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| **Problem with Videos on PrimeHangout** |
| **Problem #1** |
| Graphical user interface, application  Description automatically generated |

As explained in this image, this was never a problem. It became a problem after one of the modifications made within the last year and a half but unknown to most of us here at my office. Why was it unknown? It has always worked, and there was no reason to think otherwise—the same with the next page.

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| **Problem #2** |
| Graphical user interface, application, PowerPoint  Description automatically generated |

In 2012/2013, if I remember correctly, we worked on video formats allowed to play on PrimeHangout. The entire PrimeHangout system is never limited to just MP4.

1. Users’ has always been able to successfully upload videos recorded with their phone or any other regular camera, etc. That is no longer the case.
2. When first developed, PrimeHangout was able to play most of the following:
   1. MP4
   2. MOV
   3. WMV, and
   4. AVI
3. I was not sure if the following was ever included:
   1. AVCHD
   2. FLV
   3. SWE
   4. MPEG-2, and more

A social media platform like PrimeHangout cannot be limited to just one video format. Advertisers are allowed to upload their videos or link with videos they already have on YouTube successfully.

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| **Problem #3** |
| Graphical user interface, application, website  Description automatically generated |

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| **Problem #4** |
| Graphical user interface, application  Description automatically generated |

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| **Problem #5** |
| Graphical user interface, text, application  Description automatically generated |