

From: SEOGears <support@seogears.com>

To: Michael Laham <mlandel2012@aol.com>

Subject: Joey Belk Per your instructions in your e-mail o... (request #17921)

Date: Wed, Jan 29, 2014 2:07 pm

##- Please type your reply above this line -##

Joey Belk (SEOGears)

Jan 29 15:07

Hi Michael and Elana,

I was out of the office from Friday through Tuesday and just got over an illness, so I'm just now seeing your communications today.

The Homestead version of your site should not be indexing. There is a resolution to this which would tell Google to consider the 'bullcrapbusters.com' version of your homepage as the proper one to show in search results. Please let me know if you'd like this fixed and I can send a ticket to Homestead.

I am now seeing the appropriate meta description for the Introduction page, so this should no longer be a concern. Google does not immediately reflect changes and isn't always able to reflect modifications from the Fetch as Google function within a tight 24-hour window. You can feel free to talk to Thomas about this if you want.

We have zero accountability for how long it takes Google to make these changes, and I feel that I provided an adequate solution for you (which appears to be appropriately reflected in search results, now). Furthermore, we have zero accountability for the content of your meta description as Google proactively scrapes the content on your website to form meta descriptions if this element is not explicitly chosen in the HTML code of the page.

I feel that I've provided more than an adequate amount of attention and service regarding this issue, so it's disheartening to me that you're dissatisfied with the level of service I provide and that you're holding me personally accountable for how Google shows your website in search engines, as this is something I have zero control over personally and have provided phone and email support to help you resolve this. This is technically beyond the scope of the product you're actually paying us for.

To my knowledge, Google does not have a representative that is dedicated to helping people change their meta descriptions. I do not believe they have the resources or incentive to facilitate this type of service.

I have not done anything to sabotage your campaign and will not even entertain this accusation. I have not lied, or insulted you either, nor have I made any demands. Calling me 'Joey Belch' feels an awful lot like bullying, and I do not feel the need to defend my professionalism anymore.

My supervisor is Merrill Lawson, and you can reach him at mlawson@seogears.com.

Best,

Joey Belk
SEOGears.com | Marketing Program Manager
(602) 716-5358
jbelk@seogears.com

Available by appointment (Mountain Standard Time)

Mondays: 7 a.m. – 3 p.m.

Tue.–Thu.: 9 a.m. – 5 p.m.

Fridays: 8 a.m. – 4 p.m.

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