CASE NO. _____

PETITIONERS:	IN THE UNITED STATES DISTRICT COURT
VEAMCAST CORP, a Florida C corporation	
	MIDDLE DISTRICT OF FLORIDA
DEFENDANTS:	
FACEBOOK INC, a Delaware corporation	
	TAMPA DIVISION

COMPLAINT OF ANTICOMPETITIVE BEHAVIOR BY A MONOPOLY

Since 2010, Veamcast Corp (a Florida C-Corp), has been developing apps and an API for a video/voice/photo publishing and sharing service. The Veamcast apps rely heavily on the use the Facebook Graph API. Veamcast allows its users to publish, share and communicate very much in the way the Facebook platform does with more of an emphasis on user created playlists. VEAM is an acronym for "Video Email and More". It would be accurate to say that Veamcast does nearly all of what Facebook does but in a very different way. On multiple occasions, Veamcast passed the Facebook App Review and was granted all the permissions necessary to implement its functionality. Facebook requested and was given detailed specifications and videos explaining how Veamcast planned to use their API. Facebook had employees download the Veamcast app to audit. Facebook employees setup at least three Veamcast users and logged on the Veamcast Windows app with the email addresses [ruiwotjhhk 1540803256@tfbnw.net](mailto:ruiwotjhhk1540803256@tfbnw.net)

(John H. Robert who logged on once on 9/25/2019),

jmozctateu_1555372771@tfbnw.net (James P. Hendrix who logged on

multiple times between 9/25/2019 and 9/23/2020) and

qieezhwpks_1541428725@tfbnw.net (John Crichton who logged on

8/23/2019) [1]. There was never any acknowledgement or communication

from Facebook about these accounts however we were always granted the

functionality we needed or appealed until we were.

Each of the following Facebook API functionalities were implemented

within the Veamcast Windows App and all, at one time, worked but all

were either deprecated, removed from the API or just stopped working

in Veamcast due to ambiguous error messages [2] for which Facebook

refuses to explain or even acknowledge [3]:

-    Logon (still works but requires an extra step by the user not

required by Facebook apps when they are already logged on,

undermining the Veamcast seamless logon process).

-    Send VEAMs (playlists/messages) to Facebook Friends (shut off

for everybody now… when Veamcast first did it, our users could access

their friend's email address and that capability was removed as was

sending VEAMS via instant messaging. Veamcast resorted to posting on

friend's wall but currently getting a user's friends via the API is

no longer supported at all).

-    Post VEAMs (playlists/messages) to Facebook Groups - (shut off

for everybody in 2015).

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[1] tfbnw.net is a domain registered by Facebook Inc.to audit apps

[2] Video demonstrating the issues can be seen at https://veamcast.com/facebookcomplaint

[3] Exhibits 1 and 2

-       Post VEAMs (playlists/messages) to Facebook Pages - (shut off

for VEAMCAST APP with a 'Temporary error' message and a very

suspicious support thread which was incorrectly marked as resolved

and removed, a copy of which Veamcast had saved without which we

could not prove deliberate intent [4].

-       Post to the user's wall - (shut off for VEAMCAST APP with a

'Contains content other users have reported objectionable' message

even if the content has just been recorded.[5]

In October 2019 or before, Facebook removed all posts that pointed to

Veamcast content. Numerous support requests were made but Facebook

refused to give any explanation.[6] All the content that all Veamcast

users had created was removed from the Facebook platform.

Facebook Inc is the largest social network in the world with an

estimated 2.7 billion users as of Q2 2020. Combined with the other

assets they've purchased (most notably Instagram and WhatsApp) they

have an estimated 3.14 billion monthly users [7]. They generated

approximately $70 billion in revenue in 2019. They are a dangerous

monopoly. They are being investigated by Congress, the Federal Trade

Commission and the Department of Justice. A class action suit

alleging anti-competitive action was filed which describes Facebook's

rise and the actions it took to achieve such a high market share.

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[4]   Exhibits 3 and 4

[5]   Video demonstrating the issues can be seen at https://veamcast.com/facebookcomplaint

[6]   Exhibits 1 and 2

[7]   https://www.statista.com/statistics/264810/number-of-monthly-active-facebook-users-worldwide/

(Reveal Chat Holdco LLC et al v. Facebook, Inc., 3_20-cv-00363, No. 1
(N.D. Cal. Jan. 16, 2020). The Omidyar Network has released its
findings in their "Roadmap for an Antitrust Case Against Facebook
June 2020"[8]. In addition to a slew of other anti-competitive actions
detailed, the defendants used their API as a lure to gain information
about their competitors and then deprecated the functionality to
prevent users from leaving the Facebook platform and to kill the
competition. The Facebook website and apps originally were used for
sharing content from all over the internet but as Facebook's
dominance grew, they discouraged anything that would take users
attention from their properties. Even YouTube videos now play within
the Facebook app rather than taking the user to YouTube. Facebook
monetizes all the traffic. This has far reaching consequences, not
the least of which is that it kills monetization opportunities for
local news and other democratic mainstays.

Facebook has brazenly grabbed dominance to a near total monopoly.
They grabbed ownership of the social market space by scoffing at the
Sherman and Clayton Acts. They took every action possible to thwart
competitors. They used the Facebook Graph API to gain intelligence on
the competition and then when the efforts threatened their market
share, the defendants would systematically shut them down.

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[8] https://www.omidyar.com/wp-content/uploads/2020/06/Roadmap-for-an-Antitrust-Case-Against-Facebook.pdf

In a proximate result of the aforementioned, Veamcast Corp has suffered devastating loss, recrimination, injury, suffering and damages in the following ways:

Plaintiffs implemented functionality for their app and then defendants disabled that functionality piece by piece. In circumstances where the defendants couldn't shut down the functionality for all apps, they used the guise of fake error messages to disable and distract the Plaintiffs. This strategy was an effective way to prevent the Plaintiffs from getting traffic and building a user base. It wasted a great deal of their resources and development efforts. Plaintiffs were not only unable to gain users through the Facebook platform but the work and money they put into all the Facebook Graph API interfaces was lost. That time and effort could have been used to get users through other sources.

Any developer of an app platform seeking investment will be asked how many users they have. The Plaintiffs efforts to raise funds were wasted due to this. The deceptive behavior of the defendants added to the delay in the Plaintiff efforts. They didn't know what happening for a long time. They never removed these functions from the apps, thinking the issues would be fixed. Plaintiffs disbelieved until finally the behavior became so blatant as to be indubitable.

The distraction and fallout have been near fatal to the company. The potential opportunity cost is the total market value of Facebook Inc or more. This complaint only contains information we know to be true but the Plaintiffs believe there is more to this, that the behavior

goes back even further and that Facebook has policies and procedures in place to do this to any company that threatens them or disagrees with their agenda.

In an industry that prides itself on companies that grow out of garages, the defendant's duplicity and deceit doubtlessly took out countless fledgling tech companies in its quest for dominance. Nothing could be less American. It's nothing less than criminal.

Veamcast Corp seek punitive damages, compensatory damages according to proof, the cost of the lawsuit and whatever else the court sees just and fit to award.

The statements above and the addendums are true to the best of my knowledge.

PETITIONER SIGNATURE
JOSEPH DEAN, VEAMCAST FOUNDER AND CEO
5940 30th AVE S, UNIT 111, GULFPORT FL 33707
310-593-4485
FILING PRO SE – NOVEMBER 12, 2020

Appendix

All threads were saved and published to veamcast.com

[1]

Correspondence with Facebook Support concerning 'Content Blocked' message
july 22 – july 31 2019
saved oct 27 2019
by the time we began saving records, Facebook had been blocking us since 2018

Direct Support

Content blocked

Created by <u>Joe Dean</u> — July 20 at 9:53 PM

Whenever anything from Veamcast is posted, the message "We can't review this website because the content doesn't meet our Community Standards. If you think this is a mistake, please let us know.". I have clicked LET ME KNOW and asked why many many times and nobody answers. Please help me resolve this!

Related Apps:

- <u>veamcast</u> (112332832127588)

Sebastian Verde · · Facebook Team

Hello, Thank you for contacting Facebook Direct Support. we have checked you submission history and we saw that some of our agent are able to see the website and some get the page with Community Violation, we are checking this issue internally to see if its not from our side. Thank you have a nice day, Sebastian Verde | Facebook Direct Support

July 22 at 4:21 AM · Status changed to Under Investigation · Edited

Facebook User

July 24 at 4:42 AM · Status changed to Closed · Edited

Joe Dean · Creator

It is still blocked!

July 24 at 9:21 AM · Status changed to Reopened · Edited

Joe Dean · Creator

I have been trying to get this fixed for a long time now... I can't get my app approved... I spent alot of time writing my app... I have been given no reason why I am violating community standards. You can just ban a website with no explanation and no recourse?

July 25 at 4:46 PM

Joe Dean · Creator

What am I supposed to do???????????? You have me blocked and NOBODY will tell me why!!!!!!!!!!!!!!!!!!!!!!!

July 26 at 12:33 PM

Joe Dean · Creator

This is really crazy... you just shut my website off with no explanation and nobody is answering any of my MANY requests for why.... How is this legal?

July 26 at 12:38 PM

Joe Dean · Creator

Still no response.... Why is my site banned?

July 27 at 12:39 PM

Joe Dean · Creator

HOW CAN I GET THIS ADDRESSED?????

July 27 at 10:22 PM

Brock Lee · · Facebook Team

Hello Joe, Thank you for contacting Facebook Direct Support. Because your site violates our community standards, I have transferred you to a different department that can help you with this issue, sorry for the inconvenience. Thank you have a nice day, Brock Lee | Facebook Direct Support

July 30 at 12:19 PM · Status changed to Need More Info · Edited

Connie H. · · Facebook Team

Hi Joe, The urls from veamcast has been blocked by Facebook as it was deemed to be in violation of one or more of our Community Standards. In order to appeal this restriction you should click the "appeal" button in the error message you might receive. Thanks Connie

July 30 at 3:26 PM · Status changed to Closed · Edited

Joe Dean · Creator

Please tell me who the other department is and how to reach them. I've reported this many many times and I'm getting nobody who can tell me why I"m blocked.

July 31 at 8:00 PM · Status changed to Reopened · Edited

Connie H. · · Facebook Team

Hi Joe, Your link has been blocked by Facebook as it was deemed to be in violation of one or more of our Community Standards. In order to appeal this restriction you should click the "Let us know" or "Appeal" in the error message like the attached screenshot. That will guide you to the correct department who can help you on this. Thanks Connie

- [1.png](1.png)
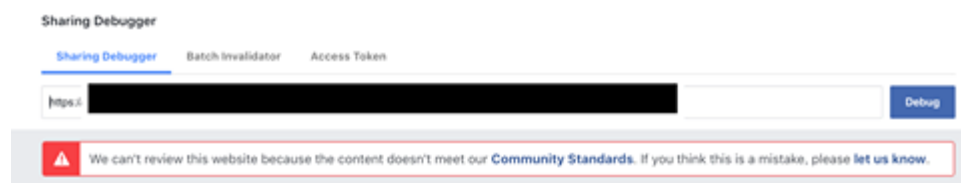
July 31 at 9:31 PM

Connie H. · · Facebook Team

July 31 at 9:32 PM · Status changed to Closed · Edited

Connie H. · · Facebook Team

Hi Joe, Thank you for your patience. I have checked the URL https://veamcast.com/ again, and there should be no restriction on the url anymore. Thanks, Connie

August 1 at 12:17 AM

This question has been closed for more than 30 days and can no longer be reopened. Please submit a new question if you require further assistance.

Support Details

Delete

Question Type: Platform Policy

Status: **Closed**

Business ID: 366662137236140

Business: <u>Veamcast</u>

Attachments

<u>1.png</u>

Subscribers (1)

Add

Joe Dean

[2]

Correspondence with Facebook Support concerning the App Review
sept 19 - oct 20 2019
saved oct 27 2019
we were told to re-review at that time... we had been approved and had been functioning years prior

Due to high submission volumes, response time to your request may be delayed. We are actively working to resolve your request and appreciate your patience.

Direct Support

App Review

Created by Joe Dean — September 19 at 12:10 PM

I keep submitting my app for review and it's not getting approved. Can you tell me if you've installed the app and logged on because in my data, I see no evidence that it's been done.

Related Apps:

- veamcast (112332832127588)

Rudy Sparreboom · · Facebook Team

Hello Joe, Thank you for contacting Facebook Direct Support. We apologize for any misinterpretation. Please kindly resubmit your application at your own convenience and contact us here again. Best regards, Rudy Sparreboom | Facebook Direct Support

September 19 at 9:47 PM · Status changed to Need More Info · Edited

Facebook User

September 21 at 10:41 PM · Status changed to Closed · Edited

Joe Dean · Creator

I resubmitted... Please let me know what I can do to get this approved. Thanks

September 22 at 2:23 PM · Status changed to Reopened · Edited

Prerna Prerna · · Facebook Team

Hello Joe, Thank you for writing back. I apologize for the delay in the response. We do understand that it can be frustrating if things are not going well with your app submission. We do understand that you have re-submitted your application for the user permissions. At the moment, it is still pending review from our review team. Should you require further assistance, do feel free to contact us. Best regards, Prerna | Facebook Direct Support

September 22 at 11:41 PM · Status changed to Need More Info · Edited

Facebook User

September 25 at 1:41 AM · Status changed to Closed · Edited

Joe Dean · Creator

They approved the request but every time I post something to a facebook page it comes back with a message #368 saying that it was reported as abusive.... even though it was just created.

September 25 at 8:17 PM · Status changed to Reopened · Edited

Joe Dean · Creator

This was content just created.

- Facebook.jpg

September 25 at 8:20 PM

Joe Dean · Creator

Everything that was created using Veamcast on your entire platform has been deleted with no notice!!!!!

September 25 at 8:47 PM

Jack Anderson · · Facebook Team

Hello Joe, Thank you for writing back. We do understand that it can be frustrating if things are not going well with your app submission. Please be kindly informed that we have escalated your case to the responsible team. As soon as we receive a resolution we will contact you back. Best regards, Jack Anderson | Facebook Direct Support

September 30 at 9:50 AM · Status changed to Under Investigation · Edited

Jack Anderson · · Facebook Team

Hello Joe Dean, Thank you for contacting Facebook Direct Support. After reviewing your question, I've noticed that your question pertains to debugging tooling issues. You may find more information regarding the Sharing Debugger tool at https://developers.facebook.com/tools/debug to help to further troubleshoot your issue. Best regards, Jack Anderson | Facebook Direct Support

October 1 at 8:39 AM · Status changed to Need More Info · Edited

Joe Dean · Creator

They do not respond

October 1 at 9:28 AM · Status changed to Reopened · Edited

Marcus Tan · · Facebook Team

Hello Joe, Thank you for contacting Facebook Direct Support. Your application has been successfully approved and is ready to go. This support channel is for questions about App Review for Facebook Login. Since it looks like you don't have any other questions related to App Review, I'm going to close this ticket. If you have questions regarding the Community Standards error message you have been receiving, you might want to visit the Developer Community Forum: https://developers.facebook.com/community Thank you for your understanding. Cheers, Marcus Tan | Facebook Direct Support

October 4 at 1:32 AM · Status changed to Closed · Edited

Joe Dean · Creator

THEY DO NOT RESPOND!

October 4 at 4:13 PM · Status changed to Reopened · Edited

Joe Dean · Creator

The error only happens in the app... It doesn't happen when I do it via the debugger.

October 4 at 4:16 PM

Chris Deniro · · Facebook Team

Hello Joe, Thank you for contacting Facebook Direct support. While I am open to resolving your problem, your problem does not fall within our scope.This support channel is for questions about App Review If you have questions regarding the Community Standards error message you have been receiving, you might want to visit the Developer Community Forum: https://developers.facebook.com/community I hope you find the answer you need . . Should you require any more assistance relating to your App review , feel free to contact us again. Kind regards, Chris Deniro I Facebook Direct Support

October 9 at 11:06 AM

Joe Dean · Creator

I can't believe this. All the work we put into this app and you're giving me this erronous error and NOBODY will respond to the issue... How can somebody be reporting content that has just been created and not published yet as abusive?????? Who can I contact to fix this bug???? Nobody answers!

October 9 at 1:25 PM

Joe Dean · Creator

We have users that spent a great deal of time publishing their channels and it was all deleted with no notice whatsoever and no explanation whatsoever... I need to hire a lawyer... this is anticompetitive

October 9 at 1:34 PM

Joe Dean · Creator

The link you sent has no method of appealing for me. The link at the bottom is for people who has lost access to the app. I haven't found any way to address this other than this forum here... It's within the realm of the app review since the message I get only happens in the app. It used to happen when things were just posted but that's resolved although somehow everything all my users posted is gone off Facebook. it's amazing they'll do that without explaining anything.

- Facebook.jpg

October 10 at 7:25 PM · Status changed to Reopened · Edited

Joe Dean · Creator

There were hundreds or thousands of posts that are all just gone. It's been tragic for my business

October 10 at 7:26 PM

Chris Deniro · · Facebook Team

Hello Joe, Thank you for contacting Facebook Direct support. While I am open to resolving your problem, your problem does not fall within our scope.This support channel is for questions about App Review If you have questions regarding the Community Standards error message you have been receiving, you might want to visit the Developer Community Forum: https://developers.facebook.com/community As much as I want to help,There is nothing I can do about this as it does not fall under the purview of what we do through this channel. In terms of the content being reported sadly that is outside the scope of App Review. Since your content is being flagged I would suggest doing an appeal at this provided link:https://developers.facebook.com/appeal. They will look into why it is your application and content you are publishing is getting flagged automatically Kind regards, Chris Deniro I Facebook Direct Support

October 14 at 8:42 AM · Status changed to Need More Info · Edited

Joe Dean · Creator

Chris, the appeal link you're sending me does not give me a way to appeal this!

October 14 at 10:01 AM · Status changed to Reopened · Edited

Joe Dean · Creator

Is there a phone number I can call? This is crazy!

October 14 at 10:01 AM

Chris Deniro · · Facebook Team

Hello Joe

I have raised an internal task,We would update you as we get more information.

Kind regards,

Chris Deniro I Facebook Direct Support

`

October 15 at 6:58 AM · Status changed to Under Investigation · Edited

Joe Dean · Creator

Thank you!

October 15 at 7:55 AM

Joe Dean · Creator

Just tried again... I posted a picture of my daughter and I get that disgusting message that it's been reported as abusive... This has to stop!!! My users can not get these messages! It costs me money to tell them that Facebook will not do anything about this! It's been months and hundreds of messages to you guys.... There is no due process with you guys??? You just ban apps without any explanation? Is it because my app is deemed as competition and you guys just wipe out the competitors this way????

- Image 2.jpg

October 20 at 7:26 PM

Write a comment

Status

Under Investigation (No Status Change)

Add Attachments

Submit

Support Details

UnsubscribeDelete

Question Type: App Review

Status:

Under Investigation (No Status Change)

Business ID: 366662137236140

Business: Veamcast

Attachments

Facebook.jpg

Facebook.jpg

Image 2.jpg

Subscribers (2)

Add

Calvin Walker II

Joe Dean

[3]

Support   **Bugs**   Community   FAQ   ⊘ Platform Status

Getting (OAuthException - #2) Error when posting to page feed - domain verification   ● Assigned
Last Updated Aug 24, 2020 at 8:01 PM • 🌐

✓ Thanks for submitting your bug report!

   ▼ What happens next?

   We aim to respond within 24 hours, during business days.
   In the meantime, here are some other resources you might find helpful:

   - **Facebook Platform Bugs** - Get updates about your bug, or other bugs relevant to you.
   - **Facebook Platform Status** - Check on any outages that might be affecting your app.
   - **Tools & Support** - Troubleshoot issue with your app, using our debugging tools; upgrade to the latest version of our APIs, using the API Upgrade Tool; explore other helpful resources.

Affected App: 🖼 veamcast

Product: API & SDK
          Page / Page Posts
          Graph API

Last Known   Dec 31, 2017
Working Date:

Graph API Info
🔒 Tokens: None

Attachments ⊕
None

Open ————— Assigned ————— Resolved

ℹ Our team is looking into this - we will let you know as soon as we have an update on how we are moving forward.

Joe Dean
Aug 6, 2020, 8:31 PM

It's been happening so long I don't have an exact last known working date... it did work back in 2018

Code Samples

```
private string PostToPage(string strPageID, string strChannelName, string strPackageID
        {
        try
        {
            string url = string.Format("{0}/{1}", strPageID, "feed");

            string strThumbnailURL = strThumbnail;

            if (!strThumbnailURL.ToLower().StartsWith("http"))
                strThumbnailURL = "http://SyncStor.s3.amazonaws.com/" + strOwnerID
            else
                strThumbnailURL = strThumbnailURL.Replace("mqdefault", "hqdefault"

            var argList = new Dictionary<string, object>();

            argList["name"] = strSubject;
            argList["message"] = strTag;
            argList["description"] = strTag;
            argList["picture"] = strThumbnailURL;
            // add channel

            string urlToPost = ViewingURL + "&viewer=facebook&channel=" + strChann
            urlToPost = urlToPost.Replace("viewxek.aspx", "veam.aspx");
            argList["link"] = urlToPost;
            argList["type"] = "veam";

            string pageAccessToken = LookupAccountToken(strPageID);

            if (string.IsNullOrEmpty(pageAccessToken))
            {
                PostLogEntry("no token found for page:");
                return null;
            }

            var fb = new FacebookClient(pageAccessToken);

            var result = (JsonObject)fb.Post("feed", argList);

            string strResult = result.ToString();

            string strID = result["id"].ToString();
            //PostLogEntry("posting " + strSubject + " " + strResult);
            return strID;

        }
        catch (Exception ex)
        {
            App.FacebookPage.AllPagesPostsLogEntry(PostEntryType.ErrorEntry, ex.Me
// HERE IS THE MESSAGE IS (OAuthException - #2) (#2) Service temporarily unavailable"

            return ex.Message;
        }
    }
```

💬 Comment

1 subscriber

Comments

Jacky Le Nghia · [f] · Facebook Team

Hi Joe,

Thanks for getting in touch. In order to assist me in being able to reproduce this issue, would you be able to provide me with the following:

1. A saved Graph API Explorer session that includes your query. Once you get a response, please select "Save Session". When a new window opens, please copy its address from the address bar and paste it here.
2. The access token that you are using with the call. Please provide the token by using the "Confidential Reply" option.

You can find both of these using the Graph API Explorer tool, linked here: https://developers.facebook.com/tools/explorer/

Jacky Le

Reply · Confidential Reply · Aug 6, 2020, 10:28 PM · Status changed to **Need More Info**

Joe Dean · ⭐ · Creator · 🔒

https://developers.facebook.com/tools/explorer/112332832127588/?session_id=722070835239712

EAABmKoaOOmQBAKTOZArY03Y0wBbQyiyaZBiM2kqZB4R1OxGtZCnDasW
ZBKcticWfWsnBsAWzSKfomEekmz9uBYDTVJSta0krZAZAZAisaR7y3YtlGcbM
Uxkprtnbdn68jxKwY3ZAaslkIj9YfpF0fKLA3L67HMAx5o7yrf0Fl5GBpsSdSQ
OTxeeOdMnZB39AcLPaAZD

···

Aug 7, 2020, 2:09 PM · Status changed to **Reopened**   Access Tokens Redacted ⓘ

Jacky Le Nghia · [f] · Facebook Team

Hi Joe,

Thanks for providing the session.
From your code, look like you are posting to a page, with `strPageID`. However, with User Access Token, and post request to `/feed`, it will post to User's timeline instead of the Page.
That explains why the error message is different when you use Graph Explorer compare to the once you see on your application's log.

Could you please provide the page id, as well as giving us the permission to repro the call? Please note that if the call is successful, a post will be posted to your Page's feed.

Jacky Le

Reply · Confidential Reply · Aug 10, 2020, 9:07 AM · Status changed to **Need More Info**

Joe Dean · ⭐ · Creator

PageID:

"1574848035877226"

Page Name:

"Long Live Rock"

Here is how I lookup the token:

```
string LookupAccountToken(string strPageID)
    {
        if (FacebookAccounts.Count == 0)
            LoadFacebookAccounts();

        foreach (var account in FacebookAccounts)
        {
            if (account.id == strPageID)
                return account.access_token;
        }
        return string.Empty;
    }
```

Reply · Confidential Reply · Aug 10, 2020, 12:18 PM · Status changed to **Reopened**

Jacky Le Nghia · f · Facebook Team

Hi Joe,

Thanks for the page ID, could you give us permission to reproduce on this page?

Additionally, look like your type parameter you used is deprecated (https://developers.facebook.com/docs/graph-api/reference/v7.0/page/feed)

Jacky Le

Reply · Confidential Reply · Aug 10, 2020, 11:09 PM · Status changed to **Need More Info**

Joe Dean · ⭐ · Creator

changed "type" to "link"... same issue... you have permission to reproduce issue

Reply · Confidential Reply · Aug 11, 2020, 9:05 AM · Status changed to **Reopened**

Jacky Le Nghia · f · Facebook Team

Hi Joe,

Thanks for granting the permission.
After retrying using this post POST / /v8.0/1574848035877226/feed

It returns with error message

"message": "(#100) Only owners of the URL have the ability to specify the picture, name, thumbnail or description params."

In this case, you will need to verify that you are the owner of this URL.
Here is the document that provide more information:
https://developers.facebook.com/docs/sharing/domain-verification/

Hope this helps,
Jacky Le

Reply · Confidential Reply · Aug 12, 2020, 1:13 AM · Status changed to **Confirm Resolution**

Joe Dean · ⭐ · Creator

Domain verfied... problem persists... thanks

Reply · Confidential Reply · Aug 12, 2020, 3:53 PM · Status changed to Reopened

Jacky Le Nghia · f · Facebook Team

Hi Joe,

Thanks for verify the domain.
We've managed to reproduce the issue from the info you shared here. I'm assigning this to our engineering team for further investigation. I'll update this thread when I have more information from the team.

Thanks!
Jacky Le

Reply · Confidential Reply · Aug 13, 2020, 10:59 AM · Status changed to Assigned

Joe Dean · ⭐ · Creator

would like to request a status update... it's getting close to the critical path and our feature launch will be delayed. it's been like this for a very long time.

Reply · Confidential Reply · Aug 19, 2020, 10:34 AM

Jacky Le Nghia · f · Facebook Team

Hi Joe,

Thanks for your patience.
After checking, our engineer has confirmed that, you have verified the domain, however, you will need to add permitted pages for link editing function.
To do so, please follow this document:
https://developers.facebook.com/docs/sharing/domain-verification/ad-link-editing

Hope this verified things,
Jacky Le

Reply · Confidential Reply · Aug 20, 2020, 11:09 PM · Status changed to Confirm Resolution

Joe Dean · ⭐ · Creator

I have it now set to 'Anyone can edit ad links' but the problem persists.   I waited at least a day and at the bottom it says 'These settings are currently active'.

Reply · Confidential Reply · Aug 22, 2020, 3:04 PM · Status changed to Reopened

Jacky Le Nghia · f · Facebook Team

Hi Joe,

Thank you for your information and sorry for your inconvenient.
I will take it back to our engineers to do further check in this case

Jacky Le

Reply · Confidential Reply · Aug 24, 2020, 8:01 PM · Status changed to Assigned

Joe Dean ⭐ • Creator   **...**

would like to request another status update...

Reply • Confidential Reply • Sep 1, 2020, 7:18 PM

Joe Dean ⭐ • Creator   **...**

would like to request another status update... thanks

Reply • Confidential Reply • 1 min

Add a comment

Select Status ▼

Submit

[4]

Bug Closed
saved sept 30 2020
replaced previous thread with Jacky Le Nghia... The thread is no longer available to us on Facebook and if we didn't save a copy (Exhibit 3), we could not prove deliberate intent.