



Or Cohen <or8cohen@gmail.com>

Re: [2-483300019939] YouTube Partner Support

24 messages

yt-partner-support@google.com <yt-partner-support@google.com>
To: or8cohen@gmail.com
Cc: noreply+support@google.com

Mon, Dec 11, 2017 at 12:52 AM

Hi, and thanks for contacting the YouTube Creator Support team! We'll work to help resolve your issue as quickly as possible.

Help us get a jumpstart by replying to this email with your **channel URL** and the **video(s) you need help with**. If you've already sent this over, thanks — we'll be in touch soon.

You'll hear from our specialists in one business day or less, so hang tight!

The YouTube Creator Support team

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Mon, Dec 11, 2017 at 1:40 AM

Channel URL: <https://www.youtube.com/user/or888>
videos i need help with:
<https://youtu.be/x35ZTyfLtzc>
<https://youtu.be/a42QgwaRYCA>
<https://youtu.be/Ox6dMZOqleM>

thank you
[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: or8cohen@gmail.com


Wed, Dec 13, 2017 at 5:53 AM

Hi Or,

Thanks for contacting YouTube.

In your Video Manager, you have the option to add music to your video from a library of licensed songs. Many of these songs are from our free Audio Library, and you may use them in videos that you monetize on YouTube.

If your video contains copyrighted audio that has been claimed by Content ID, using the audio swap feature will mute all of the original audio of your video and replace it with the selected track instead. Learn more about adding or replacing audio tracks in your videos [here!](#)

Many of these songs are from our free [Audio Library](#), and you may use them in videos that you monetize on YouTube. However, some of these songs are ad-supported, indicated by this pencil icon . If you use them, the owner's ads may appear on your video, and you will not be able to monetize this video.

Regards,
Frank
Google YouTube Team

Google Inc | YouTube Team | [YouTube for Creators website](#) | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out.](#)

On 12/11/17 03:22:30 or8cohen@gmail.com wrote:

pcusf_cuf_first_name: Or
pcusf_cuf_last_name: Cohen
email_prefill: or8cohen@gmail.com
pcusf_cuf_channel_url: [youtube.com/user/or888/](https://www.youtube.com/user/or888/)
pcusf_cuf_issue_description: Hey :) iv'e removed the copyright claimed song from my video (muted it), and added music from youtube library that can be monetized - but my video still says it cant be monetized. why is that?
please enable the monetization option for my video :_
pcusf_specific_video: pcusf_specific_video_yes
pcusf_cuf_video_id: x35ZTyfLtzc
pcusf_cuf_attachment: There was a file uploaded for this field.
upload_original_filename: why.jpg
upload_cns_filename:
AK6tmUPQ9cpae9Kes4uaHxu_aB0suPI4kWefeOAI4gSV_48N7c6_SuuC5Zu2i8zNXNe-KjuGBenGqSYP0R_M_OTcyT4vkkAWSE3CT6iwTLeJaliRI0C1ljgWxhcna5EB4O5q2RmKLadSuhkl5iUMo_6iV8wlyCSY6l1nmXEu6rdjnZVuy0xU8lq_FnwoN0F5l1bE8-lhX3vtmWZi3ITPcBPIQywoi-mOf6mFOANVQmKq0p4Wz9aBssqpBo5ke8ATleHEEe3-7q7qV9RlXu6l_wMVKGstTdiJ0ftS2VZz7nOMZZvswOiQPpU
upload_document_id: cde7963cb7f34aa245e6fcc0ff8323de9a7fb825
subject_line: YouTube Partner Support

:---- Automatically added fields ----:

Language: en
IILanguage: en
country_code: IL
auto-helpcenter-id: 95
auto-helpcenter-name: youtube
auto-internal-helpcenter-name: youtube
auto-full-url:
https://support.google.com/youtube/contact/yt_cpo_monetization?
auto-user-logged-in: true
auto-user-was-internal: false
IssueType: yt_cpo_monetization
form-id: yt_cpo_monetization
form: yt_cpo_monetization
subject-line-field-id: subject_line
body-text-field-id:
AutoDetectedBrowser: Chrome 63.0.3239.84
AutoDetectedOS: Windows NT 10.0
MendelExperiments: 10800027,10800108,10800141,10800161,10800170,10800173
Form.support-content-visit-id: 1-636485386275923038-1973747691
experiment_0_id:
experiment_0_status: OFF

noreply@google.com <noreply@google.com>
To: or8cohen@gmail.com

Fri, Dec 15, 2017 at 6:12 AM



Hi,

Thanks again for reaching out to YouTube Partner Operations. As a YouTube partner, you're important to us and we'd like to make sure we're meeting your expectations.

Please take a moment to answer some questions about your experience with our team.

[Give Feedback](#)

Regards,

YouTube Partner Operations

©2013 YouTube, LLC 901 Cherry Ave, San Bruno, CA 94066

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Fri, Dec 15, 2017 at 7:20 PM

Hey frank.

iv'e sent this email cause i did replace the songs with YouTube's free Audio Library, but the monetization is still unavailable!

the videos are:

Channel URL: <https://www.youtube.com/user/or888>

videos i need help with:

<https://youtu.be/x35ZTyfLtzc>

<https://youtu.be/a42QgwaRYCA>

<https://youtu.be/Ox6dMZOqleM>

all the 3 videos use free music from YouTube audio library now, but are still the monetization is disabled for me.

please help - it looks like there is a bug.

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Sat, Dec 16, 2017 at 4:19 PM

Hi Or,

Thanks for writing in.

I'd like to clarify that a copyright owner claimed content in your video using YouTube's Content ID system. Depending on their policy, your video may be allowed to remain viewable. Usually when this happens, you won't be able to monetize the video unless the claim is released.

If you would like to resolve the claim there are a few things you can do, depending on the situation:

- -Acquire rights to the content: Some copyright owners can provide you with a license to use their copyrighted content in your work. YouTube is not able to assist with this process. You can contact the claimant directly for more information.
- -Remove the music: If you get a claim for a piece of music in your video, you can try to remove the song without having to edit and upload a new video. Learn more [here](#).
- -Swap the music: If music in your video is claimed, but you still want to have music in the background, you can swap out your audio track with one of our free-to-use songs. You can find out more about swapping out your audio track in this [article](#).
- -Dispute the claim: If you have the required rights to use the copyright-protected content in your video, or if you think the system has somehow misidentified your video, you can dispute the claim. You can find out more on how to dispute claims [here](#).

Appreciate your understanding and please let me know if there is any further questions along the way.

Regards,

Frank

Google YouTube Team

Google Inc. | [YouTube Team](#) | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the [Creator Hub](#) for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Sat, Dec 16, 2017 at 8:16 PM

hey

iv'e swapped the music - but the claim remains. can you fix it?


[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Sun, Dec 17, 2017 at 8:04 PM

Hi Or,

Thanks for writing back.

Please note that, some of these songs are ad-supported, indicated by this icon . If you use them, the owner's ads may appear on your video, and you will not be able to monetize this video.

If your video contains copyrighted audio that has been [claimed by Content ID](#), the audio swapping tool will mute all of the original audio of your video and replace it with the selected track instead.

Please refer to the [Help Center](#) for more information.

Appreciate your understanding in this regard.

Regards,

Frank

Google YouTube Team

Google Inc. | [YouTube Team](#) | [www.youtube.com](#)

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the [Creator Hub](#) for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Sun, Dec 17, 2017 at 10:20 PM

Hey frank.

iv'e used the audio swapping tool that muted all of the original audio of my video and replace it with a track from the youtube audio library.

but the Conent ID claim wont go away!

this is the reason why i am writing to you - **there is a bug in youtube conent id system! even though iv'e muted the original audio, and replaced it with song from youtube audio library, the conent ID claim wont go away and stay on all 3 videos!**

please, solve this problem.

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Mon, Dec 18, 2017 at 7:58 PM

Thanks for writing back, Or.

I'm afraid to inform you that you need to re-upload the video with the audio sections removed that were claimed, the reason being, we're experiencing a technical issue with the "[song removal tool](#)" and our engineers do not have a

specific timeline for the fix. I do apologize for the inconvenience caused to you in this regard, however, I request you for your understanding and co-operation here.

Once you've re uploaded the video by removing the claimed audio sections, the issue should be fixed, however, thereafter should you experience any issues pertaining to the video or your channel in future, feel free to write back and I'll be happy to help you.

Best,
Liam

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Mon, Dec 18, 2017 at 8:19 PM

an update - i sucesfully removed the conent ID claims from my video - but now they all sre "unfit for monetization" is this a part of the bug? or it can be fixed without the need to reupload my videos?

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Tue, Dec 19, 2017 at 5:47 PM

Hi Or,

Thanks for writing in.

I reviewed your channel and noticed that a copyright owner claimed content in your videos using YouTube's Content ID system. Depending on their policy, your video may be allowed to remain viewable. Usually when this happens, you won't be able to monetize the video unless the claim is released.

If you would like to resolve the claim there are a few things you can do, depending on the situation:

- -Acquire rights to the content: Some copyright owners can provide you with a license to use their copyrighted content in your work. YouTube is not able to assist with this process. You can contact the claimant directly for more information.
- -Remove the music: If you get a claim for a piece of music in your video, you can try to remove the song without having to edit and upload a new video. Learn more [here](#).
- -Swap the music: If music in your video is claimed, but you still want to have music in the background, you can swap out your audio track with one of our free-to-use songs. You can find out more about swapping out your audio track in this [article](#).
- -Dispute the claim: If you have the required rights to use the copyright-protected content in your video, or if you think the system has somehow misidentified your video, you can dispute the claim. You can find out more on how to dispute claims [here](#).

Appreciate your understanding and please feel free to write back for any further question or concerns.

Regards,

Frank

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Wed, Dec 20, 2017 at 2:24 PM

hey :)

iv'e disputed the claim - and got accepted!, but the monetization is unavailable i still need your help.

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Thu, Dec 21, 2017 at 12:17 PM

Hi Or,

Thanks for writing back.

In your Video Manager, you have the option to add music to your video from a library of licensed songs. Many of these songs are from our free Audio Library, and you may use them in videos that you monetize on YouTube.

If your video contains copyrighted audio that has been claimed by Content ID, using the audio swap feature will mute all of the original audio of your video and replace it with the selected track instead. Learn more about adding or replacing audio tracks in your videos [here!](#)

Regards,

Frank
Google YouTube Team

Google Inc | YouTube Team | [YouTube for Creators website](#) | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out.](#)

[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Sun, Dec 24, 2017 at 12:19 PM

hey

iv'e used the option in the video manager. now it says i dont have a copyright claim anymore - but it wont let me monetize my video.

please help


[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Mon, Dec 25, 2017 at 3:49 AM

Hi there,

Thanks for writing in.

As you have used the audio swapping tool to replace the audio of your video. Please note that swapping in ad-supported songs may result in the owner's ads appearing on your video, and you will not be able to monetize the video. These songs are indicated by this icon .

Hence to resolve this issue, in your Video Manager you have the option to add music to your video from a library of licensed songs from our Audio Library (<https://support.google.com/youtube/answer/3376882>) . Many of these songs are from our free Audio Library, and you may use them in videos that you monetize on YouTube.

By using the audio swap feature will mute all of the original audio of your video and replace it with the selected track instead. Learn more about adding or replacing audio tracks in your videos by following the link here (<https://support.google.com/youtube/answer/94316>).

Please let me know if you have any other questions.

Regards,

Frank

Google YouTube Team
Google Inc. | YouTube Team | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Tue, Dec 26, 2017 at 11:47 PM

hey

iv'e swapped the audio with licensed songs from youtube Audio Library. but i still cannot monetize the video.
i need your help to resolve this bug!

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Wed, Dec 27, 2017 at 8:15 PM

Hi Or,

Thanks for writing back.

I certainly understand your concern, please note that I've forwarded your case to our internal team. Once there is any update, I'll contact you.

Request you to be patient while we are checking on it.

Appreciate your understanding.

Regards,

Frank

Google YouTube Team
Google Inc. | YouTube Team | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Fri, Dec 29, 2017 at 11:55 PM

Thank you

just a reminder - these are the videos i'm talking about:

Channel URL: <https://www.youtube.com/user/or888>

videos i need help with:

<https://youtu.be/x35ZTyfLtzc>

<https://youtu.be/a42QgwaRYCA>

<https://youtu.be/Ox6dMZOqleM>

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Sat, Dec 30, 2017 at 11:45 PM

Hi there,

Thank you for your patience and I apologize for the long delay.

As you have used the audio from the list of Licensed songs, I request you to confirm whether these songs are indicated by the icon as per the screenshot which I have attached. If you have used them, the owner's ads may appear and you will not be able to monetize the video.

Request you to check the screenshot which I have attached and confirm it.

Regards,

Frank

Google YouTube Team

Google Inc | YouTube Team | [YouTube for Creators website](#) | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#).

[Quoted text hidden]

, indicated by this icon  | AUDIO SWAP.png
3K

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Sun, Dec 31, 2017 at 2:50 AM

Hey

I've checked, and the audio from the list of Licensed songs that i have used does not have the icon as per the screenshot which you have attached. no one can monetize the video because of the bug.

[Quoted text hidden]

yt-partner-support@google.com <yt-partner-support@google.com>
To: Or Cohen <or8cohen@gmail.com>

Sun, Dec 31, 2017 at 7:34 PM

Hi there,

Thank you for clarifying.

Please allow me some time to have this investigated. I'll circle back soon with an update.

In the meantime, let me know if there is anything else I can help you with.

Regards,

Frank

Google YouTube Team

Google Inc. | [YouTube Team](#) | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: yt-partner-support@google.com

Sun, Jan 21, 2018 at 2:04 AM

hello

i dont need anymore help in this matter - i was able to sort the status of the monetization myself by choosing "go back to the original state" in the video editor.

i would like to recive help on a different matter - for some reason, my 1080p video is only watchable at 360p <https://youtu.be/a42QgwaRYCA> in the video manager it says "HD", but in the link it's only 360p

what's causing this bug?

[Quoted text hidden]

noreply@google.com <noreply@google.com>
To: or8cohen@gmail.com

Tue, Jan 23, 2018 at 1:51 PM

[Quoted text hidden]

RE: [3-4724000020718] YouTube Partner Support

16 messages

creator-support@youtube.com <creator-support@youtube.com>
To: Or Cohen <or8cohen@gmail.com>

Sun, Jan 21, 2018 at 1:23 PM

Hi there,




Thanks for reaching out to us!

I understand that you've issues with your **video's** quality. Please note, to give you the best viewing experience possible on your computer, YouTube adjusts the quality of your video stream from standard definition (such as 240p or 360p) to high definition (720p or 1080p), based on the speed of your Internet connection (bandwidth). This is why you may notice that the quality of your video changes as you watch videos.

Here are some other factors that determine video quality:

- Video player size: By default, the quality setting will be on "Auto" and YouTube will use the highest quality based on your video player size.
- Quality of the original uploaded video: For example, if the video was recorded in standard definition, it will not be available in high definition.

To change the video quality:

- Change the video quality by going to Settings  in the corner of the video player, and selecting your preferred quality.
- On mobile devices, adjust quality settings by tapping Menu , then Settings . This option isn't available on all devices (e.g. TV/game consoles), or connections (e.g. iOS on a cellular network).

Note that choosing lower video quality (such as 240p and 360p) will make videos start more quickly. The video player will remember this for future playbacks.

You may also want to go through the recommended resolution & aspect ratios, by referring to this Help Center [article](#). I hope this clarifies.

Appreciate your understanding. Feel free to write back if you've additional questions and I'll be happy to help!

Regards,

Frank
Google YouTube Team

Google Inc. | [YouTube Team](#) | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

On 01/21/18 04:34:49 or8cohen@gmail.com wrote:

hello

i dont need anymore help in this matter - i was able to sort the status of the monetization myself by choosing "go back to the original state" in the video editor.

i would like to recive help on a different matter - for some reason, my 1080p video is only watchable at 360p <https://youtu.be/a42QgwaRYCA> in the video manager it says "HD", but in the link it's only 360p

what's causing this bug?

On Sun, Dec 31, 2017 at 6:34 PM, <yt-partner-support@google.com> wrote:

Hi there,

Thank you for clarifying.

Please allow me some time to have this investigated. I'll circle back soon with an update.

In the meantime, let me know if there is anything else I can help you with.

Regards,

Frank

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

On 12/31/17 05:20:33 or8cohen@gmail.com wrote:

Hey

I've checked, and the audio from the list of Licensed songs that i have used does not have the icon as per the screenshot which you have attached. no one can monetize the video because of the bug.

On Sat, Dec 30, 2017 at 10:45 PM, <yt-partner-support@google.com> wrote:

Hi there,

Thank you for your patience and I apologize for the long delay.

As you have used the audio from the list of Licensed songs, I request you to confirm whether these songs are indicated by the icon as per the screenshot which I have attached. If you have used them, the owner's ads may appear and you will not be able to monetize the video.

Request you to check the screenshot which I have attached and confirm it.

Regards,

Frank

Google YouTube Team

Google Inc | YouTube Team | YouTube for Creators website | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#).

On 12/30/17 02:25:32 or8cohen@gmail.com wrote:

Thank you

just a reminder - these are the videos i'm talking about:

Channel URL: <https://www.youtube.com/user/or888>

videos i need help with:

<https://youtu.be/x35ZTyfLtzc>

<https://youtu.be/a42QgwaRYCA>

<https://youtu.be/Ox6dMZOqleM>

On Wed, Dec 27, 2017 at 7:15 PM, <yt-partner-support@google.com> wrote:

Hi Or,

Thanks for writing back.

I certainly understand your concern, please note that I've forwarded your case to our internal team. Once there is any update, I'll contact you.

Request you to be patient while we are checking on it.

Appreciate your understanding.

Regards,

Frank

Google YouTube Team

Google Inc. | YouTube Team | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: creator-support@youtube.com

Sun, Jan 21, 2018 at 1:41 PM

hello.

im sorry, but it apperes that you dont understand the trouble im facing.

i know how to change the quality of the video. all om the videos on youtube run 1440p flawlessly on my computer and internet. **but this video that iv'e uplodged, that is filmed in 1080p and was till now watchable at 1080p, is now for some reason only available at 360p**

iv'e added a picture as a proof that this video is in an "HD" format - but only watchable at 360p



Reef Herzliya Dive - The Cave site 05.02.16 אתר המערה - צלילת ריף הרצל'יה

231 views

1 Like 1 Dislike SHARE

0 Comments
1 Like
1 Dislike

Reef Herzliya Dive - The Cave site 05.02.16 צלילת ריף הרצל'יה - אתר המערה
19:08 במאי 22
7:26

please help me solve this wierd bug. the ivdeo link is <https://youtu.be/a42QgwaRYCA>

[Quoted text hidden]

creator-support@youtube.com <creator-support@youtube.com>
To: Or Cohen <or8cohen@gmail.com>

Sun, Jan 21, 2018 at 7:53 PM

Hi there,

Thanks for writing back with more information and the screenshots. They were really helpful.

In order for me to investigate this further, please write back to me with the original file you've uploaded.

Appreciate your understanding! Look forward to hearing from you.

Regards,
Frank

Google YouTube Team

Google Inc. | YouTube Team | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

[Quoted text hidden]

creator-support@youtube.com <creator-support@youtube.com>
To: Or Cohen <or8cohen@gmail.com>

Mon, Jan 29, 2018 at 3:19 PM

Hey there,

I hope you are doing well! Since I have not heard back from you, it seems as though your issue has been resolved.

Please feel free to write back to me in case you need any further help or if your issue persists. I'll be happy to help!

Regards,

Frank
Google YouTube Team

Google Inc. | YouTube Team | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: creator-support@youtube.com

Wed, Jan 31, 2018 at 11:13 PM

Hey :)

sorry for not writing back - this is an exam period and so i'm quiet busy.
anyhow - iv'e uploaded the original file that im having problems with in YouTube (stuck at 360p)
<https://mega.nz/#!c9gTABpL!gitQCEYX8IDSAFgunGpYT8Da1pW9-ov5L0elsZYZfVk>

i would highly appreciate your help

[Quoted text hidden]

creator-support@youtube.com <creator-support@youtube.com>
To: Or Cohen <or8cohen@gmail.com>

Thu, Feb 1, 2018 at 8:26 PM

Hey there,

Thanks for your reply. I checked the video again and it looks like its resolution is still 360p.

I am checking with our engineers if we are able to fix this issue.

I will contact you know as soon as I have any updates on this matter. Please let me know, in case you have any questions.

Best,

Frank

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

Or Cohen <or8cohen@gmail.com>
To: creator-support@youtube.com

Thu, Feb 15, 2018 at 8:15 PM

Hey :)
Are there any updates regarding my video?

,19:26 2018 בתאריך 1 בפבר' <creator-support@youtube.com> כתב:
[Quoted text hidden]

creator-support@youtube.com <creator-support@youtube.com>
To: or8cohen@gmail.com

Fri, Feb 16, 2018 at 4:00 PM

Hey there,

Thanks so much for your patience. Our engineers are aware of the issue that occurred on video and are still working hard to resolve it. At the moment, I'm unable to provide a specific timeline for a solution, however once our engineers have applied the fix, it will be automatically implemented in our systems.

In the meantime, if you don't want to wait any longer for the fix, I would suggest you to re-upload your video (the original video has at the moment 250 views).

Thanks for understanding and for your feedback. Don't hesitate to contact me, if I can help with anything.

Best,

Frank

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

Twoja opinia jest dla nas ważna. Gdy otrzymasz ankietę, poświęć chwilę, aby podzielić się swoimi wrażeniami na temat korzystania z naszej pomocy. Odwiedź też Centrum twórców, gdzie znajdziesz więcej wskazówek, które pomogą Ci rozwijać kanał. [Zajrzyj do Centrum twórców.](#)

Or Cohen <or8cohen@gmail.com>
To: creator-support@youtube.com

Fri, Feb 16, 2018 at 4:49 PM

Thank you for your quick response :)
I would like to keep the original video views and link, so i will wait

,15:00 2018 בתאריך 16 בפבר' <creator-support@youtube.com> כתב:
[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: creator-support@youtube.com

Thu, Mar 22, 2018 at 1:14 AM

hey

it's been more than a month since we last talked, but i see that the video still has the bug where it shows "HD" in the creators menu, but only playable at 360p when trying to watch it.

are there any problems replacing the file with the file i've sent you while keeping the views and link? (

<https://mega.nz/#!c9gTABpL!gitQCEYX8IDSAFgunGpYT8Da1pW9-ov5L0elsZYZfVk>)

[Quoted text hidden]

creator-support@youtube.com <creator-support@youtube.com>

Thu, Mar 22, 2018 at 12:53 PM

To: or8cohen@gmail.com

Hi there,

I escalated your issue to our internal team for review and expect to hear back within a couple of days. I'll get back to you with an update as soon as I have more to share.

Please let me know if you have any additional questions in the meantime.

Regards,

Frank

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

creator-support@youtube.com <creator-support@youtube.com>

Mon, Mar 26, 2018 at 12:33 PM

To: or8cohen@gmail.com

Hi there,

Thank you for your patience.

You can send feedback about YouTube. Thanks to this we will be able to better investigate the problem. To do this:

1. Select the account icon.
2. Click Send feedback.
3. Describe the problem you have encountered. The more information you provide, the more you will help us.
4. Decide whether you want to include a screenshot (you can mark any information on it or delete displayed personal data).
5. Click Send.

The more information you provide, the more you will help us. We check all applications and try to solve the problems described in them as soon as possible.

If you have any other question, please write to me.

Best wishes,

Frank

Google YouTube Team

Google Inc. | *YouTube Team* | www.youtube.com

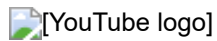
We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel! [Check it out](#)

Protect your YouTube channel with 2-Step Verification. [Get Started](#)

noreply@google.com <noreply@google.com>

Wed, Mar 28, 2018 at 12:51 PM

To: or8cohen@gmail.com



Hi,

Thanks again for reaching out to YouTube Partner Operations. As a YouTube partner, you're important to us and we'd like to make sure we're meeting your expectations.

Please take a moment to answer some questions about your experience with our team.

[Give Feedback](#)

Regards,

YouTube Partner Operations

©2013 YouTube, LLC [901 Cherry Ave, San Bruno, CA 94066](#)

Or Cohen <or8cohen@gmail.com>
To: noreply@google.com

Fri, Mar 30, 2018 at 6:58 PM

Hey. iv'e sent feedback as you've asked. the video still shows HD buy plays on 360p only. it been over 2 months and the problem still persist.

[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: noreply@google.com

Thu, Apr 5, 2018 at 6:05 PM

hey, any updates regarding this bug?

[Quoted text hidden]

Or Cohen <or8cohen@gmail.com>
To: noreply@google.com

Fri, Apr 6, 2018 at 1:57 PM

Fixed it by myself. Edited the last part of the video so youtube will have to encode the video again. In the end, you couldn't help me on any of my problems, and i fixed them all by myself.

Thank you for the effort i guess. :/

[Quoted text hidden]