay by check?

> We do not accept payment by check for AdWords Select at this time. We do accept payment by check for our Premium Sponsorships advertising program, but the minimum dollar amount required for that program is substantially larger. To find out more about Premium Sponsorships, please visit our web page at http://www.google.com/ads/.

3. What if I have billing questions or concerns?

GOOG-HN 20865 CONFIDENTIAL

We understand that online transactions require trust. In particular, we take billing and credit card security very seriously. If you have refund or credit requests or concerns about your account charges, whether they're related to security issues or not, please let us know. However, because email is not a secure means of communication, please do not email us your credit card number or account password. We should be able to resolve the issue without this information. Please do provide us with your account's email address and as much other information as possible regarding the matter. An

AdWords Specialist will review your email work to reach a solution as quickly as possible.

If you contact us with a billing concern, we may temporarily suspend your ads so you don't accrue further charges. We may also suspend your ads if we have trouble processing charges for your account.

In order to reactivate the account, we ask that you please re-submit your credit card number, or enter another credit card number to process your charge. Once we've processed your payment, you can reenable your campaigns.

ţ

4. What if I decide to cancel my campaign?

You can cancel at any time by pausing your ads.

Our goal is to provide you with the most effective advertising available, so before canceling, we ask that you let one of our AdWords Specialists work with you to meet your advertising goals. However, if you still wish to cancel, we encourage you to let us know why Google AdWords Select didn't work for you. Our AdWords Specialists will carefully review your suggestions. Google AdWords Select is a new program, and we're constantly improving the user interface and the program itself. We hope you'll try Google AdWords Select again in the future when it may better suit your needs.

Our cancellation policy is detailed in our Terms and Conditions.

5. What kind of reports will I get?

Google provides full online reporting for the Google AdWords Select program. We do not currently mail invoices or reports, but you can access your personal reports online 24 hours a day, 7 days a week to see your average actual cost-per-click (CPC), the number of times your ads were shown (impressions), how many times users clicked on your ads (clicks) and the clickthrough rates (CTR). This reporting is available for each of your keywords, ads, Ad Groups, campaigns, and account.

We make every effort to provide accurate reports; therefore, no measurements other than those maintained by Google shall be accepted for reporting or payment purposes. If the reports you receive from Google do not coincide with your own, there are a number of possible explanations. First, be sure you're comparing the same reporting time periods. If there are still discrepancies, it could be because we host your ads and therefore are able to record clicks that other tracking software programs may miss. For example, our software can detect clicks that occur while your site is down. In addition, your system may filter out visits from your IP address, whereas Google does not.

©2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

GOOG-HN 20866 CONFIDENTIAL

budget_6-25-02.html

GOOG-HN 20903 CONFIDENTIAL //depot/ads_branch/google2/ads/frontend/select/faq/budget.html#4 - edit change 111050 (text)

ŕ

X Google		AdWords Select - In	t's All A	bout Results	Contac	<u>t Us</u> - Help
Overview	Compare	Common Terms	Tips	Full-Strength FAQ	Editorial Guidelines	Login
		MONTHAN COURS			Lunonal Guidennes	Login
Program Overvie Top 5 Questions		count Set Up: Daily	Budget			
<u>The Basics</u> Getting Started	-	 What is a daily budge Why did I receive nucleon How does Google keep 	re clicks	thur, my daily budget on a pu ppaign below the daily budge	t <u>ikular day?</u> *2	
Account Set Up Geo-Targeting Ad Creation Keywords					in the second	
Cost-Per-Click Daily Budget Billing		1. What is a daily b	Ũ			
Account Mainten: Common Tasks Optimization AdWords Standar		daily budget for each won't necessarily read budget limit so low th	of your ca ch the dail at your ac	set a limit on the amount you ampaigns. Since you only pay budget limit you set. On the ds don't appear every time a u ds evenly throughout the day	y if someone clicks on your a e other hand, you may set you ser searches on your keywor	ds, you ar daily ds. In such
Security Guidelines		There is no minimum	daily bud	lget requirement.		
View all questions		2. Why did I receiv	e more	clicks than my daily bu	dget on a particular da	y?
		than during the week.	To accou	v to day. For example, fewer p int for this and maximize the is in one day than your daily	potential of your advertising,	ekends Google
		If you budget \$100 pe day, but the maximum	er day in a n you wor	30-day month, you may rece ald pay is \$3,000 for that mon	tive more than \$100 in clicks th.	on a given
		3. How does Google	e keep n	y campaign below the	daily budget?	
		Google shows your ad This keeps your ad fro the day.	is evenly om accum	over time so that you reach yo wlating clicks early on and th	our daily budget by the end o en disappearing for the remai	f each day. nder of
		budget to this value, y maximizes the numbe amount, Google will (our ad sh r of clicks leliver yo	words, you'll see a recommend ould appear every time some s you receive. If your daily bu ur ads evenly throughout the o learn how to view and edit y	one searches for your keywor idget is lower than the recom- day to keep your clicks at or	ds. This mended
	¢	2002 Google - AdWords	Select Ho	me - Terms and Conditions -	Contact Us	

GOOG-HN 20904 CONFIDENTIAL

·

•

GOOG-HN 20974 CONFIDENTIAL

cpc_5-29-02.html

....

//depot/ads_branch/google2/ads/frontend/select/faq/cpc.html#3 - edit change 105256 (text)

				-		
X Google		AdWords Select -]	Contact	Contact Us - Help		
Overview	Compare	Common Terms	<u>Tips</u>	Full-Strength FAQ	Editorial Guidelines	Login
Program Over- Top 5 Question The Basics Getting Starte	ons	 Why are there minin Will I need to set a c 	num CPCs lifferent Cl	Your Cost-Per-Click ((? ? <u>?</u> for every keyword? mae when I increase my max	,	
Account Set U Geo-Targetin Ad Creation Keywords	g		na na na na na		<u> 10000 (.r.) (</u>	
DCost-Per-Cli Daily Budget Billing		1. Why are there n Minimum cost-per-c			AdWords Select keywords ba	sed on
Account Main: <u>Common Tas</u> <u>Optimization</u>		their market value an Select advertisers pu	ıd perform rchase key	ance history in the Google Ad	dWords programs. Thus, AdV ble to or higher than the amo	Vords
AdWords Stan	dærðs	2. Will I need to se	t a diffei	cent CPC for every key	word?	
Security Guidelines View all question	ons	their customers not c amount of time patro cost-per-click (CPC)	nly spend Iling their of \$0.91 ii	more money than necessary, keywords in order to reduce on n order to appear in the top sp	a price for each keyword. The but also need to invest a sign costs. For example, if you had bot, and the advertiser in the s	ificant 1 set a second
	<u></u>	position reduced his/ to maintain your pos	her price f ition.	rom \$0.90 to \$0.70, you woul	ld be paying \$0.20 more than	necessary
		maximum CPC for a lowest CPC necessar	ll your key y to maint	words, knowing that the AdV ain your position for each key	t this. You simply set the sam Words Discounter will charg word. If you want to assign o Groups with different maxim	e you the lifferent
		3. Why does my av	erage C	PC change when I incr	ease my maximum CP(2?
		match a large numbe This method of keyw allowed by your max also be increasing the	r of differe ord match imum cost set of que in your pr	nt queries. The default keywo ing allows your ad to appear : -per-click (CPC). As you inc: eries for which your ad will be ice range. Your actual CPC y	, your keyword targets will hi ord matching option is <u>broad</u> for all variations of your keyv rease your maximum CPC, yo e shown, as keyword variation vill be higher for the searches	matching. vord ou may ns at the
		queries for domain n targeted by other adv registration and free searches on these key	ame regis ertisers at domain r word varia	tration and free domain nar different CPCs. However, if t name are higher than your ma	ximum CPC, your ad will no in order for your ad to appear	dividually t show for

©2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

GOOG-HN 20975 CONFIDENTIAL

creation_5-29-02.html

~ ~

GOOG-HN 20991

× Google AdWords Select - It's All About Results Contact Us - Help <u>Overview</u> Compare Common Terms Tips Fu8-Strength FAQ Editorial Guidelines Login Program Overview Account Set Up: Ad Creation Top 5 Questions The Basics 1. How much text can I have in my ad? Getting Started 2. Can I pat images in my ads? 3. Can I create multiple ads for a set of keywords? Account Set Up 4. What are the Editorial Guidelines? Geo-Targeting . The the state was the state the state and and and and and and and the state the state state state was state may Keywords Cost-Per-Click Daily Budget 1. How much text can I have in my ad? Billing Ads can contain 25 characters for the title, 70 characters for the ad text, and 35 characters for a Account Maintenance display URL. On Google, this is displayed on four lines: a title, two lines of ad text, and a URL line. Common Tasks However, the format may differ on Google partner sites. America Online, for instance, shows the Optimization title and ad text all on one line. If the text line contains any wide characters (for example: capital letters, lower case 'm' and 'w', and certain punctuation marks such as '@', '&' and '%'), fewer characters may fit on the line. Also, some Security Guidelines of Google's syndication partners may not display non-standard characters if you include them in your ad. View all guestions 2. Can I put images in my ads? In order to maintain a clutter-free environment for our users and advertisers, Google does not allow images of any kind. 3. Can I create multiple ads for a set of keywords? Yes. For each Ad Group you create, you can create as many ads as you like. Because they are triggered by the same keywords, these ads will rotate evenly when your keywords are searched. Google automatically keeps track of the clickthrough rate (CTR) for each of your ads; you can determine which ads perform best by logging in to your account and viewing your campaign reports. You can then refine or delete poorly performing ads. If you want different ads to appear for different keywords, you can create multiple Ad Groups or campaigns. Once you've finished picking keywords and prices for the first group of ads, you'll have an opportunity to create additional Ad Groups and campaigns. Your ads will rotate evenly if you use the same keyword in different Ad Groups so you don't have multiple ads on the same search results page. 4. What are the Editorial Guidelines? The AdWords Editorial Guidelines, posted on the Google AdWords Select website, define the criteria all ads must meet in order to run on Google. These guidelines focus on helping you to create clear, effective, and informative ads in order to meet your sales goals. Please review the Editorial Guidelines before creating your ads.

2002 Geogle - AdWords Select Home - Terms and Conditions - Contact Us

GOOG-HN 20992 CONFIDENTIAL

BAS Creaties

AdWords Standards

//depot/ads_branch/google2/ads/frontend/select/faq/creation.html#3 - edit change 105256 (text)

£1

faq_all_5-29-02.html

GOOG-HN 21011 CONFIDENTIAL

//depot/ads_branch/google2/ads/frontend/select/faq/faq_all.html#3 - edit change 105256 (text)

,

X Google		AdWords Select - I	Contact	Contact Us - Help		
Overview	Compare	<u>Common Terms</u>	Tips	Full-Strength FAQ	Editorial Guidelines	Login
Program Overv Top 5 Questic The Basics Getting Starte	ons Tor	Words Select: All F o 5 Questions	requent	ly Asked Questions		
Account Set Up Geo-Targeting Ad Creation Keywords Cost-Per-Clic Daily Budget Billing	p g <u>k</u>	 Why can't I see my a How can't make sure How can I make sure How can I optimize r Is there a minimum s How are ads ranked? Basics 	ny ads a ny campa pending c		2	
Account Main: Common Tasl Optimization AdWords Stand Security Guidetines	dærds	 What is Google AdW On what sites could t How is an AdWords How is an AdWords Is there a minimum s Do I pay in advance? Is there an activation How do I show my a Will my ads appear in 	ny ads be Select acc pending c fee? ds above t	shown? ount structured? ommitment? he search results?		
DPierr alt gaess	rions Get	ting Started				
			equired cl t running? lvertise th	ough the original AdWords j	program?	
	Lar	iguage and Geographic	Targeting	5		
		 <u>To which languages a</u> <u>Does targeting affect</u> <u>How does Google de</u> <u>How does Google kn</u> 	the keywe	ord traffic and cost estimates searcher's location?	I'll see?	·
	Ad	Creation				
	2	 How much text can I <u>Can I put images in n</u> <u>Can I create multiple</u> <u>What are the Editoria</u> 	n <u>v ads?</u> ads for a :	set of keywords?		
	Key	words				
	-	1. What are keyword m		tions?	12.12.0	

- What can I do if Google estimates more ad traffic than I would like?
 Why are my average positions reported as fractions (such as 1.5)?
 What is the keyword suggestion tool?

GOOG-HN 21012 CONFIDENTIAL

Determining Your Cost-Per-Click (CPC)

- 1. Why are there minimum CPCs?
- 2. Will I need to set a different CPC for every keyword?
- 3. Why does my average CPC change when I increase my maximum CPC?

Daily Budget

- 1. What is a daily budget?
- 2. Why did I receive more clicks than my daily budget on a particular day?
- 3. How does Google keep my campaign below the daily budget?

Billing

- 1. When does Google bill my credit card?
- 2. Can I pay by check?
- 3. What if I have billing questions or concerns?
- 4. What if I decide to cancel my campaign?
- 5. What kind of reports will I get?

Common Tasks

- 1. How do I increase my daily budget?
- 2. How do I pause an Ad Group?
- 3. How do I verify my email address?
- 4. How do I activate my ads?
- 5. How do I schedule start and end dates for my campaign?
- 6. How can I target my campaign by language and location?
- 7. How do I edit my ad text?
- 8. How do I edit my keywords and my maximum cost-per-click (CPC)?
- 9. How do I view my pending charges?
- 10. How do I choose whether to show my ads on Google partner sites?

Campaign Optimization

- 1. Why can't I see my ad?
- 2. How can I optimize my campaign performance?
- 3. How can I make sure my ads appear on Google partner sites?
- 4. How do I restore my campaign to full delivery?
- 5. What if my keywords are disabled?

Security

- 1. <u>How secure is my information?</u>
- 2. Will my individually identifiable information be shared with Google's partners?
- 3. What prevents users from repeatedly clicking on my ad?

Advertising Guidelines

- 1. Are there guidelines for my ad content?
- 2. What if my ads don't meet the guidelines?
- 3. What can I do to help maintain ad quality on Google?

#2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

GOOG-HN 21013 CONFIDENTIAL

geo_7-26-02.html

<u>.</u>....

GOOG-HN 21033 CONFIDENTIAL

//depot/ads_branch/google2/ads/frontend/select/faq/geo.html#5 - edit change 118044 (text)

.

.

X Google		A	dWords Select - It	t's All A	bout Results	Contact	Us - Help
Overview	Compare		Common Terms	<u>Tips</u>	Full-Strength FAQ	Editorial Guidelines	Login
Program Overs Top 5 Questic		ACC0	ount Set Up: Lang	uage an	d Geographic Targetin	g	
The Basics		1.	To which languages	and constr	ies can i target my ads?		
Getting Starte	<u>sđ</u>	2.			and traffic and cost estimates	198 caa?	
		3.	How does Goosle de				
Account Set U	ø	4.	How does Google kn				
BGeo-Turgetia			AAMIA, MEMPANENZI MILAIL	SALM.#MIN	nin winangangan.		
Ad Creation Keywords Cost-Per-Clic			an	na na ma ara a	na ana ana ana ana ana ina ina ina ina i	a na ma	
Daily Budget Billing		1.	To which langua	ges and	countries can I target	my ads?	
Account Main Common Tas Optimization	<u>ks</u>		and/or more than 250) countries IWords Se	anguages (English, French, C . Choosing your target langua lect account. You can also ed k here to learn how.	ages and countries is the first	step in
AdWords Stan Security	dærds	2.	Does targeting a	ffect the	keyword traffic and co	ost estimates I'll see?	
<u>Guidelines</u>			Yes, your estimates v	vill take in	to account your language and	l geographic targets.	
<u>View all guesti</u>	i <u>ons</u>	3.	How does Google	e detern	nine a searcher's location	on?	
					the IP (Internet Protocol) add cher's country with close to 9		mique
		4.	How does Google	e know :	a searcher's language?		
					the browser display languag to German will only be show		

@2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

•

set to German.

guidelines_5-29-02.html

GOOG-HN 21061 CONFIDENTIAL //depot/ads_branch/google2/ads/frontend/select/faq/guidelines.html#3 - edit change 105256 (text)

X Google	AdWords Select - It	Conta	Contact Us - Helr		
Overview Compare	Common Terms	<u>Tips</u>	Full-Strength FAQ	Editorial Guidelines	Login
rogram Overview A	AdWords Standards: A	Advertis	ing Guidelines		
The Basics Getting Started	 Are there guidelines. What if my ads don't 				
occount Set Up	3. What can I do to help				
Geo-Targeting Ad Creation	an	na na na na na	na	in na ma	
<u>Keywords</u> <u>Cost-Per-Click</u> Daily Budget	1. Are there guideli	ines for	my ad content?		
Billing	All ads must meet Go	ogle's adv	vertising standards, which car	n be found in our <u>Terms and</u>	Condition
Account Maintenance Common Tasks Optimization	high-quality advertise well-targeted AdWor a positive search exp	ing, which ds ads, yo erience the	<u>buidelines</u> . Google strongly b benefits both our advertisers u'll reach your potential custo at will build users' confidence asing the potential return on	and our search users. By comers more effectively and in AdWords ads. The resu	eating cle help ensur
udWords Standards <u>Security</u> Khuldeitaes			w all of our ads. The guidelin s for already existing ads, you		
View all questions	2. What if my ads (don't me	eet the guidelines?		
	experience. If we see suggestions on how t should be refined. In	that your in improve this case, he affecte	lines to help improve your ad ads don't follow these guidel your ads. Often, our system you may receive a message v d Ad Group in your account)	ines, we will let you know a will automatically detect w vhen you create your ads, o	nd offer hen your a you may
	do not meet our guid running your ads unt	elines or a il you're a	w your ads and can help you re performing poorly, we'll n ble to make the necessary cha e automatically resubmitted to	otify you by email. We'll of anges. As soon as you've ma	ten stop
	3. What can I do to	o help m	aintain ad quality on G	GOOG-H Google? CONFID	
	effective online adve users. If you're an ad Since such ads often	rtising po vertiser, y generate (ing an optimal user experience ssible. To do this, we need the ou can help by creating conci he highest clickthrough rates ad our users will see useful, ir	e help of both our advertise ise, informative, and well-ta (CTRs), you'll see campaig	rs and our rgeted ads
	is not responsible for sites, order entry, pa However, we value o	r advertise yment pro customer s	help us by reporting any frau rs' websites including, but no cessing, shipping, cancellatio ervice and hope that our adve ur advertisers, we suggest tha	t limited to maintenance of ns, returns, or customer ser ertisers provide quality serv	such web vice. ices. If poo

service is rendered by one of our advertisers, we suggest that you contact the Better Business Bureau or Consumer Affairs division of the city where the company is located, as they will be able to investigate your case and act on your behalf. Such organizations provide the most effective forum for addressing cases of consumer dissatisfaction. #23002 Google - AdWords Select Home - Terms and Conditions - Contact Us

٠

1

.

GOOG-HN 21063 CONFIDENTIAL

.

index_5-30-02.html

ł

GOOG-HN 21118 CONFIDENTIAL

Contact Us - Help AdWords Select - It's All About Results Fe8-Strength FAO Editorial Guidelines Overview Compare Common Terms Tips Login Program Overview Drop 5 Questions **Program Overview: Top 5 Questions** The Basics Getting Started Why can't I see my ad? 1. 2. How can I make sure my ads appear on Google pariner siles? Account Set Up How can I optimize my campaign performance? 3. Geo-Targeting 4. Is there a minimum spending commitment? Ad Creation 5. How are ads ranked? Keywords Cost-Per-Click the second second and a second sec Daily Budget Billing 1. Why can't I see my ad? Account Maintenance Common Tasks There are several common reasons you may be unable to see your ad. To help you understand the Optimization problem, you can: AdWords Standards 1. Check back later. Security Although in most cases your ad is up and running almost immediately after activating your Guidelines account, sometimes there is a server upload delay and it takes more than a few minutes for your ads to start running. If you still cannot see your ad after an hour and you've checked all of the possibilities below, please contact us to let us know. View all questions 2. Check your daily budget. When you create your ads and select your keywords, the Traffic Estimator displays a recommended daily budget amount for maximum ad delivery on Google. Note that unless you match the recommended amount, your ad may not appear every time you search for your keywords on Google. If your daily budget is set lower than the recommended amount, we spread the delivery of your ad throughout the day in order to stay within your budget. This means that your ad may not appear every time users search on your keywords. To learn how to increase your daily budget, click here. 3. Check your maximum cost-per-click (CPC) and the minimum CPCs for your keywords. Each keyword has a minimum CPC associated with it. If your maximum CPC is lower than the minimum CPC for a keyword, the minimum CPC will be displayed in red next to that keyword when you click "Modify Price or Keywords" and view your keyword list. Your ad will not show when that keyword is searched unless you increase your maximum CPC to at least \$.01 more than the minimum. To learn how to increase your maximum CPC, click here. 4. Check the status of your ad. We review all Google AdWords ads. If an ad does not meet our Editorial Guidelines, you'll

//depot/ads branch/google2/ads/frontend/select/faq/index.html#4 - edit change 105721 (text)

x

Google

running and you will receive an email notification explaining the disapproval. Please review our Editorial Guidelines to ensure that your ad complies, or <u>contact us</u> so we can assist you. Once you've made the suggested edits, simply save your changes and your ad will be automatically resubmitted to us for review. GOOG-HN 21119 Check your Geo-Targeting CONFIDENTIAL

see the word "Disapproved" listed below that ad. This means your ad is not currently

5. Check your Geo-Targeting. CONFIDENTIAL You can target your campaign to specific countries and languages. If you don't target your own country and language, you won't be able to see your ad. To learn how to view and edit your geo-targeting selection, <u>click here</u>.

2. How can I make sure my ads show on Google partner sites?

1. Check your ads. If you choose to syndicate your ads, you must adhere to our <u>Editorial</u> <u>Guidelines</u>.

Ads will not run on partner sites until they've been reviewed by our AdWords Specialists, so please ensure that you meet the standards in the Editorial Guidelines. You may notice your ads appearing on Google before they appear on AOL or other partner sites because of this review process. To learn how to edit your ads, click here.

- 2. Increase your daily budget. If your ads qualify for our partner sites, you can expect more people to see your ads and more clicks to come your way. Make sure that you get the exposure you want by increasing your daily budget. Increasing your daily budget increases the likelihood that your ads will appear each time someone searches for your keywords on Google and on our partner sites. To learn how to increase your daily budget, <u>click here</u>.
- 3. Increase your maximum cost-per-click (CPC). Your ad's position is determined by its clickthrough rate (CTR) and your maximum CPC, so you may want to increase your CPC to help improve your ad's position. Only the top three AdWords Select ads will be shown on AOL for any given search result, so raising your CPC increases your chance of consistently appearing on all the partner sites. To learn how to increase your CPC, <u>click here</u>.
- 4. Increase your clickthrough rate (CTR). As mentioned above, your ad's position is partly determined by your CTR, so be sure your ads are optimized and ranked high enough to appear on AOL. You can increase your CTR by refining your ad text, using <u>keyword</u> matching options, and using the <u>keyword suggestion tool</u> to refine your keywords. To learn more about how to increase your CTR, visit our <u>Optimization Tips</u> page.
- 5. Check your syndication preference. Make sure you haven't already opted out of the syndication program. To learn how, <u>click here</u>.
- 6. If you have original AdWords ads, they may not appear on all of our partner sites.
- 7. Finally, some of our partners may restrict advertising or keyword search terms based on their own policies regarding content and editorial standards. As a result, one or more of your ads may not appear on partner sites.

3. How can I optimize my campaign performance?

To help you create the most effective advertising possible, we offer an <u>Optimization Tips</u> page. We suggest that you use this page for guidance when creating and refining your campaigns. However, these tips are not exhaustive, and we encourage you to experiment with your own ad text and targeting techniques to find what works best for you.

4. Is there a minimum spending commitment?

GOOG-HN 21120 CONFIDENTIAL

You can create an account for only a \$5 activation fee. You have complete control over how much you spend and how you spend it. You choose the maximum cost-per-click (CPC) and the daily budget that fit your advertising goals.

After you choose your keywords and your maximum CPC, the Traffic Estimator helps you predict the total cost of your Ad Group by estimating the number of clicks you will receive per day. This estimate is based on the maximum CPC you've specified and the average clickthrough rate (CTR) for the keywords you've chosen. You can then decide how much you're willing to spend and set your daily budget to reflect what you're comfortable paying.

5. How are ads ranked?

Your ad is ranked on the search results page based on a combination of its maximum cost-per-click (CPC) and clickthrough rate (CTR). The higher your CPC or CTR, the higher your ad's position. Because this ranking system rewards well-targeted, relevant ads, you can't be locked out of the top position as you would be in a ranking system based solely on price. <u>Click here</u> to learn how to increase your CTR in order to improve your ad's position without having to raise your maximum CPC.

When you choose a maximum CPC for your keywords, our Traffic Estimator gives you the estimated average ad position per keyword. This estimate is based on your maximum CPC and the average CTR for each of the keywords you've chosen.

© 2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

keywords_5-29-02.html

**

.

× Google		dWords Select - I	Cont	act Us - Help		
Overview Comp		Common Terms	<u>Tips</u>	Fell-Strength FAQ	Editorial Guidelines	<u>Login</u>
Overview Comp Program Overview Top. 5 Questions The Basics Getting Started Account Set Up Geo-Targeting Ad Creation Dksywords Cost-Per-Click Daily, Budget Billing Account Maintenance Common Tasks Optimization AdWords Standards Security Guidelines View all questions	Acco 1. 2. 3. 4.	What are keyword a What can i do if Gow What can i do if Gow Why are my averages What is the keyword What is the keyword What are keyword Google AdWords pr cost-per-click (CPC) Broad matching is th choose this option, w options to further re- that include your key list. Your ad may be Be sure to create ney you more control ov well-targeted results The various keyworh have been targeted to for these words, whi- helps you keep your Here are description Broad matches. If your keywords ar keywords. Unless y your keywords will	words atching of pale estima pale estima positions positions l suggestion ord mato rovides ma), and increa- the default of we recomm fine your to ywords wi e shown for gative key- ver who seed s. d combina by other addich could i c costs low <i>ns and exa</i> e broad-main ou select a be broad-readiction to broad-readiction	etions? the more of traffic that I work reported as fractions (such as a tool? ching options? tching options that allow you case your ROI. method of keyword targeting hend using the <u>keyword sugge</u> argeting. Broad matching allo thout having to enter every por r searches that are not as well words for the terms that do no as your ads so you won't pay for tions for which your ad may a vertisers at higher CPCs. You ncrease your average CPC. U	ald like? 1.5)? to refine your ad targeting for Google AdWords Selection stitution tool and the other may over ad to appear for none possible combination in you targeted or as useful as you targeted or as useful as you to pertain to your business. for clicks that are unlikely appear through broad match appear through broad match acould end up paying a high sing exact, phrase, or negan <i>ing option:</i> all searches that include thing the special characters none and the special characters of the	, reduce your ct. If you atching nany searches r keyword u might like. This gives to produce hing may gh actual CPC tive matches oose oted below,
		same order as your with double quotes	keyword p (" "). For e	natched, your ad won't show u hrase specifies. Surround key example, "tennis clothing" wi pothing for tennis tournaments.	words that you'd like to ph ill show your ad when a us	rase match
		Exact matches. If your keywords ar	e exact-ma	atched, your ad won't show if	the user's search includes a	any words

besides the exact keyword or phrase that you've specified. Surround the keywords that you'd like to exact match with square brackets ([]). For example, [tennis clothing] will keep your ad from showing for searches on tennis clothing sales.

GOOG-HN 21153

Negative matches. CONFIDENTIAL If your keywords are negative-matched, your ad won't show if the user's search includes that word. Add the negative character (-) in front of the keyword you'd like to exclude. For example, if your keyword is tennis clothing and your negative keyword is -red, your ad will not show when a user searches on red tennis clothing.

2. What can I do if Google estimates more ad traffic than I would like?

Once you've selected your keywords and a maximum cost-per-click, the Traffic Estimator will show you estimates for your average position and the number of clicks per day you're likely to receive. If the estimates predict more traffic than you'd like, you can control your costs by refining your keywords, adjusting your maximum CPC, or selecting an appropriate daily budget.

You can refine your keywords to reach a more targeted audience by using keyword matching options or use our keyword suggestion tool to create more specific keywords.

Lowering the maximum CPC you're willing to pay will reduce your actual CPC. However, this will qualify you for a lower position on the results page and could reduce the effectiveness of your campaign.

You can also control the amount of traffic your ad receives by setting your <u>daily budget</u> to limit how often Google displays your ad, rather than showing it every time your keywords are searched. Based on the estimates calculated by our Traffic Estimator, your ad is shown evenly throughout each day at a frequency that falls within your budget.

3. Why are my average positions reported as fractions (such as 1.5)?

Unless you choose specific keyword matching options, your keyword targets will likely match a large number of different queries. For example, targeting domain name will match queries for domain name registration and free domain name, which might have been individually targeted by another advertiser at a different cost-per-click (CPC). If your maximum CPC is high enough to land your ad in the first position for the query free domain name, but only in the fourth position for domain name registration, your average position might turn out to be 2.4.

4. What is the keyword suggestion tool?

This tool helps you refine your keywords. For each keyword, the keyword suggestion tool can provide you with a list of common search terms that are variations on or are otherwise related to your keyword.

These search terms are useful to know so that you can:

- Use the relevant results provided by the keyword suggestion tool as exact or phrase keyword matches in order to target a specific audience.
- Identify terms that don't pertain to your business or product, and use those terms as negative keywords.
- o Combine the useful results with your current keywords to refine them.

To access the keyword suggestion tool, click "suggest keywords" next to your keywords, or visit: https://adwords.google.com/select/main?cmd=KeywordSandbox.

#2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

optimization_5-29-02.html

GOOG-HN 21195 CONFIDENTIAL //depot/ads_branch/google2/ads/frontend/select/faq/optimization.html#3 - edit change 105256 (text)

.

•

				1.1.				
X Google		AdWords S	Select - It	t's All A	bout Results		Contact	<u>Us</u> - Help
Overview	Compare	Common	<u>Terms</u>	Tips	Full-Strength FAQ	Editoria	I Guidelines	Login
Program Overo Top 5 Questio The Basics Getting Starte Accordin Set Uj Geo-Targeting Ad Creation	ms 1 d 2 p 4	. Why can't . How can I . How can I	I see my a opfimize r make sure estore my	i) ny campai ny ada ar campaign	ign Optimization on performance? spear on Google partner site to full delivery? led?	<u></u>		
Keywords Cost-Per-Clic Daily Budget Billing		. Why car	ı't I see 1	my ad?	n to to to to to he he he he he	~~~~		
Account Maine <u>Common Tasl</u> DOpfissization	<u>ks</u>	There are s problem, y		nmon reas	ons you may be unable to s	ee your ad. To	help you underst	land the
AdWords Stand Security Guidelines View all question		Alt acc you of t 2. Ch	ount, some ar ads to sta the possibil eck your o	nost cases etimes ther art running lities below daily budg	your ad is up and running a re is a server upload delay a g. If you still cannot see you w, please <u>contact us</u> to let us get. ds and select your keyword	nd it takes mo: Ir ad after an h s know.	re than a few min our and you've cl GOOG-HN CONFIDEN	nutes for hecked all 21196 NTIAL
		rec you you If y	ommended a match the ar keyword your daily t	l daily bud e recomme ls on Goog oudget is s	get amount for maximum a nded amount, your ad may le. et lower than the recommer	d delivery on (not appear eve nded amount, v	Google. Note tha ery time you sear ve spread the del:	t unless ch for ivery of
		not		ery time us	lay in order to stay within y sers search on your keywor			
		key Eac the key wil	words. ch keyword minimum word whe l not show st \$.01 more	l has a mir CPC for a n you click when that	cost-per-click (CPC) and himum CPC associated with keyword, the minimum CF wimodify Price or Keyword keyword is searched unless minimum. To learn how to	i it. If your ma PC will be disp ds" and view y s you increase	ximum CPC is lo layed in red next our keyword list your maximum (ower than to that Your ad CPC to at
		lf a bel חסז אסע	in ad does i ow that ad ification ex ir ad comp	not meet o . This mea xplaining t lies, or <u>cor</u>	ar ad. We review all Goog ur Editorial Guidelines, you ns your ad is not currently r he disapproval. Please revie <u>ttact us</u> so we can assist you es and your ad will be autor	a'll see the wor running and yo ew our Editoria a. Once you've	d "Disapproved" u will receive an al Guidelines to e made the sugges	email ensure that sted edits,
		Yo	n country a	et your can and langua	eting. paign to specific countries ge, you won't be able to see tion, <u>click here</u> .	and languages your ad. To le	. If you don't targ earn how to view	get your and edit

2. How can I optimize my campaign performance?

To help you create the most effective advertising possible, we offer an <u>Optimization Tips</u> page. We suggest that you use this page for guidance when creating and refining your campaigns. However, these tips are not exhaustive, and we encourage you to experiment with your own ad text and targeting techniques to find what works best for you.

3. How can I make sure my ads appear on Google partner sites?

1. Check your ads.

If you choose to syndicate your ads, you must adhere to our <u>Editorial Guidelines</u>. Ads will not run on partner sites until they've been reviewed by our AdWords Specialists, so please ensure that you meet the standards in the Editorial Guidelines. You may notice your ads appearing on Google before they appear on AOL or other partner sites because of this review process. To learn how to edit your ads, click here.

2. Increase your daily budget.

If your ads qualify for our partner sites, you can expect more people to see your ads and more clicks to come your way. Make sure that you get the exposure you want by increasing your daily budget. Increasing your daily budget increases the likelihood that your ads will appear each time someone searches for your keywords on Google and on our partner sites. To learn how to increase your daily budget, <u>click here</u>.

3. Increase your maximum cost-per-click (CPC). Your ad's position is determined by its clickthrough rate (CTR) and your maximum CPC, so you may want to increase your CPC to help improve your ad's position. Only the top three AdWords Select ads will be shown on AOL for any given search result, so raising your CPC increases your chance of consistently appearing on all the partner sites. To learn how to increase your CPC, click here.

4. Increase your clickthrough rate (CTR).

As mentioned above, your ad's position is partly determined by your CTR, so be sure your ads are optimized and ranked high enough to appear on AOL. You can increase your CTR by refining your ad text, using keyword matching options, and using the keyword suggestion tool to refine your keywords. To learn more about how to increase your CTR, visit our Optimization Tips page.

Check your syndication preference. Make sure you haven't already opted out of the syndication program. To learn how, <u>click</u> <u>here</u>.

- 6. If you have original AdWords ads, they may not appear on all of our partner sites.
- 7. Finally, some of our partners may restrict advertising or keyword search terms based on their own policies regarding content and editorial standards. As a result, one or more of your ads may not appear on partner sites.

4. How do I restore my campaign to full delivery?

You will receive an email if the last 1,000 ad impressions served to the campaigns in your account receive fewer than five clicks. The email will describe the simple steps you can follow to improve the performance of your keywords and restore your campaigns to full delivery.

For details on optimizing your campaigns and keywords, please read our Optimization Tips page.

Please note that the AdWords automated performance monitor will continue to watch the clickthrough rate (CTR) of your keywords, so if your targeting improvements don't work out, you will receive another email. If you need to restore full delivery a third time, you will be charged a \$5 reactivation fee.

5. What if my keywords are disabled?

GOOG-HN 21197 CONFIDENTIAL If one or more of your keywords have been disabled, it's because they were not performing well for you and were therefore hurting the overall clickthrough rate (CTR) of your campaign. We encourage you to use more specific, better-targeted advertising and keywords. If you believe you can improve the clickthrough rate of your disabled keywords by improving your ad text, delete the disabled keywords and use them with new ads in a new Ad Group or campaign.

For tips on how to improve your ads, follow the steps on our Optimization Tips page.

@2002 Google - AdWords Select Home - Terms and Conditions - Contact Us

,

security_5-29-02.html

.

٠,

//depot/ads_branch/google2/ads/frontend/select/faq/security.html#3 - edit change 105256 (text)

•

X Google		AdWords	Select - I	t's All A	bout Results	Contac	Us - Help
Overview	Compare	Commo	<u>n Terms</u>	Tips	Foll-Strength FAQ	Editorial Guidelines	Login
Overview Program Overvie Top 5 Question The Basics Getting Started Account Set Up Geo-Targeting Ad Creation Keywords Cost-Per-Click Daily Budget Billing Account Mainter Common Tasks Optimization AdWords Standa Becurity Guidelines View all question	In Overview Questions AdWords Standards: Security asics 1. ig Started 1. ig Started 2. ig Started 3. Will my individually identifiable inform as Set Up Cargeting cation ords Per-Click Budget g Maintenance non Tasks nization vis Standards uity when credit card and other personal information by our third-party credit cards are submitted throug account information by our third-party credit card will not be accepted. If the information by our third-party					nvolves a great deal of trust of est priority to ensure the secu- industry-standard SSL (secu- the AdWords system. This p ceive your information, we n it card information. form, they are checked agains I f information submitted is out there are discrepancies, th e number of discrepancies be	on your rity and re socket rotects ot only t the invalid, the e third- tween the by our
		 Will my partner No. Youn Policy an What p Google c program. intended distinguis spammer ensure th 	y individu rs? r individuall id <u>Terms an</u> prevents u losely moni This includ to artificiall shes betwee s and auton ey don't sho	y identifia d Condition asers fro itors all cli les analyzi ly drive up n clicks ge nated robo ow up on y	ntifiable information b ble information will remain v <u>ms</u> . m repeatedly clicking o cks on AdWords Select ads to ng all clicks to determine wh an advertiser's clicks. Googl enerated through normal use b	o ensure that there is no abus ether they fit a pattern of frau e's proprietary technology au by users and clicks generated ilter out clicks you don't wan	our <u>Privacy</u> e of the idulent use tomatically by click

start_5-29-03.html

27

//depot/ads_branch/google2/ads/frontend/select/faq/start.html#4 - edit change 105256 (text) X Google Contact Us - Help AdWords Select - It's All About Results Common Terms Fe8-Streegth FAQ Editorial Guidelines Login Overview Compare Tips Program Overview **Program Overview: Getting Started** Top 5 Questions The Basics 1. How do I get started? Octing Started is there a minimum required clickthrough rate (CTR)? 2. How are ads ranked? 3. Account Set Up 4. When do my ads start running? Geo-Targeting 5. What if I currently adversise through the original AdWords program? Ad Creation Keywords Cost-Per-Click Daily Budget Billing 1. How do I get started? Account Maintenance There are five easy steps involved in creating and activating a Google AdWords Select account. Common Tasks Optimization • Step 1: Target languages and countries. Choose from among five major languages and more than 250 countries. AdWords Standards Security • Step 2: Create Ad Groups. Guidelines Design your ads, choose targeted keywords, and specify your maximum cost-per-click. View all guestions • Step 3: Specify your daily budget. Your maximum daily budget helps determine your ad exposure (the number of times Google shows your ad in a day). There is no minimum daily budget. • Step 4: Sign up. In this step, you create your Google AdWords Select account. You don't need to submit your billing information at this point. All you need to do is: Review and accept the Google AdWords Terms and Conditions. Provide us with your email address. Select a password. • Step 5: Activate your ads. Verify your email address, log in to your account, and submit your billing information. Your ads will begin running on Google immediately after you've entered your credit card information. Click here to sign up or learn more. **GOOG-HN 21304** 2. Is there a minimum required clickthrough rate (CTR)? CONFIDENTIAL Yes. To ensure your advertising is effective for you and your users, we require that your account and individual keywords maintain a minimum clickthrough rate (CTR).

For ads that appear in the first position across our partner sites, the minimum required CTR is typically 1.0%. (The minimum required CTR for ads appearing just on Google is 0.5%.) The CTR threshold for ads appearing across our partner sites is higher due to the improved overall positioning of AdWords ads on our expanded network of partner sites.

This performance metric is evaluated after every 1,000 ad impressions are delivered on Google. The AdWords automated performance monitor may slow or stop delivery of your ads so you can improve your campaigns if it detects problems with your account or keywords.

Account level performance monitoring:

If the CTR for your account falls below the minimum required CTR, we'll mark those poorly performing keywords with two yellow asterisks ("**"). To give you the opportunity to improve your ads' performance, they'll show only occasionally when users search on marked keywords. Unless you delete or refine these keywords, they'll be marked with a single red asterisk ("*"), and your ads may stop showing for these keywords altogether. You'll need to refine your campaigns to improve their performance and effectiveness. After editing your campaigns, restore full delivery to them.

Keyword level performance monitoring:

If the CTR for any of your keywords falls below the minimum required CTR, we will mark the keywords with a single red asterisk ("*"), and your ads will no longer be shown for them.

For ideas on how to improve your ad performance, visit our Optimization Tips page.

3. How are ads ranked?

Your ad is ranked on the search results page based on a combination of its maximum cost-per-click (CPC) and clickthrough rate (CTR). The higher your CPC or CTR, the higher your ad's position. Because this ranking system rewards well-targeted, relevant ads, you can't be locked out of the top position as you would be in a ranking system based solely on price. <u>Click here</u> to learn how to increase your CTR in order to improve your ad's position without having to raise your maximum CPC.

When you choose a maximum CPC for your keywords, our Traffic Estimator gives you the estimated average ad position per keyword. This estimate is based on your maximum CPC and the average CTR for each of the keywords you've chosen.

4. When do my ads start running?

Once you've completed the account creation process, you'll need to activate your account. The AdWords team will send you an email asking you to click on a specific link to verify your email address. After your address has been verified, you can log in to your new account. You'll see a message asking you to submit your billing information. Your ads will usually appear on Google within a few minutes after that's been done. You may notice that your ads appear on Google before appearing on Google partner sites. This is because all ads appearing on our partner sites must be reviewed for compliance with our <u>Editorial Guidelines</u> before they can run.

5. What if I currently advertise through the original AdWords program?

We encourage you to switch to Google AdWords Select. With cost-per-click (CPC) pricing, daily budget control, and a larger audience, Google AdWords Select offers a highly effective solution to your advertising needs. <u>Click here</u> to learn more and create an account.

When completing the sign-up process for your new account, you may use the same username and password for your Google AdWords Select account that you've been using for your original Google AdWords account.

To maintain the diversity of ads in the Google AdWords programs, we require that you disable your original Google AdWords ads after creating an AdWords Select account. To do so, please follow the steps below for each of your active campaigns:

- 1. Log in to your original Google AdWords account.
- 2. Click "Edit" next to your active campaign.
- 3. Click "Stop running the ads in this campaign."
- 4. Your ads will stop running, and you will only be charged for unpaid impressions delivered to date.

-@2002 Google - AdWords Select Home - Terms and Conditions - Contact Us.

tasks_5-29-02.html

**

.

.

GOOG-HN 21340 CONFIDENTIAL

X Google	A	AdWords Select - I	t's All A	bout Results	Contac	<u>t Us</u> - Help
Overview	Compare	Common Terms	Tips	Full-Strength FAQ	Editorial Guidelines	Login
Program Overvie Top 5 Questions		ount Maintenance	: Comm	on Tasks		
<u>The Basics</u> Getting Started	1.	How do Lincrease m	<u>y daily be</u>	<u>dget)</u>		
Octung Statted	2.	How do Epause an A	d Group?			
	3.	How do I really my		css?		
Account Set Up	4.					
Geo-Targeting	5.			d dates for my campaign?		
Ad Creation				by language and location?		
Keywords		How do Ledis my ad				
Cost-Per-Click				d my maximum cost-per-clic	k. <u>(CPC)?</u>	
Daily Budget		How do I view my p				
Billing	10.	How do I choose wh	ether to sh	ow my ads on Google partne	<u>i siles?</u>	
Account Mainten		and the second second second second		na n		
Optimization	1.	How do I increa	se my da	aily budget?		
AdWords Standa	nds		·			
Security Guidelines		You can raise your d	aily budge	et by following these steps:		
		 Log in to you 	r account.			
View all guestion	IS .	 Click "View/ 	Edit Cam	paigns" at the top of the page	2.	
×				Settings" next to the campai		t your daily
		-	uily budget	in the "Budget" field.		
		• Click the "Sa		5		
		Please see the Billin	<u>y FAQ</u> for	more information about our l	pilling policy.	
	2	How do I pause	an Ad G	Group?		
		You can pause an A	l Group at	any time by following these	steps:	
		• Log in to you	ir account.			
				t to the campaign you want to	edit.	
				p" next to each Ad Group yo		
		To completely disab reactivate an Ad Gro budget for your cam	oup at som	Words Select account, pause e point in the future if you wi	all of your Ad Groups. You sh. Alternatively, you can se	can always t the daily

3. How do I verify my email address?

GOOG-HN 21341 CONFIDENTIAL

You should have received an email message when you first signed up. That email contains a link, which you can click to verify that your email address is accurate.

Note that some email programs display long URLs in a way that prevents them from working as clickable links. In such cases, you may have to copy and paste the entire URL into your browser's address bar and press the Enter key to complete the verification process.

Once you have successfully verified your address, please activate your ads by submitting your

billing information.

4. How do I activate my ads?

Follow these steps to activate your campaign:

- o Log in to your account.
- o Click on the "Account Management" tab.
- Click "Edit Billing Information" below the tab.
- Fill out the credit card information.
- o Click "Record my new billing information." Your ads will begin running immediately.

5. How do I schedule start and end dates for my campaign?

After setting up your campaign, you can change the start and end dates at any time. Please note that your campaign will start at 12:00 AM Pacific Standard Time on your start date and will end at 11:59 PM Pacific Standard Time on your chosen end date. To edit your start and end dates, please follow these steps:

- Log in to your account.
- o Click "View/Edit Campaigns" at the top of the page.
- Click "Edit Campaign Settings" next to the campaign for which you wish to schedule start and end dates.
- Edit your start and end dates in the fields provided.
- Click the "Save Changes" button when you're finished.

6. How can I target my campaign by language and location?

When creating a new campaign, simply select one or more countries and one or more languages in Step 1. Once your campaign has been created, click "Edit Campaigns", find the campaign in question, and then click "Edit Campaign Settings" for that campaign in order to start, stop, or change location and language targeting.

7. How do I edit my ad text?

You can change your ad text at any time by following these steps:

- o Log in to your account.
- Click "View/Edit" next to the campaign you want to edit.
- Scroll down the page until you see the ad you want to edit.
- Click "Edit" underneath the ad you want to edit.
- o Make your changes. Don't forget to click the "Save Changes" button when you're finished.

8. How do I edit my keywords and my maximum cost-per-click (CPC)?

You can change your keywords and maximum cost-per-click at any time by following these steps:

- Log in to your account.
- Click "View/Edit" next to the campaign you want to edit.
- Scroll down to the Ad Group you want to change.
- Click "Modify Price or Keywords" at the far right.
- Delete or refine keywords by clicking "delete" or clicking "suggest keywords" to access the keyword suggestion tool.
- Add more keywords by clicking "Add Keywords" at the bottom, and click "Update Keyword List" when finished.

GOOG-HN 21342 CONFIDENTIAL

• After completing the steps above and checking the estimates for your edits, don't forget to click the "Save Changes" button.

9. How do I view my pending charges?

To view pending charges for your campaign, please follow the steps below:

- Log in to your account. The "Campaign Summary" page is the first page you see when you log in. This page provides reporting statistics for your campaigns and Ad Groups. You can run this report for specified date ranges.
- Look at the top of the page to find the date range selection fields that allow you to choose a report from "today," "yesterday," "last 7 days," "this month," "all time," or any specific time period.
- Set the report start date to the day after your most recent charges were processed. [Note that you can click on the "Account Management" tab at the top of the screen to view charges that have already been charged to your credit card.]
- Set the end date to today's date.
- o Click "Display Report." The "overall cost" entry shows your current charges.

10. How do I choose whether to show my ads on Google partner sites?

You are automatically included in the syndication program when you create your Google AdWords account. However, you can change your campaign's syndication preference at any time. This means that you can choose to syndicate some of your campaigns or none of them. Please follow these steps to edit your syndication preference:

- Log in to your account.
- Click "View/Edit Campaigns" at the top of the page.
- Click "Edit Campaign Settings" next to the campaign for which you would like to edit your syndication preference.
- o Scroll to the bottom of the page to locate the "Syndication Preference" box.
 - If you want your campaign to appear on our partner sites, the box should not be checked.
 - If you do not want your campaign to appear on our partner sites, check the box.
- o Click "Save Changes" after completing the above edit.

#2002 Google - AdWords Select Home - Terms and Conditions - Contact Us