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## Vol. IX, Tab 41 - Ex. 21 - Email from Lena Huang (Rosetta Online Marketing)

Lena Huang  
*Rosetta Stone*

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From: Lena Huang  
To: tara.c@google.com  
Cc: julia.b@google.com, Kisailus, Laura  
Bcc:  
Subject: Trademark Violation

Hi Tara,

We found someone offending our trademark. This person is not only using our trademark as keyword, but also uses our URL ([www.rosettastone.com](http://www.rosettastone.com)) as display URL.

For that reason our ad doesn't even show up when someone searches for rosetastone!

<http://www.google.com/search?hl=en&lr=&q=Rosettastone&btnG=Search>

--  
RosettaStone  
[www.rosettastone.com](http://www.rosettastone.com) Language Learning that Works! Uses Images and Text to Teach.

Could you please look into this? I'd appreciate your help here.  
Our Google AdWords Customer ID: 441-299-5290.

Thanks,

Lena Huang  
Marketing Specialist  
Direct to Consumer Marketing

Rosetta Stone  
Fairfield Language Technologies  
135 West Market St.  
Harrisonburg, VA 22801, USA  
Email: [lh Huang@RosettaStone.com](mailto:lh Huang@RosettaStone.com)  
URL: [www.RosettaStone.com](http://www.RosettaStone.com)

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GOOG-RS-0133421

From: Fiona Sortor Sent: 9/20/2006 11:37 AM  
To: [-] AdWords Support  
Cc: [-]  
Bcc: [-]  
Subject: Re: [#74765310] Trademark Violation

Hello Lena,  
Thank you for your email.

If you have additional questions, please visit our Help Center at <https://adwords.google.com/support> to find answers to many frequently asked questions. Or, try our Learning Center at <http://www.google.com/adwords/learningcenter/> for self-paced lessons that cover the scope of AdWords.

We look forward to providing you with the most effective advertising available.

Fiona Sortor  
AdWords Account Manager  
Google, Inc.  
fiona.s@google.com  
866.246.6453  
ext. 555-3441

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GOOG-RS-0133422