



privateinternetaccess[®]
always use protection[®]

Portal > Knowledgebase > Technical > Browsing and Internet > Browsing / Internet > I can't access streaming services with the app connected

I can't access streaming services with the app connected

Kaneesha D. - 2019-05-22 - in Browsing / Internet

In order to comply with all local and international laws pertaining to content blocked by geographic region (more commonly known as "geo-locked content"), we are unable to render support or assistance in accessing restricted content via our service. We wish to sincerely apologize for the inconvenience this may cause, however this is necessary to comply with laws and regulations pertaining to the access of such content, to which we are bound; we appreciate your understanding in this matter.

For inquiries pertaining to these laws and regulations, or our efforts to adhere to their mandates, feel free to contact legal@privateinternetaccess.com for further clarification.

Please note* that this does not apply to issues wherein IPs from our service may have been blacklisted for reasons outside of "geo-locking". While the support team is unable to troubleshoot or assist with this, rest assured the DevOps team is aware of the restrictions that are in place against VPNs in general.

They are constantly working on improvements to our infrastructure to allow our users to use the VPN without any restriction; security and privacy has always been at the forefront of our company values and we believe everyone has the right to this.

Do not hesitate to reach out to us via support ticket if you have any other questions or concerns!