

REALKAI AD NETWORK FAQs

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I. POLICIES FOR PUBLISHER

1. Do you require a contract?

No – contracts are a real headache! We operate under simple Terms & Conditions that you agree to when you apply online. Realkai we don't require exclusivity, a defined time commitment, or all your above-the-fold ad units. Given that flexibility what's there to lose?

2. What kind of traffic do you accept?

All visitors must come from a web page. All surfers sent to RealKai must be in a full-size window with toolbars, location, scroll bars, etc. If none of these complies with you then you should contact support and explain how do you plan to send traffic to RealKai. Promotions of our websites are prohibited using email campaigns. Our websites may not be opened or loaded in a frame (especially 1x1 iframes). We don't accept PTC (paid to click) or artificial traffic generated by a device, program or a robot. We will detect it and terminate your account. We don't accept websites containing the following content:

- Adult, pornographic content
- Alcohol
- Adware/Malware
- Violence
- Hate speech, offensive language
- Illegal downloads (piracy)
- Illegal drugs
- Anything illegal activities whatsoever

II. SIGNING UP & ACCOUNT

1. How do I sign up as RealKai Publisher?

Signing up for RealKai is easy. Please fill out our registration form and integrate the code into your site for the ads to appear instantly. Follow these quick and easy steps to join RealKai now:

- Complete our registration form.

- Our Support team will review your application within 12 hours.
- Upon approval, you will be able to contact your Account Manager who will provide you with requested ad codes.
- Start raising revenue immediately!

2. Are there any requirements to become a publisher on the Realkai Ad Network?

In an effort to provide quality websites to advertisers on Realkai Ad Network, any websites submitted for review must be live at the time of application. We approve websites from all GEOs and is written in English, except:

- sites under construction
- sites beyond 1M Top Alexa rank
- sites with no content
- sites with 10+ banners and 5+ pops on a single page

3. How long does it take to approve my account (domain, ad zone)?

During business days (Monday - Friday) your account (domain, ad zone) application will be reviewed within 24 hours. During the weekends it might take up to 36 hours to review.

4. Can I reapply if my publisher application was disapproved?

We encourage all publishers to reapply at a future date so long as they have addressed any problems that arose in their last application. Also, our publisher's requirements may change over time, so it is important to review our requirements before applying.

5. I forgot my password. How can I reset it?

You can reset your password by pressing on "forgot password" button on the sign-in page.

6. Can I delete domains?

The domains cannot be deleted from any account.

7. Can I delete my account?

Accounts at RealKai cannot be deleted. We can just close your account upon your request.

8. Can I change my username?

You can contact your Account Manager to request your username change.

9. How can I log in to my RealKai account?

Please follow this link and enter your username and password.

10. Can I manually request ad units that I need?

You can request your ad tags. They will be active after your Account Manager review your zone/domains.

11. Can I manually add domains and request ad units?

You can request to add domains here. They will be active after your Account Manager review each of them.

12. How can I contact my manager?

You can contact your manager by LOGGING INTO your account and creating a support ticket or by Skype or email, displayed in your account.

III. PERFORMANCE

1. Can I use RealKai ads with Google AdSense ads or other ad networks?

You can use our ads with any other ad network you want. Just be sure not to over saturate your site with banners and pounders.

2. Do you provide native advertising?

We don't have native advertising for now.

3. How many banners do you allow per zone?

We suggest that you use 1 (one) of our banners of each size in order to prevent same banners appearing on your page.

4. What banner sizes do you offer?

We offer all standard banner sizes according to IAB. Our most popular sizes are:

- Medium Rectangle 300x250
- Leaderboard 728x90
- 320x50

5. What ad formats do you provide?

RealKai offers Standard Banners as well as floating and some unique forms Ads format for Desktop and Mobile Website.

6. Do you offer 100% fill rate?

No. The fill rate may vary by inventory, demand and other factors.

7. Where can I see a list of your rates by country?

We don't have a list of rates since rates are changing constantly.

8. What are the rates at Realkai

The rates are provided by your Account Manager after Registration at RealKai Network and successful approval of the account.

9. What is Realkai Ad Network's revenue model?

Realkai Ad Network provides advertising on a CPM basis which is an acronym for "Cost Per Mille," with "Mille" meaning "1000". So, "CPM" represents the fee we pay per 1000 ad impressions. If you have two ads per page, then you would only need to display 500-page impressions (2 Ads x 500-page impressions) to generate 1000 ad impressions.

10. Does Realkai Ad Network support passback tag?

Our platform allows you to use either an in-house image as a pass back or code from a 3rd party such as Google AdSense.

11. Why is my account suspended?

There are two possible reasons why your account will be suspended:

1. Our system has detected a volume of click fraud activities from your blog or website
2. Your blog or website has been idle for a long time

12. What do I do if my account was deactivated for fraud?

If your account was deactivated for fraudulent activity, we will not be able to reinstate it or approve any new applications. However, in some cases, the source of the fraudulent activity is with traffic problems and external agents. If you believe that this is the case, please contact us and include a detailed explanation of as much information as possible.

IV. PAYMENT

1. How do I set up payments?

You can set up your payment by logging on PayPal in your account or inform your account manager in case you prefer Wire Transfer

2. I cannot change my payment detail, Why?

You cannot change your payment info 3 (three) days before and after the payment date. You might get a system notification: "Payment fields are locked during payment period".

3. How much is the minimum payout of your ad network?

- No payment threshold for PayPal
- For Wire Transfer, it's min \$100

4. When can I receive my earnings?

Payout made on Net15 which means we conduct payment for the amount you earn after every 15 days from the first day of the month

5. What should I do if there are problems with my payments?

You should contact your account manager if you have problem with any payment-related issue via email

6. I see a paid status next to my payment but I still have not received it, Why?

Usually, there is a little time gap between deducting funds from your account balance and sending a payment. So if you see a paid status please be patient and wait till the pay date is over and in case you still miss a payment in your payment system account please contact your Account Manager.

7. Should I request my payment?

Payments are processed automatically. There is no need to make a request.

8. What payment methods does Realkai support?

We offer PayPal and Wire Transfer. We also hope to adopt other payment methods (i.e Payoneer) in the future so stay tuned.