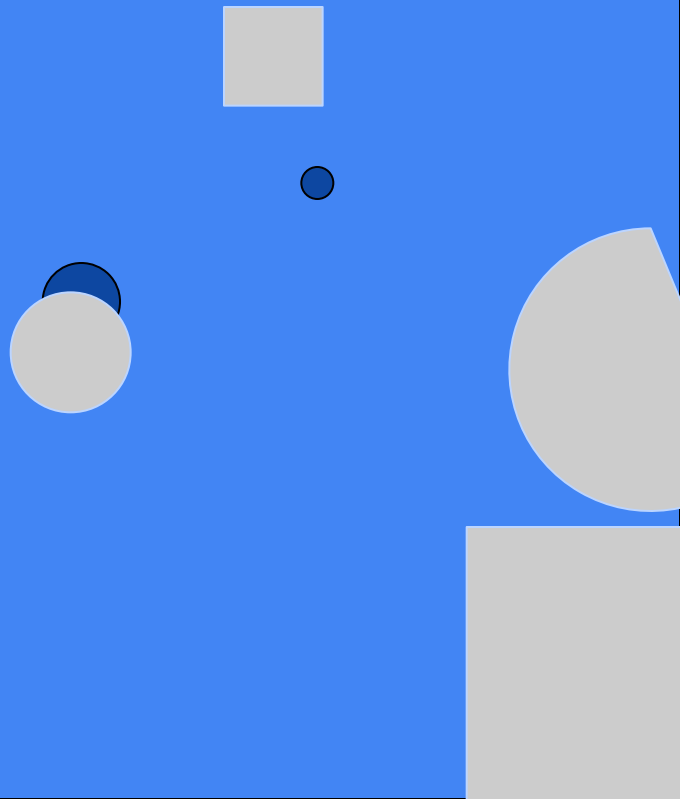


Google Fi QBR

Q2 Performance Review & Q4 Growth Plan

August 2020



Q2 Plan recap

Objectives

Drive maximum number of new subscribers within goal

Campaign DR Goal:

\$600 Blended CPA

\$850 Max Marginal CPA

Budget // Flight

Original Media (3/13): \$15M (MV) // \$6.8M (CV)

Revised Media (5/2): \$11.9M (MV) // \$3.4M (CV)

Final Delivery (EOQ): \$11.6M (MV) // \$3.3M (CV)

4/1/20 - 6/30/20

Markets live:

US // NA

Core Audiences

Switchers (In-Market, Custom Intent)

Google Fans (1P + 3P)

RKMT

New in Q2:

Parents

Lookalikes (Seperated from 1P / RMKT)

Lifestyle Changers (Social Only)

Tech Forward (Social Only)

Flexible (GDN Only)

Creative Notes

Display

NEW - HTML5 (5/26 - 6/30)

NEW - RDAs (4/20 - 6/30)

Concepts: Tether, Family, Device, Solo, Flexible

Video

Unlimited :15s (4/1 - 4/6)

Pixel 3a :15s (4/1 - 6/4)

NEW - Unlimited :30s (5/6 - 6/30)

NEW - Flexible :30s (5/6 - 6/30)

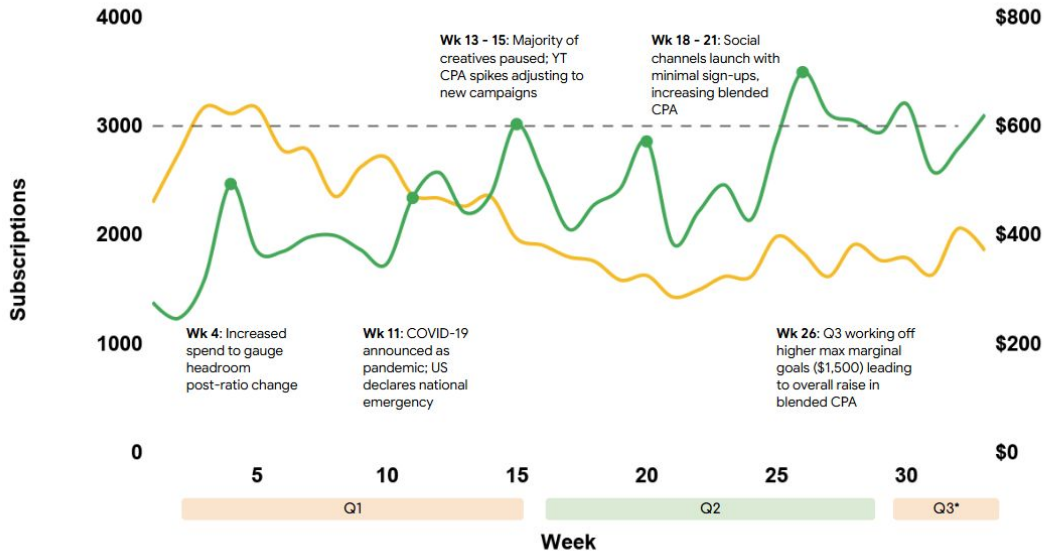
What We Got For \$11.6M Media Spend

	Planned *	Delivered	% of Planned Achieved
Budget	\$11.9M	\$11.6M	97%
Conversions	25,488	22,827	91%
CPA	\$434	\$510	+16%
*Planned conversions and CPA are pulled from the External PO Tracker's <u>Q2 Reforecast</u>			
**Red - above CPA goal; Green - under CPA goal			
***Snapchat - \$59.7K out of \$350K is AV			

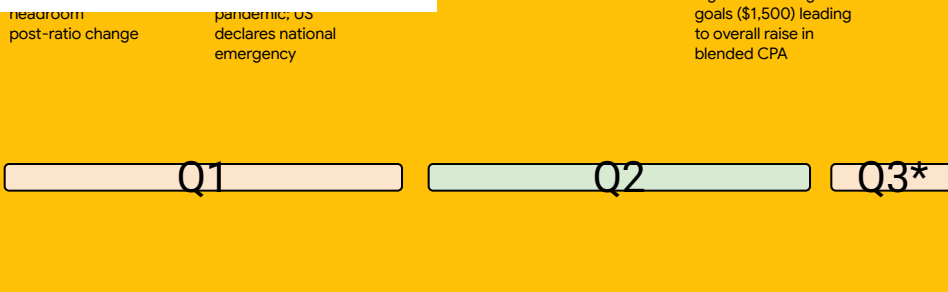


01

Subscriptions CPA Blended Goal



YouTube



Q2 2020 CAMPAIGN SUMMARY

CHANNEL/TACTIC BREAKDOWN

Despite CVR declines cross-channel, Q2 remained below the \$600 blended CPA goal

Tactic	Spend	Conversions	Δ QoQ	
Google SEM Brand	\$245.8K	11,572	-13%	
Google SEM Non-Brand	\$1.2M	606	-37%	
GDN	\$6.3M	5,029	-30%	
ON-NET		3,856	+1,157%	
		821	+8%	
		619	-47%	
		4	-72%	
		13	-95%	
		20	-	
		12	-	

Blended
\$600 CPA goal

DR Scorecard

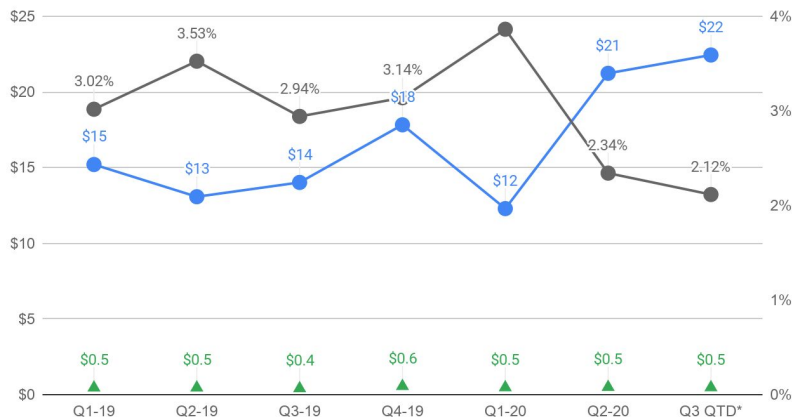
How do our accounts score against optimization metrics?

	SEM	GDN	Recommendation
OPTIMISATION SCORE	83%	99%	[SEM] Review engine recommendations, implement SEM restructure
RSA & RDA ADOPTION	99%	100%	Continue full adoption of RSA/RDA
AD STRENGTH	2.3	3.99	[SEM] Per engine, align headlines and descriptions more tightly with keywords
ASAP AUDITOR	99%	-	[x-channel] Identify the ads that don't have a strong CTA and re-work copy.
IMPRESSION SHARE LOST DUE TO BUDGET	BK: 0% SK: 0%	0.5%	No action, continue to control pacing through CPA target manipulation.
Automation Compliance	99%	98%	Flags are addressed on a rolling basis, most current report has us at 100% compliance across the board.

02

What We Learned

WHY CARE



~40%. With that, we saw a ~60% increase in BKWS CPA, concluding the quarter with a CPA of \$22.

When looking at the YoY trend, Google BKWS CPA peaked this Q2 while CVR dropped to the lowest point in seven quarters. CPC remains stable, which indicates the performance fluctuation was driven mainly by demand than competitions.

Overall the 1H DR program was impacted greatly by COVID-19. YoY we saw a 150% increase in CPA and CVR declined by ~75%.

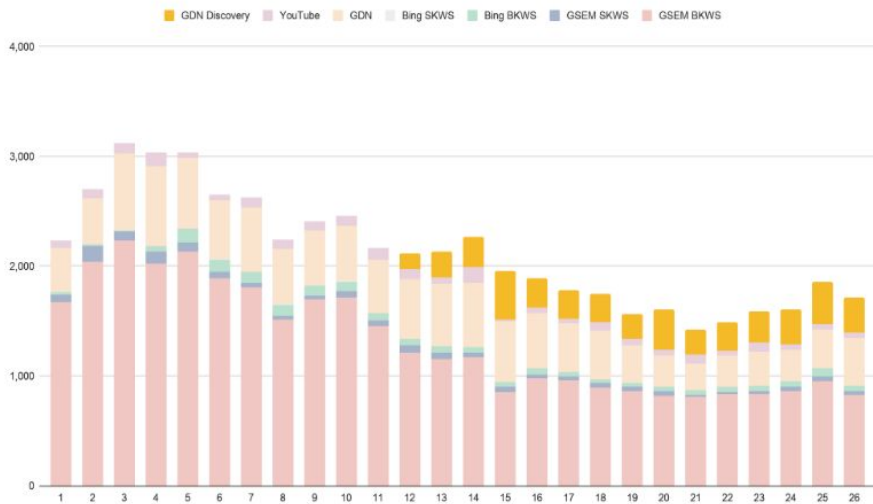
Google BKWS YoY Trend

CTR 13% 21% 21% 23% 33% 33% 35%

*Q3 QTD through w/o 8/16

KEY TAKEAWAY

Re-evaluate H2 investment given the current climate. Scaled back Q3 spend by 15% to bring the projected CPA closer to target, also reforecasted Q4 to efficiently capture max-avails.



MY CARE

H1 Sign-Ups

Without inclusion of Discovery in Q2, conversion loss from COVID-19 would have been -29% worse QoQ, as the tactic **contributed 17% of total Q2 sign-ups**

-35% Conversions

-46% Conversions

Q1

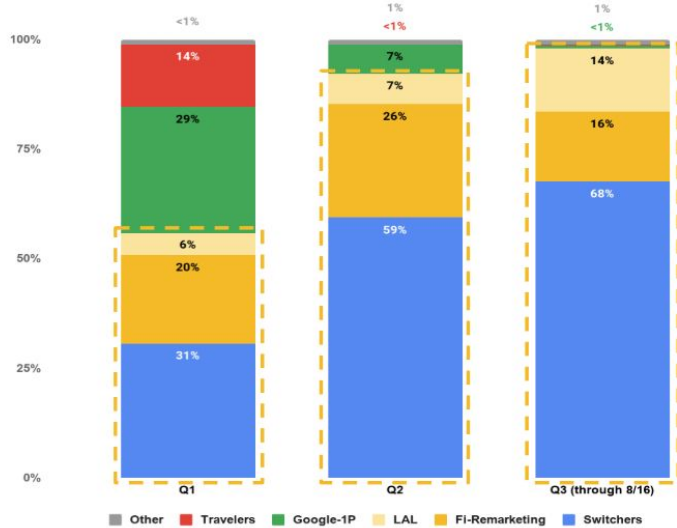
Q2

*Q2 Mid-funnel: GDN, Discovery, Facebook, Snapchat, Twitter, Verizon, YT

Discovery Format & Example

KEY TAKEAWAY

Discovery continues to show room for growth while delivering a CPA under goal (\$841 Q3 QTD). Including new audiences on Discovery for Q4 will increase the tactics investment by +9% QoQ



WHY CARE

QoQ Subscriptions by Audience

ely
show

vering
other

highly engaged audience for FI, also grew its sign-up contribution QoQ.

Combined, these low funnel audiences drove **3,593 incremental subscriptions** from Q1.

Q3 to date, prospecting and mid-funnel audiences like 1P, Tech Forward and Family have brought in <2% of total sign-ups.

*RMKT in Q1 included LAL; KAK separated mid-Q2

KEY TAKEAWAY

As prospecting audiences continue to show less intent to convert, identifying new low-funnel audiences through Google Analytics will be crucial for incremental conversions in Q4

03



Growth opportunities rooted in past learnings

WHAT WE KNOW

Growth is increasingly reliant on low-funnel audiences.
Long-tail audiences became more resistant to convert as our product is less top-of-mind during COVID.

Discovery is the only channel that shows growth under COVID since launching Q1, delivering 17% of total Q2 subs at a CPA 15% lower than mid-funnel avg.

BKWS is fully funded with little room to scale. Search volume declined QoQ due to COVID

Q3
learning

Amazon retail is efficient in driving subs at scale,
delivering ~10% of total subs at a ~80% lower CPA in Q3
(QTD data through 8/16)

Q4 '19
learning

YouTube Audio drove 258 subscriptions at a \$775 CPA,
despite having a brand message without clear call to action
in Q4 '19

WHERE WE CAN GROW

Introduce new low-funnel audiences from GA and current 1PD sources to drive incremental volume growth

Expand audiences targeting on Discovery by adding top-performing evergreen DR audiences and new audiences from GA.

Seek growth opportunity by **improving search account hygiene** - ad copies and keywords to increase SOV and CTR

Capitalize the success with Amazon retail by **leveraging Amazon DSP to tap into their 1PD data** across Amazon's O&O

Build informative audio ads with intent to drive action, as is in the Explainer videos, to unlock more inventory on a core channel

Prioritize scalable growth opportunities in Q4

Audience Growth

Introduce new audiences, and build upon existing 1PD audience sets to drive incremental growth.

NEW GA Audiences

Preconfigured Audiences
Session Quality
Navigation Source
Event based
LAL Audiences based on
GA Smart List
Customer Match

Growth Driver

Strategy

\$834K Revenue

Discovery Expansion

Expand audience targeting to include evergreen DR audiences, as well as new audiences from GA

Current Targeting

RMKT
Switchers
To be Introduced
Top performing evergreen audiences
New GA and LAL audiences

\$506K Revenue

Search Optimization

Improve SOV and CTR on high volume keywords

Structure and relevance

Roll out new structure for BKWS/SKWS
Improve RSA ad strength
Focus on high volume keywords with low ad relevance

\$1.2MM Revenue

Amazon DSP

Leverage Amazon's 1PD shopper data on their O&O properties to drive incremental conversions

Audiences:

Mobile/SIM card In-Market
Product Remarketing

Traffic: Fi Sim card page on Amazon.com

\$43K Revenue

YouTube Audio

Create DR focused Audio ads based on Q4'19 success with brand audio driving sign-ups

Top DR Audiences to test:

Custom Intent SKWS
Site Visitors & LAL

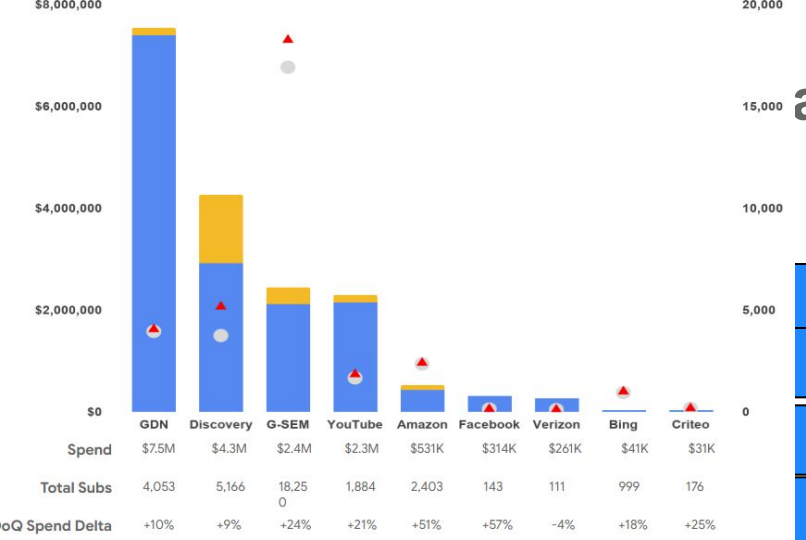
Resurrect Q4'19 Brand audiences:

Tech Streamers
Value Seekers
Lifestyle Changers

\$106K Revenue

Summary of Growth Drivers & Next Steps

P	Growth Driver	Revenue	Status	Next Steps
0	Audience Growth	\$834K	In Progress	Google to build GA audiences based on <u>this</u> .
0	Discovery Expansion	\$506K	In Progress	Essence to build new placements to include new audience targeting prior to Q4 launch.
1	Search Optimization	\$1.2MM	In Progress	Essence to roll out BKWS/SKWS restructure, Prometheus automated bidding model
1	Amazon DSP	\$43K	In Planning	Google & Essence to align on the strategy
2	YouTube Audio	\$106K	In Planning	Google & Essence to align on the strategy



arter - \$17.7M MV

Total EOY Subs Projection: ~125K*

+21%



YouTube

+51%



Amazon

+25%

Criteo

+57%

Facebook

-4%

Verizon

-100%

Twitter, LinkedIn & DV3: Remove from program due to poor performance in Q3

Spend	\$7.5M	\$4.3M	\$2.4M	\$2.3M	\$531K	\$314K	\$261K	\$41K	\$31K
Total Subs	4,053	5,166	18,250	1,884	2,403	143	111	999	176
QoQ Spend Delta	+10%	+9%	+24%	+21%	+51%	+57%	-4%	+18%	+25%

IncSpend



*Original Q4 Evergreen Forecast

Base Subs: 100K Adingo budget is n

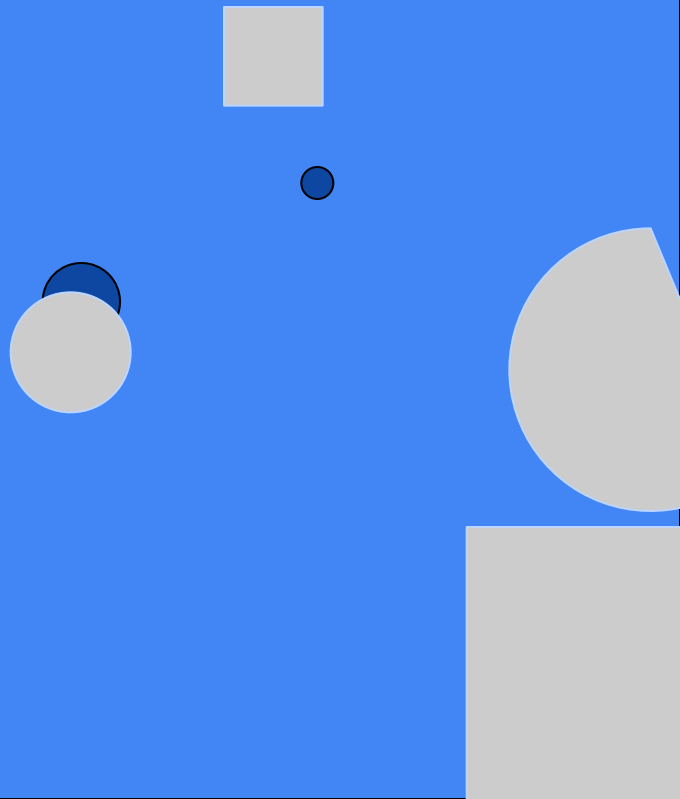
****EOY subs projections do

Total Subs (Base + Growth Drivers)

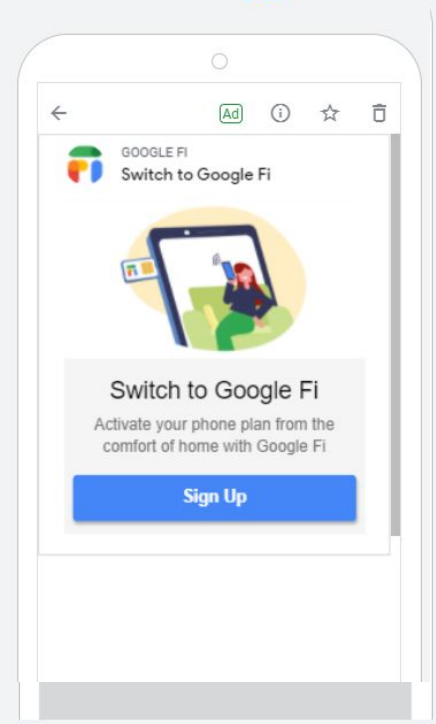


Includes growth from key driver

That's a Wrap!



CLOSED OPEN



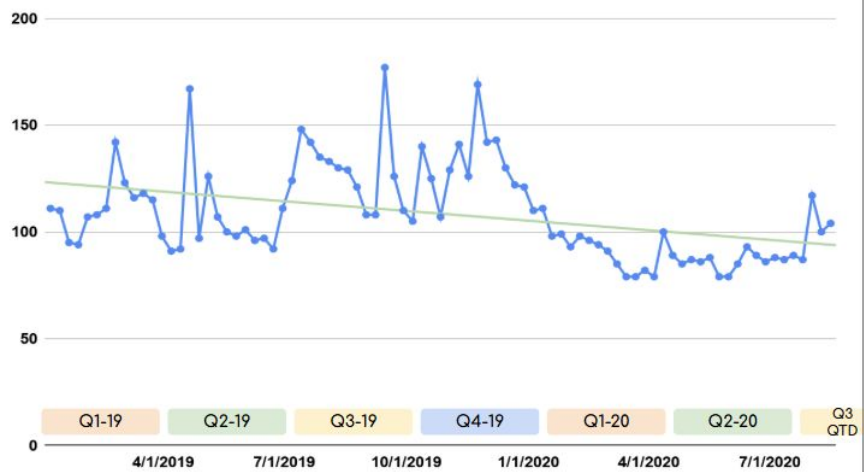
ds - Appendix

3

xt
nd
can

ampaign
d
ties at

meet



CTR 13% 21% 21% 23% 33% 33% 35%

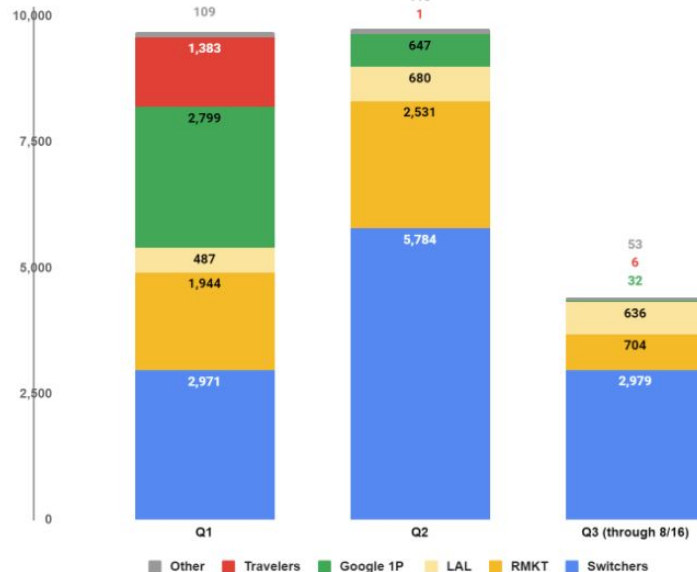
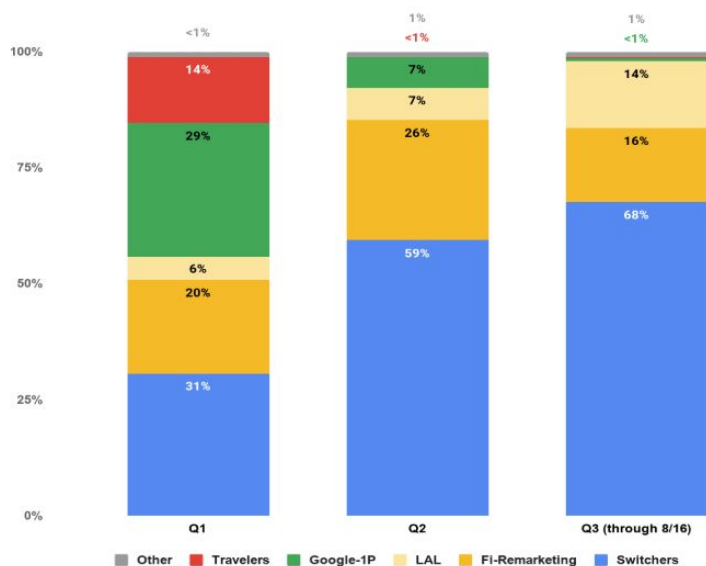
*Q3 QTD through w/o 8/16



Q1-19 Q2-19

KEY TAKEAWAY

Re-evaluate H2 investment given the current climate. Scaled back Q3 spend by 15% to bring the projected CPA closer to target, also reforecasted Q4 to efficiently capture max-avails.



*RMKT in Q1 included LAL; KAK separated mid-Q2

KEY TAKEAWAY

As prospecting audiences continue to show less intent to convert, identifying new low-funnel audiences through Google Analytics will be crucial for incremental conversions in Q4

		Q2 2020		
	Platform	Market Spend (less AV)	Subscriptions	Market CPA
On-Net	Google Search	\$1,464,577	12,178	\$120
On-Net	GDN	\$6,344,158	5,029	\$1,262
On-Net	GDN Discovery	\$2,397,178	3,856	\$622
On-Net	YouTube	\$768,757	821	\$936
Off-Net	Bing Ads	\$37,958	623	\$61
Off-Net	Verizon	\$36,136	13	\$2,780
Off-Net	Facebook	\$78,347	20	\$3,917
Off-Net	Snapchat	\$290,297	2	\$145,148
Off-Net	Twitter	\$172,034	12	\$14,336
Off-Net	Amazon	\$28,734	273	\$105
	Total	\$11,618,175	22,827	\$509

Note: Excludes all Added Value / Coupons