

# EXHIBIT E

**REDACTED**

>Date: Fri, 10 Oct 2003 15:41:26 -0700  
>From: "AdWords Support" <adwords-support@google.com>  
>To: problems@homeworksolver.net  
>Subject: Re: [#4286636] Budget exceeded  
>User-Agent: Neotonic Trakken/2.5.8  
>  
>  
>Hello Howard,  
>  
>Thank you for your email.  
>  
>I understand that your ad has accrued more clicks in a day than your  
>daily budget allows. As traffic is never constant from day to day, it  
>is possible that you may accrue charges above or below your set limit.  
>  
>However, our system makes sure that in a given billing period, you are  
>never charged more than the number of days in that month multiplied by  
>your daily budget. That amount equals your monthly budget. This ensures  
>that over time, you maximize your advertising budget.  
>  
>For clicks accrued over your daily budget, you will see an  
>'overdelivery credit' on the Billing Summary page under the 'My  
>Account' tab. This credit will appear at the end of your billing period.  
>  
>Please feel free to reply to this email if you have additional  
>questions or concerns.  
>  
>We look forward to providing you with the most effective advertising  
>available.  
>  
>Sincerely,  
>  
>Loretta  
>The Google AdWords Team  
>  
>Original Message Follows:  
>-----  
>From: problems@homeworksolver.net  
>Subject: Budget exceeded  
>Date: Thu, 9 Oct 2003 15:17:43 -0700  
>  
>User ID: 1022423  
>Category: other  
>-----  
>I have a \$10/day budget, but on 10/8/03 the cost was over \$15.  
>  
>I thought the listings would go off  
>line once the budget was reached.  
>  
>What happened?  
>  
>  
>

> Original Message Follows:

>

> From: Brett Hanson <[brett.hanson@gmail.com](mailto:brett.hanson@gmail.com)>  
> Subject: Re: [#17610071] Your AdWords optimization is ready  
> Date: Fri, 14 Jan 2005 07:52:41 -0600

>  
> Hello Bethanie, I don't understand that logic the platform GOOGLE  
> allows you and a selling feature allows you to adjust your daily  
> budget to allow you to control cost that is what we do. Now your  
> saying its monthly, I respectfully disagree. I would like you to  
> immediately issue a credit for all the daily overcharges by ad  
> campaign from January 2004 thats 2004 to today. If that is not going  
> to happen immediately call me and I will have our attorney get  
> involved unfortunately this has come to this I fell we are a valued  
> advertiser and we just are not being treated as such and will not  
> continue to be taken advantage of GOOGLE need to address this today.  
> Thank you.

> Brett R Hanson Cell 763-228-0524 I will be traveling today so please  
> email or call my cell again thank you

>  
> On Thu, 13 Jan 2005 20:08:07 -0800, Bethanie <[bethanie.s@google.com](mailto:bethanie.s@google.com)>  
> wrote:

>> Hello Brett,

>>

>> Thank you for your email regarding your concern about exceeding your  
> daily

>> budget in your account '934-396-2830' today.

>>

>> I understand that your campaigns, primarily Campaign #27, may have  
> accrued

>> more clicks in a day than your daily budget allows. As traffic is never

>> constant from day to day, it is possible that you may accrue charges

> above

>> or below your set limit.

>>

>> However, our system makes sure that in a given billing period, you are

>> never charged more than the number of days in that month multiplied by

>> your daily budget. That amount equals your monthly budget. This ensures

>> that over time, you maximize your advertising budget.

>>

>> Please be assured that for clicks accrued over your daily budget, you  
> will

> will

>> see an 'overdelivery credit' on the 'Advertising Costs' page for the

> > charges in question. To view these adjustments to your account:  
> >  
> > 1. Log into your account at <http://adwords.google.com/>.  
> > 2. Click the 'My Account' tab. This will load your billing summary for  
> the  
> > current month.  
> > 3. Click 'Advertising costs' to review the campaign charges in question.  
> >  
> > I hope this helps to clarify the charges you are seeing in your account  
> > for today, Brett. Please let me know if you have any additional  
> questions  
> > or concerns.  
> >  
> > Best regards,  
> >  
> > Bethanie  
> > The Google AdWords Team  
> >  
> > -----  
> > To access your AdWords account, please log in at:  
> > <https://adwords.google.com>  
> >  
> > Original Message Follows:  
> > -----  
> > From: Brett Hanson <[brett.hanson@gmail.com](mailto:brett.hanson@gmail.com)>  
> > Subject: Re: [#17610071] Your AdWords optimization is ready  
> > Date: Thu, 13 Jan 2005 18:25:14 -0600  
> >  
> > Hi Bethanie  
> >  
> > Can you please check our over charges for our daily budget by ads in  
> > account  
> > CLRB Hanson Industries, LLC ( Customer ID: 934-396-2830 )  
> >  
> > Thank you  
> > Brett  
> >  
> > On Thu, 02 Dec 2004 15:00:46 -0800, Bethanie <[bethanie.s@google.com](mailto:bethanie.s@google.com)>  
> > wrote:  
> > > Hello Brett,  
> > >  
> > > I'm happy that you liked Matt's suggestions for your 'Secoa' account.  
> > >  
> > > I understand that as a global firm you would like to target  
> > > advertisers  
> > > in  
> > > various languages. At this time, we do not offer optimization services  
> > > in  
> > > languages other than English. However, you can use our keyword tool to  
> > > obtain additional suggestions in various languages. Please see the  
> > > instructions below to access this tool.  
> > >  
> > > To access this tool click 'Keyword Tool' above the keyword table for  
> > > the  
> > > Ad Group you wish to edit, or visit:  
> > > <http://adwords.google.com/select/main?cmd=KeywordSandbox>. Simply  
> > > submit  
> > > a  
> > > keyword, choose the language and choose relevant words from the