

## Google Support

**Rice O** 7:25 PM  
Hi! You've been connected to the YouTube and Google Play Music support team. My name is Rice O. Who am I chatting with today?

**Robert** 7:26 PM  
Wao, that was fast! I just watched first episod of Impulse, and discovering the noti on of "premium". How does it work, and where?

**Rice O** 7:28 PM  
Hi Robert, you can sign up on [youtube.com/premium](https://youtube.com/premium)

**Robert** 7:28 PM  
BTW, I'm in Colombia. Looks like it's not available here. Do you know when it will be.

**Rice O** 7:29 PM  
I'm sorry to hear that Robert. Our Engineers are already working on having YouTube Premium available in your country.

**Rice O** 7:32 PM  
Once this gets available, we'll inform you via email.

**Robert** 7:33 PM  
Also, I'm planning to get a VPN, which would solve part of the problem. However, if it's short enough I can wait.

**Robert** 7:33 PM  
How much will it be?

**Rice O** 7:34 PM  
I don't have the price for that, I'm sorry.

**Robert** 7:35 PM  
OK, then. Thank you to keep me aware by Email. Do you have it?

**Robert** 7:35 PM  
I mean "my" Email.

**Rice O** 7:36 PM  
It's \_\_\_\_\_@\_\_\_\_\_, is that correct?

**Robert** 7:36 PM  
Thas's correct! Thank you again and have good night.

**Rice O** 7:37 PM  
You're welcome Robert and will there be anything else I can help you with tonight?

**Robert** 7:37 PM  
No sir, that will be all.

**Rice O** 7:38 PM  
Thanks for chatting with me today. If you ever have questions moving forward, you can always reach my team by using the "Contact Support" button you'll see at the top right hand corner of the Help Center. Also, there is a short survey coming up in this chat window about our interaction and we'd really appreciate your feedback.

**Rice O** 7:38 PM  
Thanks for contacting YouTube and Play Music. Please take a moment to give us your feedback on your chat session:  
[https://support.google.com/youtube/contact/ypc2\\_trans\\_survey?case=4-2740000022999&locale=en](https://support.google.com/youtube/contact/ypc2_trans_survey?case=4-2740000022999&locale=en)

Rice O ended the chat