

Broadband: Consumer Context

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The Web is Changing / User Desires Largely Stable

The Web today offers overwhelming choice

People navigating to best of breed sites

The open, social Web enables choice and relevance

Desire for info on the go and seamless PC/mobile connectivity

Give me a way to navigate to the sites and answers I need most

Provide me with an easy way to check in on my daily online routine

Make sure I have a view into what's happening in the rest of the world

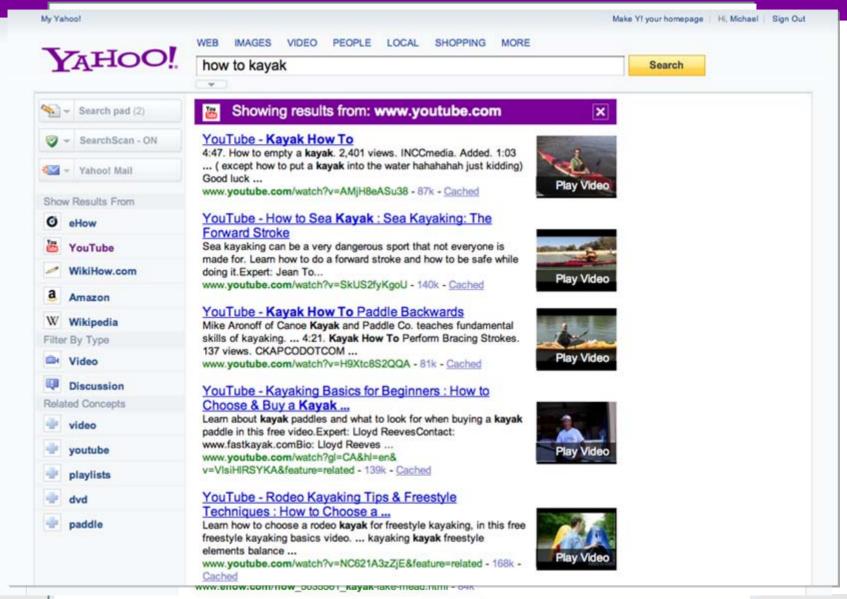


Openness and User Controls - Customized Content





Creating an Integrated Experience - Openness





Consumer Privacy

Enhanced Global Data Retention Policy

 Industry leading both in dramatically shortening retention duration and significantly broadening scope of data covered under the policy

Duration

- Up to 90 days for most log file data
 - Many systems will retain for less than this period
- 6 months for select log file systems:
 - Product fraud detection click fraud example
 - Abuse management
 - Financial fraud tools
- Access controls employed
- Exceptions for specific legal obligations

Scope of Data

- Search log files... AND
- Page views
- Page clicks
- Ad views
- Ad clicks
- Policy now applies to log files that serve all products and ad platforms, not just search



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