



Service **Inclusions**

Standard

1. Content Removal Application

Unless otherwise specified in the proposal, we will prepare and lodge a content removal application to Google Inc on behalf of your local Google extension ("Google") seeking to de-index the content found in a particular URL from Google search results.

We will manage all correspondence with Google and/or a third-party platform in relation to your content removal application.

2. Updates

We will provide you with regular updates via email only.

3. Timeframes

Up to 3 months of content removal application management from date of lodgement of original application.

4. What happens if Google or third-party platform says "no"?

We will prepare and lodge 1 new standard content removal applications on the same content and platform at no further cost to you.

Comprehensive

1. Content Removal Application

Unless otherwise specified in the proposal, we will prepare and lodge a content removal application to Google Inc on behalf of your local Google extension ("Google") seeking to de-index the content found in a particular URL from Google search results.

We will manage all correspondence with Google and/or a third-party platform in relation to your content removal application.

2. Updates

We will provide you with regular updates via email as well as telephone support.

3. Timeframes

Up to 6 months of content removal application management from date of lodgement of original application.

4. What happens if Google or third-party platform says "no"?

We will prepare and lodge up to 3 new comprehensive content removal applications on the same content and platform at no further cost.

5. What happens if the same content resurfaces?

At no further cost, we will make a content removal application for the content should it resurface on the same platform within 6 months of de-indexing/removal.

Methodology

1. Google ("Method 1")

As described in point one of page two, Internet Removals will attention a content removal application to Google INC on behalf of the relevant local Google extension. The application will seek to deindex the content found in a particular URL from Google search results.

Successful applications with method 1 above, will result in the content being removed by Google INC rendering the content inaccessible via searches through the local Google extension.

The Local Google extension is identified within our proposal.

2. Direct ("Method 2")

As described in point 1 of page 2 above, Internet Removals will focus on making content removal application(s) to Google unless otherwise specified in the proposal.

If requested by you and agreed to by Internet Removals, will also attention a content removal application to the webmaster (original source of where the content is published) seeking removal of the content directly from their website.

Internet Removals may also engage with the webhosts. Successful applications with method 2 above, will result in the content being removed from the website and deindexed from most search engines.

*Success may be achieved through either of the above methods.