

To: customer@gmail.com
From: serina@support.com
On: 04/07/2020

Object: RE: Flowplayer issue

Mr./Mrs.,

I am writing this email in response of the report issue you sent us a few days ago. After analyzing what could possibly go wrong with our technology, my team and I finally figured it out.

The problem is that the page can't find a peer to connect with to upload the live stream. As you may know, the peer-to-peer technology allows users to transfer or exchange data between them by communicating through a decentralized network. It means the data you need is not uploaded/downloaded from a physical source but is coming from other "peers" from around the world that are uploading/downloading the same file as you. So here, to enable the upload, your page needs to connect with another user.

My team and I are working on solving this issue as soon as possible and you should expect a fix in a couple of days.

I hope I helped you understand where the issue is coming from.

Please let me know if you need anything else,

Sincerely,

Serina from the support team.