Bell Ads for Business

Overview and Frequently Asked Questions

Updated June, 2025



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Bell Ads for Business overview

Bell Ads for business is a digital ad buying platform that allows businesses across Canada to take advantage of Bell's premium Canadian Data to target intended audiences on digital inventory across Bell Media premium properties as well as the open internet. Bell Ads for Business allows advertisers to take advantage of the unique capabilities of the Bell DSP through an intuitive self-serve platform with five step campaign creation workflow.

- 1. Selection of campaign type
- 2. Audience targeting
- 3. Uploading ads
- 4. Review campaign summary
- 5. Checkout/ payment

Benefits:

- Streamlined onboarding and execution process with simple sign-up process and SSO through Google credentials.
- Simple and intuitive interface, allowing users to create their campaign through 5 step campaign creation workflow.
- Intuitive, curated audience targeting using premium Bell First Party Data allowing the user to create custom location targeting as well as other audience selections.



Frequently asked questions

Sign up & sign in

How do I login to the platform?

At launch, users will gain access via an invitation link from a Bell Media Sales representative. Using the email invitation link, users have two options:

- 1. Create a unique password to access the platform
- 2. Or log in through existing Google credentials

Log in to Bell Ads for Business here: https://ads.business.bell.ca

I have forgotten my password and cannot login, how do I reset my credentials?

Users can select 'Forgot My Password' on the platform's login screen to initiate a password reset for their account.

Alternatively, users who are having difficulty resetting their password from the above route can also use this link: https://ads.business.bell.ca/#/request-password-reset

Can I add additional users to my client account?

To add additional users to your client account, you can either:

- 1. Reach out to your Bell Media Sales representative
- 2. Add additional users under your company profile

How do I add additional users under my company profile in Bell Ads for Business?

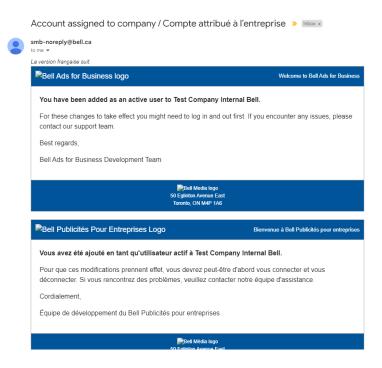
- 1. Click on your company profile
- 2. View all existing users under your company profile
- 3. Enter email address of the applicable user
- 4. Click send
- 5. An email notification will be sent, and they will be able to create their own password to access the platform



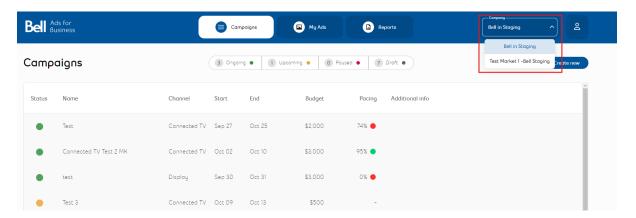


Can I be assigned to more than one company on Bell Ads for Business?

Once you are added to a company on Bell Ads for Business, your Bell Media team member will be able to add your user email to subsequent companies as requested. Users will receive an email letting them know that they've been added to another company:

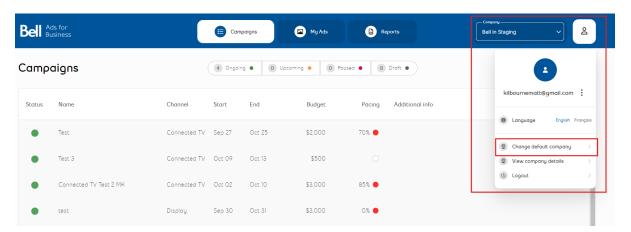


Once completed, you will be able to access a drop down allowing you to select the company you want to access in Bell Ads for Business.





Change your default company when you login to Bell Ads for Business by clicking the user icon on the top right and selecting 'Change default company'.



Campaign set up

Can I create a campaign for more than one channel (ex. Run display and video under one campaign)?

The platform allows you to select one channel (either video or display) per campaign. However, you can have several campaign types running simultaneously to meet your digital marketing objectives.

Why can't I select today's date as my campaign flight start date?

It takes up to 24 hours for your campaign to start delivering impressions. This also accounts for the time required for our standard platform audit for creatives and porting over your custom audience built in Step 2.

Where will my ads serve?

Bell Ads for Business provides clients access to unlimited scale by tapping into the open internet and access to Bell Media's premium properties. Bell Media's premium English properties include CTV, TSN and Bloomberg. French properties include RDS, iHeart FR and Noovo.

All campaigns running on Bell Ads for Business will be served against <u>IAS brand safe inventory</u> to ensure safe ad environments.

What type of optimizations can I make if my campaign is under pacing?

There are some actions you can take if you notice that your campaign is under pacing

- Try adding more creatives
- Extending the flight dates of the campaign



*Note that the platform will automatically optimize frequency capping and determine which of creatives to serve to ensure your target impressions are delivered in full.

What settings can I edit before I checkout?

Before finalizing payment for your campaign, clients can save campaigns as drafts. Draft campaigns are fully editable. To edit any section and field, access your draft campaigns in the campaign summary view.

What settings can I edit in my campaign after I have checked out?

Bell Ads for Business enables you to modify two campaign settings after the checkout process is complete:

- 1. Edit flight end: extend or shorten your campaign to manage delivery
- 2. Creatives: you can add to existing, or remove creatives from their on-going campaigns

Please keep in mind that shortening your flight period or removing creatives can impact your pacing and cause your campaign to under-deliver. It is recommended that these optimization levers (ex. extending end date or adding additional creative sizes) are utilized to prevent under delivery.

What is the optimal flight period for campaigns on Bell Ads for Business?

Bell Ads for Business will always aim to achieve your booked impressions. It is recommended that your campaign flight date is between a minimum of **7-14 days** to ensure your campaign delivers in full.

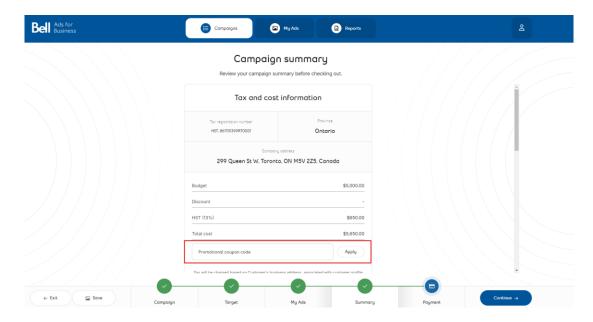
Where do I apply my coupon or gift card in Bell Ads for Business?

Step 4, the Summary Step, is where users will be able to apply their promotional coupon or gift card to their campaign total cost. First, finish the first three steps of your campaign creation process. On the summary tab, click 'Add promotional coupon code'. Please note that each promotional coupon code can only be used once per advertiser account.





• Next, add your promotional coupon or gift card code in the field:



Creatives

What are the creative requirements?

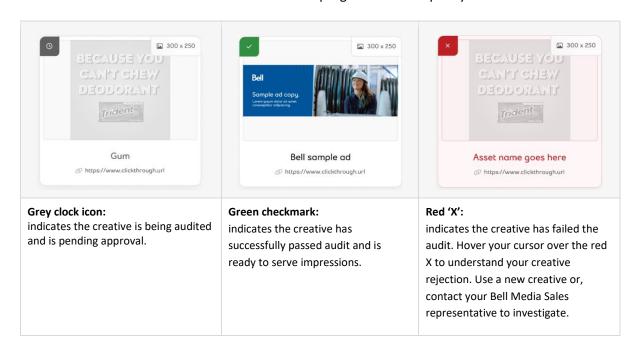
Bell Ads for Business has the capability of serving display, video (OLV) and Connected TV creatives.



Display creatives	 Display sizes (in pixels): 300x250, 320x50, 728x90, 300x600, 970x250, 970x90, 300x100 File type: .jpg, .png or .gif Size: 180mb maximum
Video creatives	 Duration: recommended 15s or 30s File type: .mp4 Bitrate: minimum 2Mbps (or 2,000 kbps) Size: 180mb maximum
Connected TV Creatives	 Duration: recommended 15s or 30s File type: .mp4 Bitrate: minimum 2Mbps (or 2,000 kbps) Valid resolutions: 960x720, 1280x720, 1440x1080, 1920x1080 Size: 180mb maximum

What does the icon on each creative mean?

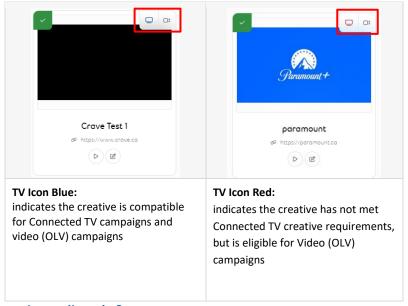
The icons on the top left of the creatives indicate the status of the creative audit. An audit is executed on each creative to ensure that it meets programmatic ad quality standards.





How do I know my creative is valid to serve on a Connected TV campaign?

Once a video is uploaded in the My Ads menu, Bell Ads for Business will validate the video against Connected TV creative requirements (see section above).



How long do creative audits take?

The standard creative audit requires 24 hours - 48 hours to review.

What happens if my creative is rejected?

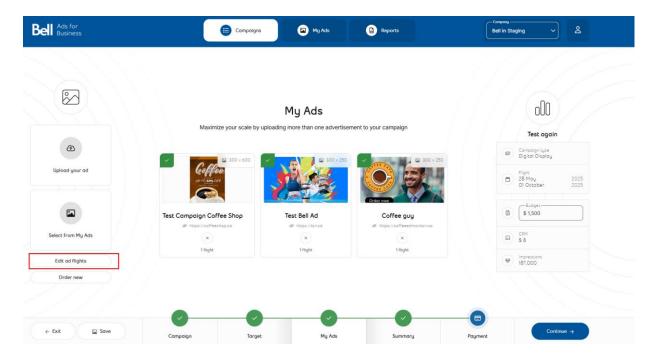
If a creative is rejected within the platform, you can try to re-upload a net new creative or edit an existing one to meet platform requirements. There's no limitation on how many times you can edit your creative. Please note that every time you edit an existing creative, it will have to pass the mandatory platform audit. Some examples of creative rejections include

- Creative does not display a clear brand
- Invalid click-through URL
- Click-through URL not crawlable

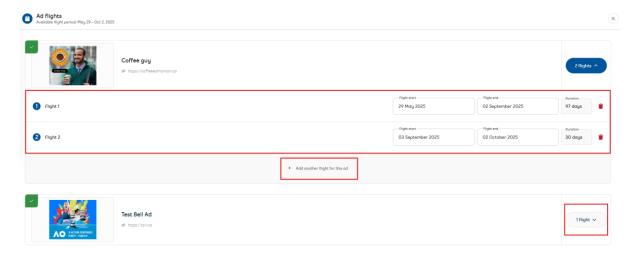


Can I apply flights to my campaign creatives?

On step 3 of the campaign creation process, users have the option of setting flights for the creatives they choose to append to the campaign.



After selecting 'Edit ad flights' on the My Ads portion of the campaign creation process, users will have the option to add multiple flight periods to creatives.



Please note that the range for creative flight dates are limited to the campaign flight dates set for the campaign.



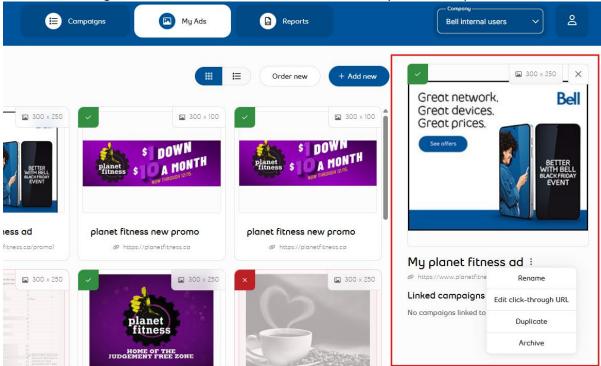
Can I edit creative flights mid campaign?

Once a campaign is live, users will be able to edit their creative flights as they see fit. Users will not be able to edit their creative flights while the campaign is in Upcoming status.

What fields of my creative can I edit after uploading to My Ads dashboard?

After uploading a creative to the My Ads Dashboard, users can edit the Creative Name, Click-Through URL as well as duplicate and archiving creatives.

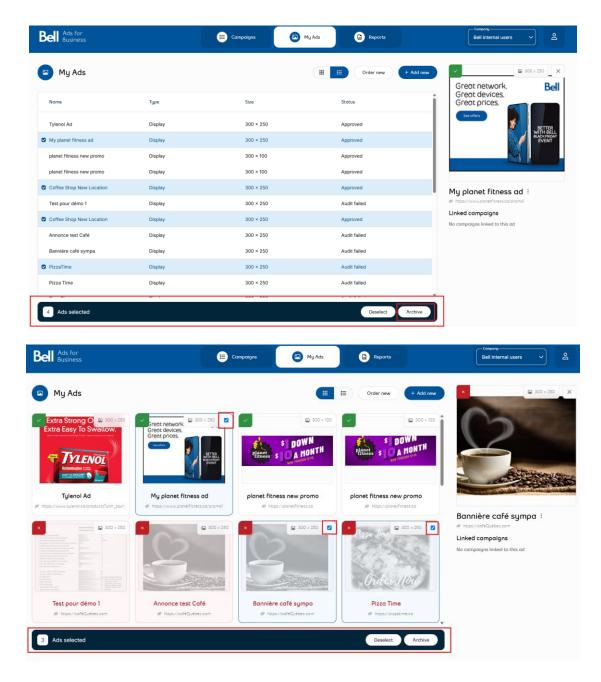
- 1. Navigate to My Ads dashboard
- 2. Locate and select the creative that you'd like to edit
- 3. On the right, select the 3 buttons and choose the action you'd like to perform



Is there a way I can 'hide' creatives that are outdated or obsolete?

Bell Ads for Business give you the opportunity to archive creatives to ensure that your My Ads dashboard can look as clean as possible. Select the creative(s) that you'd like to archive, and select archive:





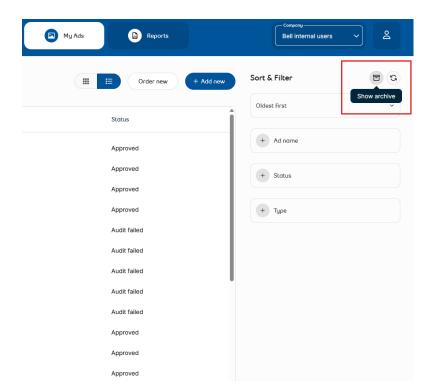
Note: when archiving creatives, you are *not* deleting them but rather hiding them from your My Ads dashboard view.



Can I unarchive a previously archived creative?

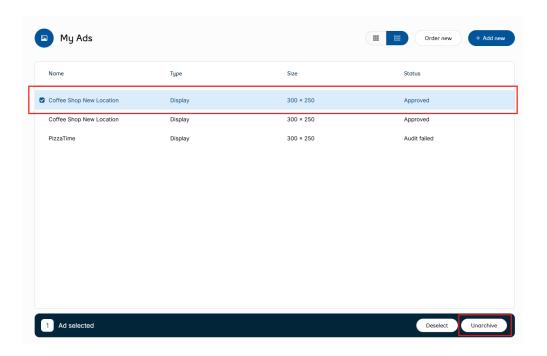
All archived creatives are moved to a repository that you can access via the My Ads dashboard.

- 1. Navigate to My Ads dashboard
- 2. Ensure that no creative is selected
- 3. Navigate to the Sort & Filter pane on the right side of the screen and select the following button to reach your archived creatives



To unarchive creatives, select the creative from the Archive view and select 'Unarchive'. When your creative is unarchived, a platform audit for the creative will be re-initiated automatically.





What type of information do I need to upload a creative to the platform?

When saving a creative within a campaign, or the My Ads library, please ensure a landing page URL and a unique creative name is associated to the creative. The URL will direct people who click on the ad to that specific web page. The platform will not allow you to save the ad unless these parameters are filled in.

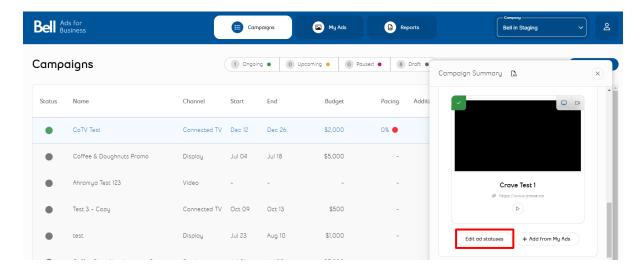
Please note that the click through URL is verified during the creative audit process. Your creative will fail audit if the click through URL is not relevant to your ad.

Can I pause creatives after my campaign has begun?

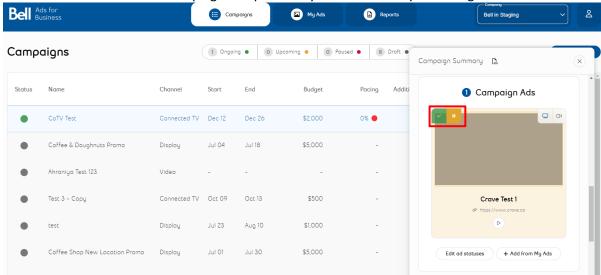
Bell Ads for Business allows you to pause creatives that are associated with a campaign:

- 1. Select the campaign that contains the creatives you'd like to pause.
- 2. Scroll down and select 'Edit ads'





- 3. **Select** the ads you want to keep activated; creatives will remain active on the campaign.
- 4. **De-select** the ads you want to deactivate; creatives will be paused and will no longer be served on the campaign
- 5. Click 'Save Changes' when you are ready to submit your changes
- 6. Re-select the same campaign and platform you will confirm your changes:

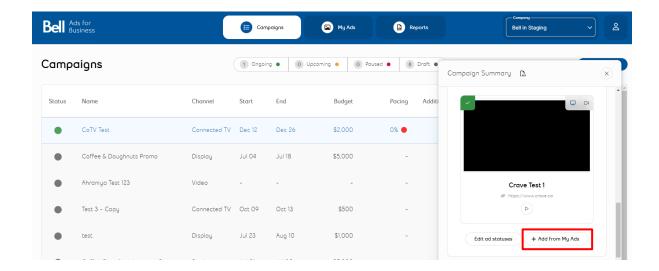


The above shows that your creative is approved (green checkmark icon), but more importantly paused within the campaign (yellow pause icon).

Can I add new creatives after my campaign has begun?

Users on Bell Ads for Business can add creatives to a campaign mid flight. Select the campaign you want to add new creatives to and scroll down to Campaign Ads and select the button '+ Add from My Ads'





Payment

Which credit card brands can I use for payment on Bell Ads for Business?

Payment on Bell Ads for Business accepts Visa, Master Card and American Express.

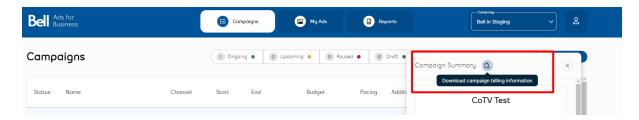
Will I receive an invoice for my purchase after I submit a payment?

An automated email from Moneris will be sent to the user who submitted a successful payment to Bell Ads for Business.

Further, Bell Ads for Business allows users to pull billing information for upcoming, ongoing and completed campaigns directly from the platform.

For upcoming or ongoing campaigns:

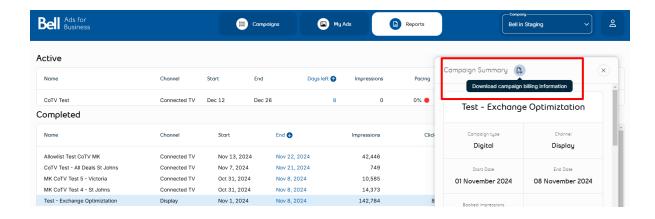
- 1. On the Campaign overview page, select the campaign you want to generate billing information PDF
- 2. After selecting the campaign, scroll to the right of the text 'Campaign Summary'





For completed campaigns:

- 1. On the reporting page, find the campaign within the completed section.
- 2. Click the pencil button to the right of the campaign, which will bring up your campaign summary
- 3. Select the following to begin downloading the campaign billing summary



Does Bell Media save my credit card information?

Bell Media does not retain any banking information, as per our privacy policies. You will have to input your payment details for each campaign.

What happens to my payment if my campaign under delivers?

A client will be eligible for a refund of unspent budget if the campaign does not deliver at least 90% of booked impressions.

- Example of an eligible refund: Client Budget is \$10,000 with a booked impression forecast of 100,000. Platform only delivers 80,000 impressions.
- Refund formula: Refund = Campaign budget (Campaign Budget *(delivered impressions/target impressions)) Bell Media Processing Fee
- Refund example: Refund Calculation = \$10,000 (\$10,000 *(80,000/100,000)) \$50 = \$1,975

I attempted to pay for my campaign but it was declined, why is the declined campaign no longer showing up in my dashboard?

Campaigns that are declined or not approved after payment is submitted will not be visible in the Campaigns overview dashboard. Clients will have to rebuild the campaign and try to submit payment again.



Can I cancel my campaign?

Clients can cancel their campaigns if the campaign has yet to begin serving impressions. Clients that decide to cancel their campaign before it starts, will be given a full refund minus the Bell Media processing fee of \$50.

Clients will also have the option to cancel their campaign midflight but, will not receive a refund. As an alternative, clients can pause their campaigns and restart at any time.

How long does a client have to wait for a refund to charged back to their Credit Card?

The refund process takes approximately 24 - 48 hours for the credit card to be refunded. Refunds are conducted by Bell Media's secured payment provider Moneris.



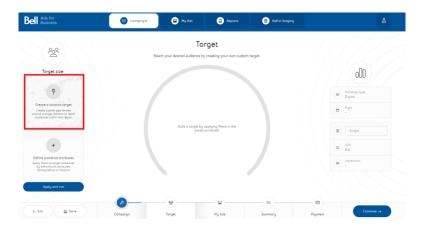
Targeting

What data is being leveraged to create my target audiences?

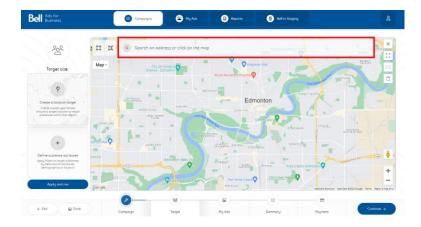
All targeting options in Bell Ads for Business are powered by Bell's premium, privacy compliant First Party Data. Bell aggregates the data across millions of touchpoints through our internet, TV and mobile services to enable granular targeting options available on the platform.

How do I use the geo targeting capability in Bell Ads for Business?

On step two of creating a campaign, click 'Create a location target' tile on the left side of the screen on Step 2 of Campaign Creation process.



Next, fill in an address that you would like to geo-target:



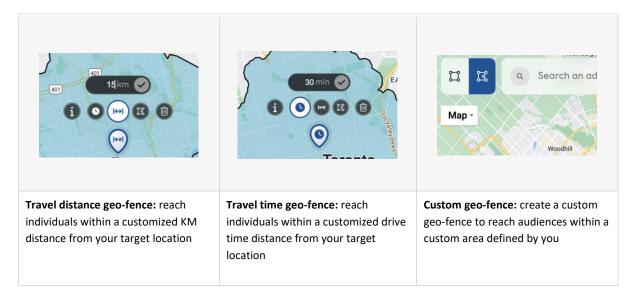
Once you're satisfied with the address you want to geo-target, select the one of the three options to target your location.



What are the different targeting options when targeting a location?

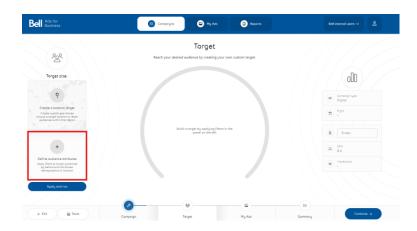
Location Target

Create a Location Target: Create custom location or geo-fence around a target location to reach audiences within that region. You have 3 location or geo-fence options available to you in the platform:



Can I target locations (Provinces, cities, FSAs) without using the location target option?

On Step 2 of the campaign creation process, you're also able to select 'Define Audience Attributes'

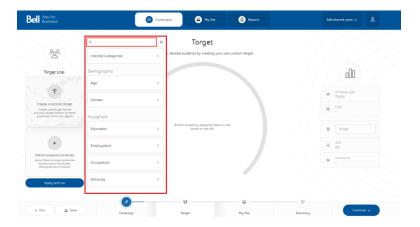


Scroll through the Audience Attributes options to apply to your campaign which includes

- Interest Categories
- Demographic
- Household Attributes



- Home Location (Provincial, City & FSA)
- Work Location (Provincial, City & FSA)



Apply Bell First Party audience filters to location targets to further target your intended audience. You do not need to create a Location Target to use Audience Attributes.

Please note that you're able to change the logic of how your Interest Categories are layered onto your campaign by selecting 'And' or 'Or' logic:

- And: Narrows targeting scope targeting multiple segments within a campaign, users must belong to all selected segments
- **Or**: Broadens the targeting scope targeting multiple segments within a campaign, users can belong to any of the selected segments.

Below are the Interest Categories available on Bell Ads for Business:

Agriculture	Extreme Sports Fans	Home Chef Enthusiasts	Restaurant Diners
Air Travelers	Families with Children K-6	Hotel Goers	Retail Banking Customers
Alcoholic Beverage Consumers	Fashion Accessory Shoppers	Insurance Intenders	Reward seeking Shoppers
Appliance Seekers	Fashionistas	Investing Enthusiasts	Ride Hailing Customers
Auto Intenders	Fast Food Diners	Jewelry Shoppers	Runners
Beauty Spenders	Financial Planning Seekers	Job Seekers	Smart Home Intenders
Bidding Enthusiasts	Fitness Enthusiasts	Literature Enthusiasts	Sports Enthusiasts
Car Owners	Food Delivery Customers	Major League Sports Fans	Sportswear Shoppers
Clothing Shoppers	Footwear Shoppers	Mall Goers	Tax Filers
Cocktail Beer Drinkers	Furniture Seekers	Movie Celebrity Followers	Tech Enthusiasts
Coffee Tea Drinkers	Gamers	Movie Goers	Travel Bookers
Comic Book Enthusiasts	Gaming	New Parents	Travel Enthusiasts
Credit Loan Applicants	Gardening Landscaping Enthusiasts	Nightlife Enthusiasts	Watersport Boating Enthusiasts



Dating Enthusiasts	Health Enthusiasts	Online Shoppers	Well informed Shoppers
DIY Home Renovators	Health Fitness Enthusiasts	Parents	Wine Drinkers
Electronics Home Theatre Shoppers	Healthy Cooking Enthusiasts	Pet Owners	Yoga Enthusiasts
Enthusiasts	Hockey Fans	Pizza Lovers	
Event Goers	Home Buyers Sellers	Primary Grocery Shoppers	

1. And a sample of PRIZM pre-built segments included from Environics Analytics:

	1	
01 - The A List	24 - All Terrain Families	47 - Social Networkers
02 - Wealthy and Wise	25 - Suburban Sports	48 - AgriBiz
03 - Asian Sophisticates	26 - Country Traditions	49 - Backcountry Boomers
04 - Turbo Burbs	27 - Diversite Nouvelle	50 - Country and Western
05 - First Class Families	28 - Latte Life	51 - On Their Own Again
06 - Downtown Verve	29 - Cest Tiguidou	52 - Friends and Roomies
07 - Mature and Secure	30 - South Asian Society	53 - Silver Flats
08 - Multicultureish	31 - Metro Melting Pot	54 - Vie au Village
09 - Boomer Bliss	32 - Diverse and Determined	55 - Enclaves Multiethniques
10 - Asian Achievement	33 - New Country	56 - Jeunes Biculturels
11 - Modern Suburbia	34 - Familles Typiques	57 - Juggling Acts

Can I use multiple Location Targets for my campaign execution?

You can create as many geo-fences as needed to reach your intended audience.

Can I create a Custom Location targeting an American area?

Bell Ads for Business leverages Bell premium Canadian data and is optimized for targeting within Canada. It is not recommended for targeting audiences in the United States.

Is there language targeting for campaigns?

Bell Ads for Business does not currently have a language targeting available. Ensure the geo and target audience you've selected aligns with your brands / creative language.

Post Campaign & Reporting

How often should I check in on my performance my campaigns in Bell Ads for Business?

Checking your Bell Ads for Business campaign activity is recommended for all customers that use the platform. It is recommended that you check the performance and pacing of your campaign at 1-2 times a week. If you notice any issues with your campaigns, please contact your Bell Media Sales representative.

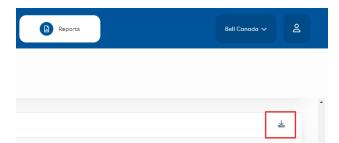


I can't find my completed campaigns in the dashboard, how do I see campaigns that have ended?

Both ongoing and completed campaigns can be found in the reporting tab of the platform. Navigate to the top of page and select 'Reports' to see a list of all campaigns run within the platform including refunded campaigns.

What type of reporting is available on the platform?

Bell Ads for Business has a reporting function giving you near real-time reporting available for ongoing and completed campaigns. You will be able to observe data such as impressions served, budget delivered and activity as it pertains to your campaign and individual creatives such as Click-Through Rate and Video Completion rate. You can export your data on each metric of your campaign on the right hand side of the UI.



Why does reporting for Connected TV campaigns only show delivered impressions?

Currently on Bell Ads for Business, delivered impressions, device type and creative data are only visible.

Support

What should I do if I encounter technical issues while using the platform?

If you're facing bugs or an unexpected experience in the platform, please first clear your internet browsers cache and cookies to ensure that Bell Ads for Business works as expected.

For any further questions about your campaign set-up or to report any technical issues, please reach out to your respective Bell Media Account Executive. Your Bell Media team member will create a ticket directly with our technical support team, as needed for resolution.

What languages are available on this platform?

Bell Ads for Business is translated in both English and French. Select the top right icon to switch language displays.



Are there any browser or system requirements?

Bell Ads for Business is compatible with desktop environments and supports all major browsers including Google Chrome, Microsoft Edge, Firefox and Safari.