

**Case No. 14-35487 & 14-35494**  
**UNITED STATES COURT OF APPEALS**  
**FOR THE 9<sup>TH</sup> CIRCUIT**

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Douglas L. Kimzey

Plaintiff-Appellant

vs.

Yelp Inc.

Defendant-Appellee

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Appeal from the US District Court for the Western District of Washington  
Court Case Numbers 2:13-cv-01734- RAJ  
The Honorable Richard A. Jones, Presiding

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**APPELLANT'S OPENING BRIEF**

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Douglas L. Kimzey  
Plaintiff / Appellant / Pro Se  
P.O. Box 50250  
Bellevue WA 98015  
WedgeCo123 @ msn.com  
425-881-7777

**CORPORATE DISCLOSURE STATEMENT**

Pursuant to Rule 26.1 of the Federal Rules of Appellate Procedure, appellant is not a publicly held corporation, does not issue stock and does not have a parent corporation that owns 10% or more of its stock.

**TABLE OF CONTENTS**

Corporate Disclosure Statement	I
Table of Contents	II
Table of Authorities	III
STATEMENT OF JURISDICTION	1
STATEMENT OF THE CASE	2
STATEMENT OF THE PARTIES	3,4
INTRODUCTION	4,5,6
STATEMENT OF CASE, US DISTRICT COURT, CA	11
STANDARD OF REVIEW	7,8
STATEMENT OF FACTS	8,9
US DISTRICT COURT COMMITTED REVERSIBLE ERROR	10,11
CONCLUSION	11,12
STATEMENT OF RELATED CASES	13
CERTIFICATE OF SERVICE	

**TABLE OF AUTHORITIES**

<i>Bell Atl. Corp. v. Twombly</i> , 550 U.S. 544, 569 (2007).	9
<i>Curry v. Yelp Inc.</i> 3: 2014-cv-03547 US District Court CA.	11
<i>Knieval v. ESPN</i> , 393 F.3d 1068, 1072 (9th Cir. 2005).	7
<i>Chang v. Chen</i> , 80 F.3d 1293, 1296 (9th Cir.1996).	7
<i>Lee v. City of Los Angeles</i> , 250 F.3d 668, 688 (9th Cir. 2001).	8
Fair Housing Council, 16 521 F.3d at 1161.	8,9
<i>Friends of the Earth, Inc. v. Laidlaw Envtl. Serv.</i> , 528.	10
<i>F.D.I.C.</i> , 139 F.3d 696, 699 (9th Cir. 1998).	9
<i>CDA 47 USC section 230(c)</i> .	3,7,9
<i>Haines v. Kerner</i> , 404 U.S. 519, 520 (1972).	8
<i>United States v. Rivera Rangel</i> , 396 F.3d 476, 484.	
<i>United States v. Lisinski</i> 728 F.2d 887, 891 (1984).	

**STATEMENT OF JURISDICTION**

The District Court and this Court of Appeals have jurisdiction pursuant to 28 U.S.C. Section 1331 (federal question).

This is an appeal from a final judgment of the District Court disposing of all claims with respect to all parties, and falls within this Court's appellate jurisdiction under 28 U.S.C. Section 1291. The District Court entered final judgment on May 7, 2014. The Notice of Appeal was timely filed on June 5, 2014.

## STATEMENT OF THE CASE

Yelp posted a false, defaming, libelous per se review on Google.com next to Appellant Kimzey's paid advertising and then asked him to pay \$300.00 a month to improve his now one star rated business, when he refused Yelp published more defaming content and then closed his Yelp account access. The false review first appeared on Yelp.com when a competitor with a similar business name "**Redmond Mobile**" moved his negative review to Appellant Kimzey's business profile. Yelp then added Appellant Kimzey's business name "**Redmond Mobile Locksmith**" to the heading and to the first line of the review together with a similar one star rating image Docket 20, Exhibit 1, and posted that on Google by adding Google tags to the source code, and sending it to Google.

After 3 years the false content still appears, and an additional fraudulent statement has been added that says there is a receipt as proof. DKT. 22 Exhibit 8. This negates the advertising Appellant Kimzey pays Google monthly. Yelp rates the dishonest competitor's business five stars (he pays Yelp), even though there are numerous complaints of criminal activity in his reviews Docket 22, Exhibit 11, these five star advertisements appear on Kimzey's one star rated business profile Docket 22, Exhibit 9. Appellant Kimzey has no customer complaints and has lost more than \$219,000.00 in sales revenue as of September 2013 as a result of the false review and false one star rating.

## **STATEMENT OF THE PARTIES**

### **Plaintiff-Appellant Kimzey**

Plaintiff-Appellant Kimzey (hereinafter referred to as Appellant Kimzey) Appellant Kimzey is owner of Redmond Locksmith / Redmond Mobile Locksmith, Redmond Locksmith .com phone 425-881-7777 AKA “**Redmond Locksmith**” or “**Redmond Mobile Locksmith**”. Located in Redmond WA (Seattle’s Eastside).

### **Defendant-Appellee Yelp Inc. or Yelp.com**

Appellee Yelp Inc. is a Delaware Corporation with its main headquarters located in San Francisco, CA. Yelp is a publicly traded company stock symbol YELP. Yelp owns and is most well known for it’s nationwide business directory in which they post business reviews and rate businesses with a commonly recognized one to five star rating system. Yelp’s revenue comes from advertising sales. Yelp is the “User” of Google’s “Interactive Computer Service”, with respect to 47 USC Section 230. Yelp uses Google’s website to post there reviews for commercial promotional purpose to drive traffic to the Yelp website, therefore Yelp is a “Content Provider”, with respect to Communications Decency Act “CDA” 47 USC Section 230.

### **Google or Google.com is an “Internet Search Engine”**

Google.com is where the libelous content was posted by Yelp. Google is how the consumer searches for information on the Internet. Google is the most-used Internet Web Search (Wikipedia), Google does not take Yelp’s content Docket 20, Exhibit 5.

**“Redmond Mobile” Introduced by US District Court into Dismissal Order**

Appellant Kimzey does not own and has never used the trade name “Redmond Mobile”. Redmond Mobile is another company, also located in Redmond WA, phone number 425-318-4257.

**“Sarah K” Introduced by US District Court into Dismissal Order**

“Sarah K” is an alias, whose true identity (documented evidence shows) is Mr. Boten Sason (citizen of the Country of Israel) and is the owner of “Redmond Mobile”, Fast Locksmith, and Loyal Locksmith, all associated with a consumer scheme.

**Introduction**

Kimzey v. Yelp Inc. lawsuit is based on Libelous Per Se content in words and image, (See below: from DKT. 20, Exhibit 1) that Yelp posted on Google.com, as a shock value commercial promotional gimmick to drive traffic to the Yelp website by adding Appellant Kimzey’s business name “Redmond Mobile Locksmith” to a negative review originally made about another company called “Redmond Mobile”.

**Redmond Mobile Locksmith - Redmond, WA**

[www.yelp.com](http://www.yelp.com) › Home Services › Keys & Locksmiths

★ ★ ★ ★ ★ Rating: 1 - 1 review

Sep 20, 2011 – 1 Review of **Redmond Mobile Locksmith** "THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A ...




However the US District Court's Dismissal is based on a completely different review, (See below). The District Court erroneously dismissed, citing a review introduced by Yelp DKT. # 11-1, which is about a company named "Redmond Mobile" also located in Redmond WA. (Ref: Line 6) "**Redmond Mobile**" is not Appellant Kimzey's business, nor is it the basis for the complaint.

Order of Dismissal - DKT. # 26 order-2, – (paragraph 35.)


**THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A LOCKSMITH. DO NOT GO THROUGH THIS COMPANY. I had just flew back from a long business trip with absolutely no sleep, had to drive into work right after getting off the plane. I was so tired that I locked my keys in the car. So when I realized what happened I called Redmond Mobile. The gentlemen on the phone told me that a technician would be out ASAP and quoted me \$50 for the service, which seemed reasonable. \$35 for the service call and \$15 for the lock. The technician called and said he'd be at my office in 30 min, an hour goes by and nothing. Call the company back to ask about the ETA and was greeted rudely by the person I had spoken to earlier. He took no responsibility. After the technician finally showed up, he was trying to charge me \$35 for the service call and \$175 for the lock. I got 20% off after trying to argue with him about being late and the incorrect quote. Supposedly, the lock is \$15 and up. Bullshit. CALL THIS BUSINESS AT OUR OWN RISK. I didn't even need new keys. I just needed my car unlocked.**



DKT. # 11-1 (Ex. A to MacBean Decl.)

This same review as it appears on Appellant Kimzey's business profile on Yelp.com. DKT. 22. Exhibit 9. (See below – Ref: line 7)

Yelp Sort Date Rating Elites  9/20/2011 · Previous review

---



**Sarah K.**  
Seattle, WA  
 148 friends  
 8 reviews

THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A LOCKSMITH. DO NOT GO THROUGH THIS COMPANY. I had just flew back from a long business trip with absolutely no sleep, had to drive into work right after getting off the plane. I was so tired that I locked my keys in the car. So when I realized what happened I called Redmond Mobile. The gentlemen on the phone told me that a technician would be out ASAP and quoted me \$50 for the service, which seemed reasonable. \$35 for the service call and \$15 for the lock. The technician called and said he'd be at my office in 30 min, an hour goes by and nothing. Call the company back to ask about the ETA and was greeted rudely by the person I had spoken to earlier. He took no responsibility. After the technician finally showed up, he was trying to charge me \$35 for the service call and \$175 for the lock. I got 20% off after trying to argue with him about being late and the incorrect quote. Supposedly, the lock is \$15 and up. Bullshit. CALL THIS BUSINESS AT YOUR OWN RISK. I didn't even need new keys. I just needed my car unlocked.

The review as it first appeared on the Internet, prior to September 2011 (See Below), author “Sarah”, not “Sarah K”. DKT. # 22, Exhibit 10.

[Redmond mobile](#) - 1 Google review

[helpmeoutgardengrove.info](#) 16505 Redmond Way #F, Redmond - (425) 318-4257



sarah

**THIS WAS BY FAR THE WORST EXPERIENCE** I HAVE EVER ENCOUNTERED WITH A **LOCKSMITH**. DO NOT GO THROUGH THIS COMPANY. I had just flew back from a long business trip with absolutely no sleep, had to drive into work right after getting off the plane. I was so tired that I locked my keys in the car. So when I realized what happened I called **Redmond Mobile**. The gentlemen on the phone told me that a technician would be out ASAP and quoted me \$50 for the service, which seemed reasonable. \$35 for the service call and \$15 for the lock. The technician called and said he'd be at my office in 30 min, an hour goes by and nothing. Call the company back to ask about the ETA and was greeted rudely by the person I had spoken to earlier. He took no responsibility. After the technician finally showed up, he was trying to charge me \$35 for the service call and \$175 for the lock. I got 20% off after trying to argue with him about being late and the incorrect quote. Supposedly, the lock is \$15 and up. Bullshit. CALL THIS BUSINESS AT YOUR OWN RISK. I can verify that the statement below is also correct and I'm pretty sure the other reviews are from employees of that company because there is no way anyone would have been ok paying those prices. I didn't even need new keys. I just needed my car unlocked

The complaints made in *Kimzey v. Yelp Inc.* are the same complaints made by business owners nationwide to the Federal Trade Commission “FTC”, 865 similar complaints were filed with the FTC as of July 2013 (DKT 1, paragraph 12), complaints of false reviews, defamation, libel, extortion, unfair business practice, and unfair competition.

*Kimzey v. Yelp Inc.* challenges immunity offered by 47 USC section 230(c) for libel, defamation, and false speech and for libelous per se content “created and developed” by Yelp and published on Google.com. Yelp is the “User” of Google’s interactive computer service, and the speaker of the content at issue, and Google is the provider of the “Interactive computer service”, therefore Google is immune under 47 USC section 230(c), not Yelp.

Yelp does not use the star rating system for “classification” purposes, for which it implies or for which it was intended and is most widely recognized.

### **STANDARD OF REVIEW**

A district court’s grant of a motion to dismiss under Rule 12(b)(6) is reviewed *de novo*. *Knievel v. ESPN*, 393 F.3d 1068, 1072 (9th Cir. 2005).

When a grant of a motion to dismiss is reviewed, the Court of Appeals will, “accept all factual allegations in the complaint as true and construe the pleadings in the light most favorable to the nonmoving party.” *Id. See also, Chang v. Chen*, 80 F.3d 1293, 1296 (9th Cir.1996).

The court generally may not consider material beyond the pleadings in ruling on a motion to dismiss. *Lee v. City of Los Angeles*, 250 F.3d 668, 688 (9th Cir. 2001).

The pleadings of *pro se* complainants are held to less stringent standards than those of licensed attorneys. *Haines v. Kerner*, 404 U.S. 519, 520 (1972).

### **STATEMENT OF FACTS**

Appellant's claims against Yelp were not subject to dismissal under a Rule 12(b)(6) motion to dismiss because the appellant alleged that Yelp was the author of the information at issue. The content at issue was created by Yelp, at which Yelp added "Redmond Mobile Locksmith" to a review about another company named "Redmond Mobile" and then posted that content on Google's website as a commercial shock value promotional gimmick.

Section 230 of the CDA immunizes providers of interactive computer services against liability arising from content created by third parties: "This grant of immunity applies only if the interactive computer service provider is not also an 'information content provider,' which is defined as someone who is "responsible in whole or in part, for the creation or development of" the offending content." *Id.* § 230(f)(3); *Fair Housing Council*, 521 F.3d at 1162.

"A website operator can be both a service provider and a content provider, but as

to content that it creates itself, or is ‘responsible, in whole or in part’ for creating or developing, the website is also a content provider.” *Fair Housing Council*, 16 521 F.3d at 1162.

The District Court’s erroneous interpretation of the “CDA” results in a statutory interpretation that is unsupportable because it condones illegal conduct prohibited by federal statute. Various federal statutes prohibit extortion. If an individual makes a threat with intent to extort, and that threat travels through interstate commerce, including the telephone or internet, that is a violation of 18 U.S.C. §§ 875– 877. Section 875(d). A similar criminal prohibition is the Hobbs Act, 18 U.S.C. § 1951.

As discussed above, when ruling on the Rule 12(b)(6) motion, the District Court is to accept the factual allegations of the complaint as true and must draw all reasonable inferences in favor of the plaintiff. *Pareto v. F.D.I.C.*, 139 F.3d 696, 699 (9th Cir. 1998). That did not occur. Likewise, a plaintiff must only plead “enough facts to state a claim to relief that is plausible on its face.” *Bell Atl. Corp. v. Twombly*, 550 U.S. 544, 569 (2007). Plaintiff did so with specific and articulate facts.

Threats sufficient to constitute extortion or attempted extortion – may be implied. *United States v. Lisinski* 728 F.2d 887, 891 (1984) (“The implied threat

will usually be that, unless the victim cooperates with the extortionist, economic loss will result”); *United States v. Rivera Rangel*, 396 F.3d 476, 484 (1st Cir. 2005)

### **PLAINTIFF HAS ARTICLE III STANDING**

Article III of the Constitution confers standing on a party if the party can demonstrate: “(1) it has suffered ‘injury in fact’ that is that the injury will redressed by a favorable decision.” *Friends of the Earth, Inc. v. Laidlaw Envtl. Serv.*, 528. Appellant Kimzey has suffered, injury in fact.

### **US DISTRICT COURT COMMITTED REVERSIBLE ERROR**

By basing the Dismissal Order (Docket #2 Order-2) on a Yelp review that defendant Yelp provided, Exhibit Docket #11-1 (Exhibit A to MacBean Declaration).

The Court committed reversible error when it stated that *Kimzey v. Yelp Inc.* is based on a review which is made about a company named “Redmond Mobile” that is not a party to this lawsuit.

The Court committed reversible error by stating “Sarah K” “created and developed” the review, which documented evidence shows “Sarah K” did not.

The Court committed reversible error when it stated the “CDA section 230” immunizes Yelp entirely from the lawsuit.

The Court committed reversible error by stating “All of the plaintiff’s claims rely on Statements made on Yelp” Docket 26, Order-2, Line 1,2.

The Court committed reversible error by stating: “Rather, the Yelp review itself makes clear that the individual who “created and developed” the review is a user named “Sarah K.” Thus, “Sarah K” is the information content provider of the reviews, not Yelp” DKT 26. Page 5.

The Court committed reversible error:

- a. “Sarah K” did not create or develop the review cited, a reviewer named “Sarah” created the content cited by the Court. DKT. 26. Paragraph 35.
- b. “Sarah K” was never mentioned in the original complaint and has erroneously been introduced, outside of the Pleadings.

### **STATEMENT OF CASE, US DISTRICT COURT, CA**

Curry v. Yelp Inc. 3: 2014-cv-03547 US District Court for the Northern District of CA. has arisen out of statements that appear in Kimzey v. Yelp Inc., Docket 1. Page 4. Paragraph 14. Regarding false statements made by Yelp Inc. in their S-1 filing with the Securities and Exchange Commission “SEC”, that Yelp’s reviews are “First Hand”.

### **CONCLUSION**

For the foregoing reasons Appellant Kimzey respectfully requests that the Court of Appeals reverse the US District Court Order Dismissing Appellant Kimzey’s Complaint, and remand the action to the US District Court for further



proceedings and trial. Appellant Kimzey also for the foregoing reasons and entire record herein respectfully requests Yelp's Cross-Claim and motion for Anti-SLAPP be denied. Appellant Kimzey brings this action on behalf of himself, and all others similarly situated, and the Public (non sponsors). Yelp's actions have no countervailing benefit to the Public or Consumers when weighed against the harm caused by such practices.

Respectfully submitted,

Douglas L. Kimzey

Dated            October 14, 2014

/s/ Douglas L. Kimzey

Douglas L. Kimzey / Appellant / Pro Se

P.O. Box 50250

Bellevue WA 98015

[WedgeCo123@msn.com](mailto:WedgeCo123@msn.com)

425-881-7777



**STATEMENT OF RELATED CASES  
PURSUANT TO NINTH CIRCUIT RULE 28-2.6**

Appellant Kimzey is unaware of any pending related cases before the Ninth Circuit Court of Appeals as defined in Ninth Circuit Rule 28-2.6.

Respectfully submitted,

Douglas L. Kimzey

Dated            October 14, 2014            /s/ Douglas L. Kimzey  
Douglas L. Kimzey / Appellant / Pro Se

**CERTIFICATE OF SERVICE**

I certify that on October 14, 2014 I filed the forgoing document using the Courts CM/ ECF system which will send notification of such filing to Defendant-Appellee who is registered with the Courts CM/ECF system.

Dated: October 14, 2014

/s/ Douglas L. Kimzey

Douglas L. Kimzey / Appellant / Pro Se

redmond mobile Locksmith - Google Search

http://www.google.com/#hl=en&output=search&client=psy-ab&q=redmond+mobile+Locksmith&oq=redmond+r

YouTube Apple Yahoo! Google Maps Wikipedia http://www.....html (420) Popular 獨占蜜糖情人(... 作者:何舞 R212.jpg fid-76.html

Videos

News

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Seattle, WA

Change location

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Show search tools

**Redmond 425-881-7777 | RedmondLocksmith.com**  
[www.redmondlocksmith.com/](http://www.redmondlocksmith.com/)  
**Auto Home Business - Over 20 Years Master Locksmiths**

**Redmond Locksmith 425-881-7777 - Master Locksmiths - Serving ...**  
[www.redmondlocksmith.com/](http://www.redmondlocksmith.com/)  
**Redmond Mobile Locksmith** Redmond WA 98052 - 425-881-7777 Serving Seattle's Eastside for Over 20 Years.  
 You've visited this page many times. Last visit: 9/24/12

**Redmond Mobile Locksmith - Redmond, WA**  
[www.yelp.com](http://www.yelp.com) > Home Services > Keys & Locksmiths  
 ★★★★★ Rating: 1 - 1 review  
 Sep 20, 2011 - 1 Review of **Redmond Mobile Locksmith** "THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A ..."  
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Redmond Mobile Locksmith Redmond WA



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Maps

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More ▾

Search tools



About 33,400 results (0.32 seconds)

Ads related to **Redmond Mobile Locksmith Redmond WA** ⓘ



**Redmond Mobile Locksmith - RedmondLocksmith.com**

[www.redmondlocksmith.com/](http://www.redmondlocksmith.com/) ▾

**Auto** Home Business - Over 20 years- 15 Minute - 24/7 - **Mobile** Service

📍 Redmond Way and Avendale, Redmond, WA - (425) 881-7777

**Redmond Mobile Locksmith - Redmond, WA - Yelp**

[www.yelp.com](http://www.yelp.com) > Home Services > Keys & Locksmiths ▾

★☆☆☆☆ Rating: 1 - 1 review

Sep 24, 2012 - 1 Review of **Redmond Mobile Locksmith** "I was just informed recently by a friend that this business has been trying to contact others on my ...



Map for **Redmond Mobile Locksmith Redmond WA**

Ads ⓘ



mobile locksmith redmond wa - Yahoo Search Results

search.yahoo.com/search;\_ylt=AkeIN.80hRtOxzCjLv4n8lmbvZx47p=mobile+locksmith+redmond+wa&toggle=1&cop=mss&ei=UTF-8&fr=yfp-t-950

msn.com - Google Search Apple Disney ESPN Yahoo!

MSN.com mobile locksmith redmond wa - Yahoo Search Results



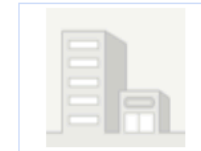
[243 More Local Results](#)

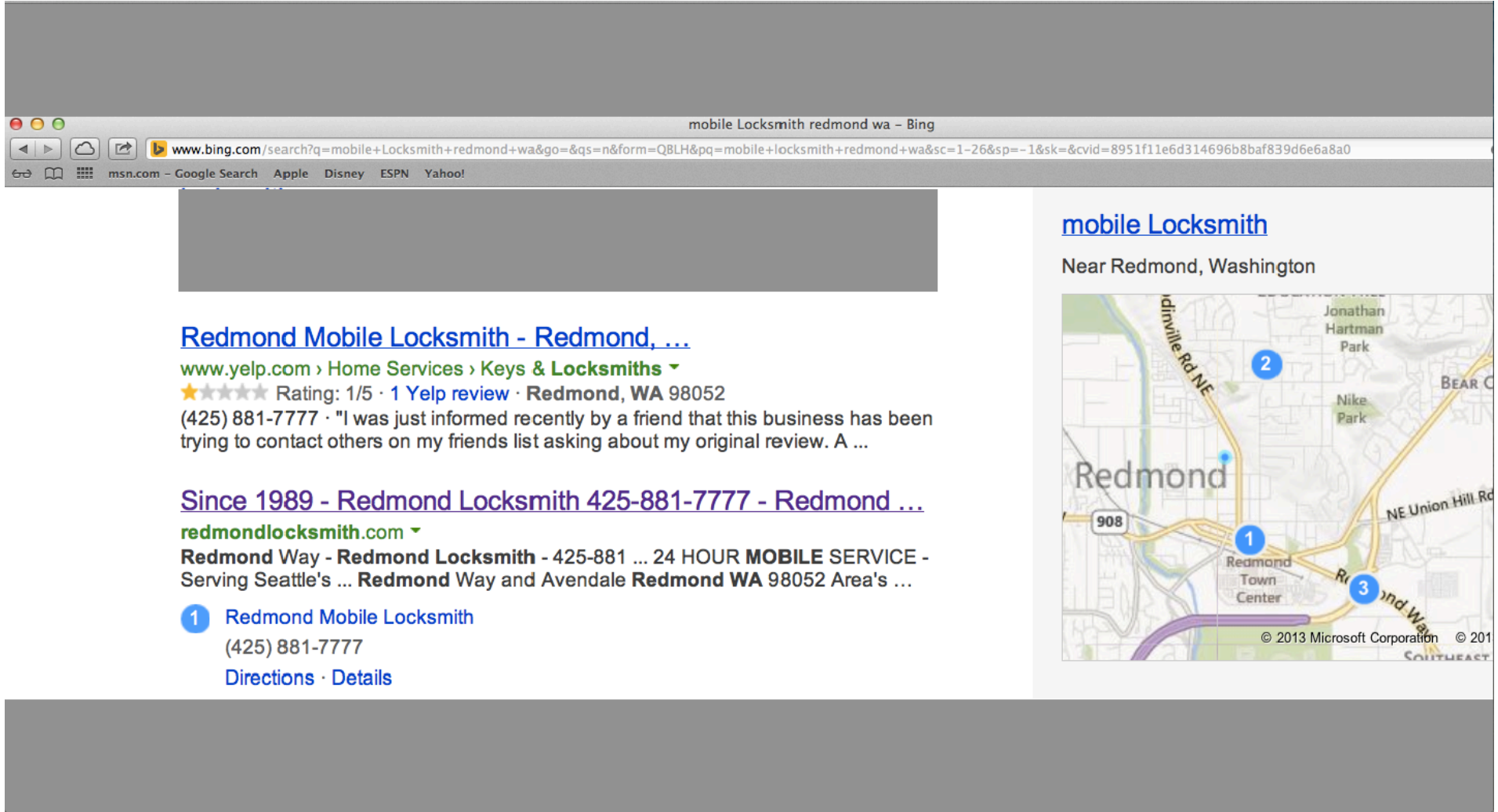
[Since 1989 - Redmond Locksmith 425-881-7777 - Redmond Way ...](#)  
[redmondlocksmith.com](#) Cached

**Redmond Way - Redmond Locksmith - 425-881-7777 - Auto ... Fast Emergency Mobile Service. ... Redmond Way and Avendale Redmond WA 98052 Area's Served -Town Center Mall**

[Redmond Mobile Locksmith - Redmond, WA - Yelp, Inc.](#)  
[www.yelp.com/biz/redmond-mobile-locksmith-redmond](#) Cached

★ ★ ★ ★ ★ - (425) 881-7777 - (425) 881-7777 · "I was just informed recently by a friend that this business has been trying to contact others on my friends list asking about my original review. A ...





As filed with the Securities and Exchange Commission on November 17, 2011

Registration No. 333-

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**  
Washington, D.C. 20549

**FORM S-1  
REGISTRATION STATEMENT  
UNDER  
THE SECURITIES ACT OF 1933**

**YELP! INC.**

From time to time, other companies copy information from our platform, through website scraping, robots or other means, and publish or aggregate it with other information for their own benefit. For example, in parts of 2010 and 2011, Google incorporated content from our website into its own local product without our permission. Google's users, as a result, may not have visited our website because they found the information they sought on Google. Our Chief Executive Officer recently testified before the U.S. Senate Committee on the Judiciary, Subcommittee on Antitrust, Competition

19

[Table of Contents](#)

Policy and Consumer Rights regarding Google's practices in this regard. While we do not believe that Google is still incorporating our content within its local products, we have no assurance that Google or other companies will not copy, publish or aggregate content from our platform in the future.

The screenshot shows a web browser window with the address bar displaying `www.yelp.com/biz/redmond-mobile-locksmith-redmond`. The page features the Yelp logo and navigation links: Home, About Me, Write a Review, Find Friends, Messages, Talk, Events, and Log In. The main content area displays the business profile for "Redmond Mobile Locksmith", which has a 1-star rating from 1 review. The category is "Keys & Locksmiths" in Redmond, WA 98052. The phone number is (425) 881-7777, and the website is RedmondLocksmith.com. The business hours are listed as Mon 6 am - 6 am, and it accepts credit cards. There is an "Add Photos" button and a "First to Review" badge for Sarah K.

```

207 <script type="text/javascript">
208   var googletag = googletag || {};
209   googletag.cmd = googletag.cmd || [];
210
211   googletag.cmd.push(function() {
212     googletag.pubads().collapseEmptyDivs();
213
214
215     googletag.pubads().setTargeting("qncst_segs", ["D"]);
216     googletag.pubads().setTargeting("scategory2", ["locksmiths"]);
217     googletag.pubads().setTargeting("dma_code", "819");
218     googletag.pubads().setTargeting("attrrating", "1.0");
219     googletag.pubads().setTargeting("category", ["homeservic"]);
220     googletag.pubads().setTargeting("city", "Redmond");
221     googletag.pubads().setTargeting("attrcredit", "yes");
222     googletag.pubads().setTargeting("language", "en");
223     googletag.pubads().setTargeting("country", "us");
224     googletag.pubads().setTargeting("section", "bizprofile");
225     googletag.pubads().setTargeting("zipcode", "98052");
226     googletag.pubads().setTargeting("scategory", ["locksmiths"]);
227     googletag.pubads().setTargeting("custom", ["capital1"]);
228     googletag.pubads().setTargeting("sk", "no");
229     googletag.pubads().setTargeting("signed_in", "no");
230     googletag.pubads().setTargeting("mode", "live");
231
232     googletag.enableServices();
233

```



As filed with the Securities and Exchange Commission on November 17, 2011

Registration No. 333-

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM S-1  
REGISTRATION STATEMENT  
UNDER  
THE SECURITIES ACT OF 1933****YELP! INC.**

***We rely on traffic to our website from search engines like Google, Yahoo! and Bing. If our website fails to rank prominently in unpaid search results, traffic to our website could decline and our business would be adversely affected.***

Our success depends in part on our ability to attract users through unpaid Internet search results on search engines like Google, Yahoo! and Bing. The number of users we attract to our website from search engines is due in large part to how and where our website ranks in unpaid search results. These rankings can be affected by a number of factors, many of which are not in our direct control, and they may change frequently. For example, a search engine may change its ranking algorithms, methodologies or design layouts. As a result, links to our website may not be prominent enough to drive traffic to our website, and we may not be in a position to influence the results. In some instances, search engine companies may change these rankings in order to promote their own competing products or services or the products or services of one or more of our competitors. Our website has experienced fluctuations in search result rankings in the past, and we anticipate fluctuations in the future. Any reduction in the number of users directed to our website could adversely impact our business and results of operations.

Google in particular is the most significant source of traffic to our website accounting for more than half of the visits to our website from Internet searches during the nine months ended September 30, 2011. Our success depends on our ability to maintain a prominent presence in search results for queries regarding local businesses on Google. Google has removed links to our website from portions of its web search product, and has promoted its own competing products, including Google's local products, in its search results. Given the large volume of traffic to our website and the importance of the placement and display of results of a user's search, similar actions in the future could have a substantial negative effect on our business and results of operations.

**Redmond Mobile Locksmith - Redmond, WA**

[www.yelp.com](http://www.yelp.com) > Home Services > Keys & Locksmiths

★ ★ ★ ★ ★ Rating: 1 - 1 review

Sep 20, 2011 – 1 Review of **Redmond Mobile Locksmith** "THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A ...

You've visited this page 2 times. Last visit: 8/23/12



14. **Redmond Mobile Locksmith**

Redmond, WA 98052  
(425) 881-7777

★ ★ ★ ★ ★ 1 review

Keys & Locksmiths



**Locksmith** and I have the receipt to prove it. I will be issuing an official complaint to Yelp about this now....

**Redmond Mobile Locksmith - Redmond, ...**

[www.yelp.com](http://www.yelp.com) > Home Services > Keys & Locksmiths

★ ★ ★ ★ ★ Rating: 1/5 · 1 Yelp review · Redmond, WA 98052

(425) 881-7777 · "I was just informed recently by a friend that this business has been trying to contact others on my friends list asking about my original review. A ...

**Redmond Mobile Locksmith - Redmond, WA - Yelp, Inc.**

[www.yelp.com/biz/redmond-mobile-locksmith-redmond](http://www.yelp.com/biz/redmond-mobile-locksmith-redmond) Cached

★ ★ ★ ★ ★ - (425) 881-7777 - (425) 881-7777 · "I was just informed recently by a friend that this business has been trying to contact others on my friends list asking about my original review. A ...





### Recommended Reviews

Yelp Sort Date Rating Elites



★★★★★ 9/24/2012 · Updated review

I was just informed recently by a friend that this business has been trying to contact others on my friends list asking about my original review. A year ago, I had also received similar msgs from this business and also yelp requesting authentication of the review and the business directly asking me to take down the review because I must have gotten the company incorrect. So let me clarify, I do not work for a competitor of this business nor do I appreciate this type of harassment. I've already confirmed to Yelp that indeed this review was meant for Redmond Mobile Locksmith and I have the receipt to prove it. I will be issuing an official complaint to Yelp about this now.

Was this review ...?

Useful 3 Funny Cool

★★★★★ 9/20/2011 · Previous review

THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A LOCKSMITH. DO NOT GO THROUGH THIS COMPANY. I had just flew back from a long business trip with absolutely no sleep, had to drive into work right after getting off the plane. I was so tired that I locked my keys in the car. So when I realized what happened I called Redmond Mobile. The gentlemen on the phone told me that a technician would be out ASAP and quoted me \$50 for the service, which seemed reasonable. \$35 for the service call and \$15 for the lock. The technician called and said he'd be at my office in 30 min, an hour goes by and nothing. Call the company back to ask about the ETA and was greeted rudely by the person I had spoken to earlier. He took no responsibility. After the technician finally showed up, he was trying to charge me \$35 for the service call and \$175 for the lock. I got 20% off after trying to argue with him about being late and the incorrect quote. Supposedly, the lock is \$15 and up. Bullshit. CALL THIS BUSINESS AT YOUR OWN RISK. I didn't even need new keys. I just needed my car unlocked.



Find tacos, cheap dinner, Max's

Near Seattle, WA

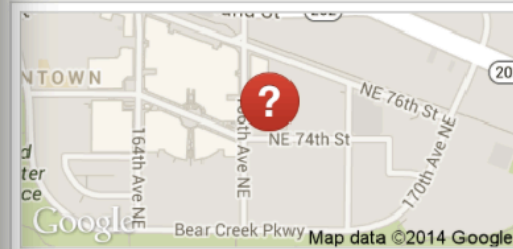
Home About Me Write a Review Find Friends Messages Talk Ev

## Redmond Mobile Locksmith

★★★★★ 1 review Details

Write a Review

Keys & Locksmiths Edit



Redmond, WA 98052 Edit

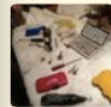
Get Directions

(425) 881-7777

RedmondLocksmith.com

Fast Locksmith ★★★★★ 38 reviews

Yelp Ad



Locked Out? Lost Your Keys? Need Your Locks Changed? 24 Hours read more

[Redmond mobile](#) - 1 Google review

[helpmeoutgardengrove.info](http://helpmeoutgardengrove.info) 16505 Redmond Way #F, Redmond - (425) 318-4257



sarah

**THIS WAS BY FAR THE WORST EXPERIENCE I HAVE EVER ENCOUNTERED WITH A LOCKSMITH. DO NOT GO THROUGH THIS COMPANY.** I had just flew back from a long business trip with absolutely no sleep, had to drive into work right after getting off the plane. I was so tired that I locked my keys in the car. So when I realized what happened I called **Redmond Mobile**. The gentlemen on the phone told me that a technician would be out ASAP and quoted me \$50 for the service, which seemed reasonable. \$35 for the service call and \$15 for the lock. The technician called and said he'd be at my office in 30 min, an hour goes by and nothing. Call the company back to ask about the ETA and was greeted rudely by the person I had spoken to earlier. He took no responsibility. After the technician finally showed up, he was trying to charge me \$35 for the service call and \$175 for the lock. I got 20% off after trying to argue with him about being late and the incorrect quote. Supposedly, the lock is \$15 and up. Bullshit. **CALL THIS BUSINESS AT YOUR OWN RISK.** I can verify that the statement below is also correct and I'm pretty sure the other reviews are from employees of that company because there is no way anyone would have been ok paying those prices. I didn't even need new keys. I just needed my car unlocked

# Fast Locksmith

★★★★★ 38 reviews [Details](#)

### 31 reviews for Fast Locksmith that are not currently recommended

Note: The reviews below are not factored into the business's overall star rating.

Screen Shot 2014-03-24 at 8.23.36 PM — Edited

www.yelp.com/not\_recommended\_reviews/Opi3jw6b9zgcwvn1N-AC-Q

Outlook ... 都市青春... 前妻, 要不... 前妻, 要不... 前妻, 要不... 前妻, 要不... 前妻, 要不... 前妻, 要不... 前妻, 要不... 前妻, 要不... U District... Not Rec

**Matt Maciej R.**  
Issaquah, WA  
0 friends  
★ 1 review

★★★★★ 11/19/2013

please read!!!!!!  
worst service ever!!!! this guy was rude not professional at all ; he made me so angry that i made a yelp account and post this..... !!!! i locked my keys in a car and didnt need his service cuz i a had a different lock smith thats closer open my car. i give him a call back after 20min from our first talk that o didnt need his service anymore. so i let him know that. he still is forcing me to pay for his service..... the thing is, i didnt use his service at all. 2o min later "lee the asian man" is at my house asking for 40\$ for gas money. i told him politely since i didnt use your service im not gonna pay, i never singed anything or was told on the phone that its 40\$ for gas. when we talked first on the phone i asked specifically how much it will be. he he told me it was 40 for gas i would of never told him to come. then i he tells me this... "i am a lock smith i can brake in anywhere" i am in shock did he really say that... at this point i wanna call the cops because this guy is threatening me...

**Joie F.**  
Kenmore, WA  
0 friends  
★ 1 review

★★★★★ 2/7/2013

Look Out!  
This is not a real company  
You will get ripped off like the reviewer below.  
They arrive in a plain truck with no business cards or receipt books with a company name.I asked for a license and he said his boss has it in a safe???  
I found a good lock.shop.in Kenmore right next to Subwav.that is professional and provided great service.



As filed with the Securities and Exchange Commission on February 16, 2012

Registration No. 333-178030

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**  
Washington, D.C. 20549

**Amendment No. 4  
to  
FORM S-1  
REGISTRATION STATEMENT  
UNDER  
THE SECURITIES ACT OF 1933**

**YELP INC.**

81

[Table of Contents](#)

personal preferences. The combination of our proprietary search technology and our content enables consumers to receive especially relevant results for highly specific local searches. For example, a consumer desiring fresh oysters in Seattle does not have to search through the menus of local seafood restaurants. Instead, the consumer can search for "fresh oysters" on Yelp in the specific neighborhood of interest. A recent Yelp search for fresh oysters in the downtown district of Seattle returned 28 results with the top reviewed establishments ranked first, some with well over 100 reviews. The Yelp search result also displayed the different restaurants' contact information and an interactive map to find directions. Additionally, our content tends to rank highly on major search engines, such as Google, Yahoo! and Bing, which we believe is due to its quality, freshness and relevance.

*Mobile.* Our mobile app is an ideal way for people to discover great local businesses. It combines our reviews and other relevant information with knowledge of the consumer's location in an integrated experience. Our mobile app was ranked as the #1 free travel app in the Apple App Store as of November 10, 2011, was recognized by Time magazine as one of the top "50 Best iPhone apps in 2011," and was recognized in the Apple iPhone Hall of Fame for App Store Essentials. Our mobile app also provides new ways to contribute content to our platform through features that let consumers "check-in" at local businesses and submit photos and "quick tips" directly from their smartphones.

**Why Local Businesses Choose Yelp**

Yelp serves local businesses by helping them get discovered and engage with potential customers and by providing advertising solutions that help local businesses reach new customers easily and affordably.

*Broad and Targeted Reach.* Our platform helps local businesses access a large audience of potential consumers at the specific moment when they are searching for a local business. We have a large audience of local online users with approximately 66 million unique visitors, on a monthly average basis for the quarter ended December 31, 2011. These consumers are generally planning to spend money at a local business, and Yelp helps them find the best business to meet their needs. We also give local businesses the ability to offer mobile deals and discounts to attract consumers on the go.

*Focus on Demand Fulfillment:* In contrast to other marketing solutions that only create awareness and attempt to generate consumer demand through online advertising and email marketing, Yelp also helps businesses fulfill demand by engaging with consumers that have already expressed demand for a specific product or service. Local businesses can use our platform to engage with, advertise to, and offer deals and discounts to intent-driven consumers to attract them to their business.

*Easy, Flexible and Affordable Platform to Engage with Consumers.* Within a matter of minutes, a business owner can set up a free online business account. With minimal additional effort, she can use our online advertising platform to engage with customers and track the effectiveness of ads and deals. We offer local businesses performance- and impression-based advertising and the flexibility to pay on a monthly basis or through the purchase of three, six or 12-month advertising plans. [The prices of our advertising plans typically range from \\$300 to \\$1,000 per month.](#) Our platform provides multiple free and paid advertising solutions to engage with consumers:

- Y *Free Online Business Accounts.* Local businesses can provide additional details like hours of service, business history and pictures to attract consumers. Additionally, local businesses can use the Yelp platform to respond to reviews, good or bad, to retain existing customers and attract new customers, all at no cost.
- Y *Search Advertising.* Our platform enables local businesses to target consumers who are specifically looking to purchase their product or service at the critical moment when they are deciding where to spend their money. For example, a Yelp ad placed by a dentist in Brooklyn will be shown to consumers in that area who are looking for dentists on our website.


82

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### No Account Yet?

That's okay, we still love you.

[Sign Up](#)

Yelp is the fun and easy way to find, review and talk about what's great - and not so great - in your local area. It's about real people giving their honest and personal opinions on everything from restaurants and spas to coffee shops and bars.

**yelp** Find Redmond Locksmith Near Redmond, WA Sign Up

Home About Me Write a Review Find Friends Messages Talk Events Log In

### Redmond Mobile Locksmith


★ ★ ★ ★ ★ 1 review

Category: Keys & Locksmiths [Edit]

Redmond, WA 98052


(425) 881-7777  
RedmondLocksmith.com

Hours: **Accepts Credit Cards: Yes**  
Mon 6 am - 6 am

[Edit Business Info](#) First to Review  Sarah K.

[Send to Friend](#) [Bookmark](#) [Send to Phone](#) [Write a Review](#)

**Loyal Locksmith** Yelp Ad


 **11.5 Miles** from Redmond Mobile Locksmith

We are addicted to providing quick, top notch and very low cost locksmith services around Seattle, WA 24 hours a day. Our technicians understand how... [read more »](#)

**One review for Redmond Mobile Locksmith**  [Search Reviews](#)

Sort by: **Yelp Sort** | Date | Rating | Elites' | Facebook Friends'

**1 review in English**

 139  
★ 6 Updated - 9/24/2012



Kinggate  
 Clyde Hill  
 Newcastle  
 White Center  
 Normandy Park  
 Covington  
 Blog

**Loyal Locksmith in Jacksonville**  
**Loyal Locksmith in Portland Or**  
**Loyal Locksmith in Cincinnati Oh**  
**Loyal Locksmith Minneapolis Mn**  
**Loyal Locksmith Denver Co**

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office :109 Roy St ,Seattle ,Wa,98109.  
**We offer a \$15 Service call fee in order to cover travel expenses for mobile on-site service.**  
 Lock Change\$25 \*Lock Rekey\$19 \*Car Lockout\$35 \*House Lockout\$35 \*Car Key / Ignition Replacement\$90  
 \*Transponder Car Key / Ignition Replacement\$119 \*Safe Lockout\$45 \*Mail Box / File Cabinet Lockout\$35  
 \*Mail Box / File Cabinet Change\$25 \*Fresh Lock Installation\$45 \*Car Key Extraction\$75 \* **\*Price quotes are a minimum.** Every house door, car door, car key, ignition system etc... is unique. The technician needs additional information which must be obtained on site.**Important Note:** Unforeseen complications **may arise** at the site and further changes to prices may occur, these changes will be explained before any work is done by the technician.

Screen Shot 2014-03-30 at 5.58.25 PM

**5 reviews for Loyal Locksmith that are not currently recommended**

Note: The reviews below are not factored into the business's overall star rating.



**Tamatha R.**  
 Seattle, WA  
 0 friends  
 12 reviews

☆☆☆☆☆ 3/19/2014

There is no locksmith at 24 Roy Street on Queen Anne. "Loyal Locksmith"'s only loyalty is to dollar bills, they will not hesitate to rip you off. Make sure you ask them how much the total cost will be, and make sure that is less than the cost of a reputable locksmith. It should be much less, because they don't know what they are doing. Hire the real deal.



**Steve J.**  
 Seattle, WA  
 0 friends  
 3 reviews

☆☆☆☆☆ 1/30/2013

Bait & Switch Company! Dont trust these scumbags! There is no such company at that address and they will rip you off! I called them to see how much it would cost to unlock my car and they gave me the run-around, \$15 to come out and \$25 and up for the labor. Could'nt tell me a final price until their tech had a chance to look at my car. Really??? I called another local company who did it for \$60.00 flat. Do a Google search for [locksmithscams.com](http://locksmithscams.com) and see how they rip people off.