

# What should you do when you see an ad quality issue?

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If you are experiencing an unwanted or malicious ad on your site, contact your Account Manager or send us an email at [accountmanagement@freestar.com](mailto:accountmanagement@freestar.com) with as much of the following information as possible:

- Description of the issue
- Screenshot of the offending creative (containing the time and date, if possible)
- Date and time (including timezone) when it occurred
- URL of the page on which the ad was seen
- Platform, OS, and browser
- Geographical location of user (city, state, country)
- IP address of user
- Position of the ad on the page
- Advertiser or landing page URL
- Text file containing the full ad HTML call

The more data points that you can provide, the quicker and more effectively we can solve the issue.

If you have any other questions about ad quality, contact your Account Manager or send us an email at [accountmanagement@freestar.com](mailto:accountmanagement@freestar.com).

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