

Joan Braddi

From: Joan Braddi
To: [REDACTED]
Subject: Re: Feedback from Sundar on Dell

Let's discuss next week. We wish to move away from custom start pages so I don't like keeping this option. Dell only care about money anyway and our problem is we have been paying them too much.

Let's strategize next week on what we really want from Dell, then we will work on how to "sell" to Dell.

Thanks
Joan

From: Jim Kolotouros [REDACTED] *Sent*: Friday, February 18, 2011 08:04 PM *To*:
Jim Holden [REDACTED]; Joan Braddi [REDACTED] *Subject*: Feedback from Sundar
on Dell

hello Joan & Jim,

I spoke with Sundar and solicited his thoughts on Dell yesterday. He had some high level feedback:

- 1) Pursue Chrome as default aggressively
- 2) Potentially focus on the market we are most sensitive to: US
- 3) Google.com as the homepage
- 4) With respect to IE not pre-loaded, he wanted more detail on whether that option was available to OEM's. I shared the feedback from Toshiba with him (it is below) and he is thinking about it. His initial preference was to not include IE in the pre-load and pursue a Chrome-only deal.
- 5) If IE is pre-loaded, include Google Toolbar.

My thoughts on this are below:

- 1) I agree... focus on Chrome as default
- 2) I agree... potentially expand to include Japan
- 3) This is a non-starter for Dell. They will insist upon a customized homepage, and I think offering iGoogle from the start would be more productive.
- 4) & 5) I think a "Chrome only" approach is one that Dell cannot seriously consider. Between the feedback their President, Consumer & Small Business gave Sundar last year and the feedback from Toshiba below, it sounds like it is important for IE to be pre-loaded. Knowing this, pre-loading IE as non-default and including Google Toolbar for IE would be my recommended path.

thanks, JimEK

~~~~~`

Feedback from Kevin Johnson @ Toshiba: "Yes, you can ship a PC with no IE installed and the  
â€œâ€œ on the task bar would be removed. DOJ allows this.

Problem is that some of the base operations use IE as a default setting within the utility and Chrome does not work with many Windows sites. I love Chrome, but still leave IE on my personal system for

some sites that are not Chrome ready."

GOOG-HJC-00013117

GOOGLE - CONFIDENTIAL TREATMENT REQUESTED