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1	Gary Shuster, State Bar No. 162379	Clerk of Court Superior Court of CA,
2	1228 Marinaside Cr., Unit 2301 Vancouver, BC Canada V6Z 2W4	County of Santa Clara 25CV468072
3 4	gary@shuster.com 604-417-5002 (voice) 559-272-2222 (fax)	Reviewed By: M. Arechiga
5	In Pro Per	
6	GARY SHUSTER	
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8	SUPERIOR COUR	T OF CALIFORNIA
9	COUNTY OF SANTA CLARA	
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11	GARY SHUSTER, an individual,	Case No. 25CV468072
12	Plaintiff,	Unlimited Jurisdiction
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14	VS.	COMPLAINT FOR BREACH OF CONTRACT, BREACH OF THE IMPLIED
15	GOOGLE LLC (d/b/a "YouTube"), a Delaware Limited Liability Company	COVENANT OF GOOD FAITH AND FAIR DEALING, DECLARATORY RELIEF;
16	Defendant.	UNFAIR BUSINESS PRACTICE; FALSE ADVERTISING; CLRA
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18	Plaintiff, GARY SHUSTER, alleges:	
19	Plaintiff, GAKY SHUSTEK, alleges:	
20 21	INTROI	DUCTION
22	1. Machines, algorithms, artificial intelligen	nce (AI), automation, data analytics, machine
23	learning, and processing engines (collectively, "A	Advanced Technologies" or "AI"), are being
24	empowered by giant corporations, governments,	and other concentrations of wealth and power to
25	make often arbitrary decisions affecting the right	ts of human beings without those decisions being
26	either explainable or subjected to meaningful hun	man review. These technologies are increasingly
27	being employed to automate decisions about hun	nan beings' rights at scale. They are being used to
28	process vast amounts of data, identify patterns, a	and make predictions or recommendations that can
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	Con	nplaint

have significant impacts on individuals, groups, and society. Another concern, in this case, is that

8. This case raises novel questions about (1) whether a legal but non-human entity like a limited liability company may delegate its development and holding of "beliefs" to Advanced

Creators, this is where the problems have begun.

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10. On information and belief, defendant, GOOGLE LLC (d/b/a "YouTube"), a Delaware Limited Liability Company ("YouTube", "Google" or "Defendant") is, and at all times relevant hereto was, a Delaware limited liability company with its principal place of business in Mountain View, Santa Clara County, California. Google LLC owns and operates the YouTube platform, subjecting itself to jurisdiction in the State of California.

B. Venue.

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11. Jurisdiction and Venue are proper in this Court due to the provision in the Terms for YouTube, which provides: "All claims arising out of or relating to these terms or the Service will

be governed by California law ..., and will be litigated exclusively in the federal or state courts of Santa Clara County, California, USA. You and YouTube consent to personal jurisdiction in those courts." As plaintiff is a US citizen resident in Canada, his presence as a party "destroy[s] the complete diversity required for federal jurisdiction." *Brady v. Brown* (9th Cir. 1995) 51 F.3d 810, 815, making this Court the only US court available if the exclusive litigation clause in Google's terms of service is enforceable.

C. Background.

- 12. This action arises out of the wrongful removal of Plaintiff's YouTube channel, "Innovation Cafe," and Defendant Google LLC's failure to follow the procedures, standards, and commitments outlined in its own Terms and related policies, which for purposes of binding YouTube is a written contract. Defendant terminated Innovation Cafe following Plaintiff's upload of a video ("the Video") discussing the role of evolutionary biology in driving innovation. Defendant's Advanced Technologies were apparently unable to distinguish between a discussion of innovation and sexually gratifying content, apparently confusing a pedagogical discussion about new technologies and innovation driven by the adult industry with pornography itself. Despite repeated assurances—some in writing—from representatives of YouTube that Plaintiff's content did not violate community guidelines, YouTube abruptly and permanently terminated Plaintiff's channel, and purported to forever ban him from YouTube, based on YouTube's Advanced Technologies, without any good faith human review, and in contradiction of its contractual obligation to so act only upon a "reasonable belief."
- 13. Plaintiff brings this action for (1) **Breach of Contract** based on YouTube's Terms, which require that YouTube form a "reasonable belief" before removing content or terminating accounts;
- (2) Breach of the Implied Covenant of Good Faith and Fair Dealing, given that YouTube's
- 24 arbitrary and contradictory decisions deprived Plaintiff of the benefits of the contract; (3)
- 25 Declaratory Relief, seeking a judicial declaration that YouTube's Advanced Technologies,
- 26 | including without limitation YouTube AI, cannot fulfill the contractual requirements of
- 27 "reasonableness" or holding a "belief", and even if the Advanced Technologies could hold such a
- 28 "belief", the contract requires that YouTube, and not machines owned by YouTube, hold the

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Advertising.

Plaintiff seeks (a) declaratory relief, (b) injunctive relief ordering reinstatement of Plaintiff's YouTube channel and a requirement that Defendant's future actions comply with YouTube's Terms by taking place only after, and based on, a good faith, genuine, and noncontradictory human review of all purported "violations," (c) compensatory damages to the extent permissible under California law, and (d) any other relief the Court deems just and proper. For purposes of clarity, Plaintiff seeks an order requiring that Defendant follow its own contractual obligations. As this case arises, at core, from a Defendant's breach of its own Terms and misleading consumers as to Defendant's intent to ignore its Terms, nothing in this complaint seeks an outcome that prevents Defendant from choosing to amend its Terms to permit arbitrary decisions or decisions based on a First Amendment refusal to carry content (this disclaimer does not take a position on whether such amendments would be legal, only that this complaint does not seek to prevent such amendments). Similarly, nothing in this complaint seeks an outcome that prevents Defendant from making good faith human determinations in compliance with its Terms not to carry certain content (indeed, this complaint seeks, inter alia, to hold Defendant accountable for a failure to make good faith human determinations in compliance with its Terms).

D. Plaintiff's YouTube Channel of Educational Videos.

15. Creation of Innovation Cafe: On or around August 10, 2024, Plaintiff created a YouTube channel named "Innovation Cafe" with the goal of providing free, high-quality educational content regarding intellectual property law, invention strategies, and creativity. Over approximately four months, Plaintiff created and uploaded approximately 9 hours and 46 minutes of original, educational content across around 150 videos. Plaintiff invested substantial amounts of money in purchasing equipment and software licenses to create content for the channel and directly paid to promote the channel. Partly as a result of Plaintiff paying YouTube approximately \$10,000 (via Google Ads) to advertise the channel using tools promoted by YouTube from within YouTube Studio, in just four months Innovation Cafe amassed roughly 200,000 subscribers and over one million views. The growth was so rapid and promising that Plaintiff had settled on an

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Educational Nature of the Content: Plaintiff's content addressed subjects of broad public 16. interest—such as patents, trade secrets, neurodiversity and invention, and historical drivers of innovation. The topics included the intersection of innovation and the Imposter Syndrome, copyright law, provisional patent applications, several of Plaintiff's own patents out of the 254 he has been issued as an inventor, utility patent applications, IP law overview, the role of the subconscious in innovation, how to deal with being too innovative to bring all of your inventions to market, patent examiner interviews, how to patent your invention, how to regain your creative confidence, definitions necessary to understand IP law, tricks to unblock your creativity, advice about what to include in a patent specification, the importance of criticism and failure to innovation, the role issued patents may play in obtaining skilled worker visas in a variety of nations, historically important inventors and inventions, fair use and copyright law, a seven-day program to better understand how to innovate, trademark law, patent assignment law, and many others. Other than the video titled "The Surprising Link Between Sex and Innovation" (Plaintiff released this video in 3-minute, 6-minute, and full-length versions as part of A/B/C testing, as described below, and the three videos are sometimes referred to herein as "3 minute VIDEO"5, "6 minute VIDEO"⁶, and "full length VIDEO"⁷, respectively, or "VIDEO" collectively), there was no content on the channel that addressed sex or sexuality (because Plaintiff is unable to review all of the videos due to YouTube's deletion of the channel, this complaint alleges this on memory, review of locally available files, and information and belief). All video content present prior to June 12, 2025 on https://innovationcafe.us (a site created in an effort to mitigate damages due to Defendant's breach of contract) was previously part of the Channel.

17. **Plaintiff's Self-Censorship**: In the VIDEO, Plaintiff intentionally avoided gratuitous references to sex where other references would suffice for the educational mission. This was, in

⁵ The 3-minute video may be seen here: https://innovationcafe.us/three-minute-video.

⁶ See https://innovationcafe.us/six-minute-video for the six-minute video.

⁷ See https://innovationcafe.us/full-length-video for the full-length video.

large part, because a driving force of the educational mission of Plaintiff's channel was to educate
people in less wealthy nations about how they could use their imaginations and ideas to lift
themselves up from poverty, including by marketing their innovations and works of authorship or
art in wealthier economies. Plaintiff was well aware that many of those nations would treat
controversial content with hostility, and thus interfere with the mission of the channel. It was only
when Plaintiff began a series of documentary videos about unexpected drivers of innovation
(which was slated to include videos about online gambling, social networking, human loneliness,
and several other non-sexual innovation drivers) that the educational mission of the channel
required coverage of a topic that mentioned, without describing let alone depicting, human
sexuality. Even then, Plaintiff kept the VIDEO educational and he either blurred nudity or
obscured it with a "CENSORED" bar, ensuring he was fully compliant with YouTube's
Guidelines, Policies, and Terms (collectively "YouTube's Terms").8 Plaintiff's self-censorship wa
far greater than required by YouTube's "Nudity and Sexual Content Policy," which states
YouTube would allow even "sexual content" — which the VIDEO lacked — "when the primary
purpose is educational, documentary, scientific, or artistic, and it isn't gratuitous," all of which
apply to the VIDEO. YouTube further explained this policy in an update, 10 stating "Sex and nudity
in Educational Content: We will allow content that is intended for educational purposes as long as
it is not sexually gratifying." Plaintiff's grating voice and lecture describing improvements to
internet infrastructure stands in stark contrast to anything intended to be sexually gratifying.
18. The Adult Industry's Role in Technology Development History Video: The VIDEO
discussed the historical role of adult content in driving technological innovation (e.g.,

discussed the historical role of adult content in driving technological innovation (e.g., infrastructure build-out, payment security, streaming technology, improvements to the Gutenberg Printing Press, new photographic techniques, etc.).

19. **The Transcript**: The transcript demonstrates the educational nature of the VIDEO. As is

⁸ YouTube's terms of service refer to their 'Community Guidelines", "Policy, Safety and Copyright Policies" and the Terms of Service collectively as the "Agreement".

⁹ See https://support.google.com/youtube/answer/2802002?hl=en#zippy=%2Ceducational-content (accessed January 25, 2025).

¹⁰ See https://support.google.com/youtube/thread/178333446/an-update-to-our-policies-on-nudity-and-sexual-content?hl=en (accessed January 25, 2025).

clear from the transcript, the VIDEO was clearly not intended to, and could not reasonably be interpreted to have acted to, create or comprise any sexually gratifying content. What follows is the text of Plaintiff's 3-minute video (which is exemplary of the other two lengths of the same video):

00:00:43:25 - 00:01:12:06

We're going to look at how the adult entertainment industry has been a powerful driver of technological innovation. Now, you might ask, what does adult content have to do with technological progress? A lot. Because there's money in it. And where the money goes, technological advancements usually follow. Now throughout history, the adult industry has catalyzed significant advancements in technology. Starting with Gutenberg's printing press in the 15th century.

00:01:12:13 - 00:01:38:11

It revolutionized book production, but erotic literature had enough demand that it pushed printers to refine techniques for better quality and efficiency. In the 19th century, we had the advent of photography. And wouldn't you know it, people were taking intimate images almost right away after the first photographic systems were created. This demand drove innovations in photographic equipment, lighting and photographic techniques.

00:01:38:12 - 00:02:05:09

The pattern continued with motion pictures. The adult industry's interest in movies spurred advancements in camera technology and production methods. By the late 20th century, the video format war was the new front line for adult. Here we have VHS and Betamax. Betamax was technologically superior, but VHS had the support of the adult industry, and that helped to influence consumer adoption on a massive scale, leaving VHS the victor.

00:02:05:09 - 00:02:33:02

With the rise of the internet, the adult industry was among the first to harness potential. It drove early web traffic and drove demand for higher speeds, better streaming and secure online payments. These advancements laid the groundwork for the high speed, content-rich internet we enjoy today. They influenced e-commerce. They influenced streaming systems. Most of the stuff you use on the internet was developed, at least in part, with funds generated from adult.

00:02:33:04 - 00:03:03:27

So what's the takeaway? Humans want to pass their genes on to the next generation. That's evolutionary biology for you. And anything related to that is going to be a high priority in the brains of a lot of humans, and that includes sex. So, unsurprisingly, adult content was a huge driver of innovation. The adult industry's pursuit of this consumer interest pushed technological boundaries and led to advancements that permeate our lives today,

00:03:04:00 - 00:03:24:26

even if you never look at a single intimate image. Thank you for joining me on this brief exploration of the role of adult content in innovation. If you found this interesting, hit the link for the longform video of this and do a really deep dive. Until next time, stay engaged, stay innovative, stay curious, and stay awesome.

20. The reasonable viewer of the Video would conclude that Plaintiff's point in the VIDEO was that the human biological drive of genetic propagation manifesting as sex is sufficiently strong

23. Third Party Content That YouTube and YouTube AI Have Found Acceptable Is Wildly at Variance with Their Community Guidelines: Exhibit A hereto contains a list of videos that, as of January 3, 2025, were live YouTube videos. The Advanced Technologies' failure, incompetence, and inability to determine what is reasonable, or to fulfill its promise to effectively moderate adult content inappropriate for children, is apparent from Exhibit A, which

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¹¹ The relevance of the A/B/C testing is that there were three versions of the same video. While a human reviewing the channel in full would immediately recognize this to be a single video in three different lengths, an AI could easily err in determining that the three videos were independent, representing an attempt to engage in multiple simultaneous uploading of inappropriate material. Although YouTube itself encourages such testing (for example, by coding for easy A/B testing of thumbnails), it is far from certain that an AI would understand what is going on.

YouTube also informed Plaintiff in writing that the content was suitable even without age

The Upload of the Approved VIDEO and a Bowdlerized Version to Innovation Café: After receiving express, written confirmation from YouTube that the 3-minute VIDEO was appropriate for all ages and did not violate any community guidelines, Plaintiff felt secure in uploading and as a result uploaded the VIDEO to the channel Innovation Café. Even if the Advanced Technologies made the same initial age-restriction error on the Innovation Cafe channel that it had made on the test channel, Plaintiff reasonably believed that if he had to appeal such a decision, the Advanced Technologies would act non-arbitrarily and reach an identical decision on the identical video. However, to make sure that at least one copy of the video would avoid a repeat of the Advanced Technologies' first error and not disappear while the appeal was pending, Plaintiff also created and uploaded an even further censored version ("Bowdlerized 3-minute VIDEO" OR "The Surprising Link Between Sex and Innovation (3 minute video, censored for YouTube)! [this was the actual title given the video on YouTube]", where the educational value was degraded by blurring illustrative images to the point they were not recognizable, at least by a human.

28. YouTube's Advanced Technologies Again Contradict Themselves. On December 10, YouTube sent Plaintiff an automated notification for Innovation Cafe stating "It looks like The Surprising Link Between Sex and Innovation (3 minute video, censored for YouTube)! may not be appropriate for younger audiences under our Community Guidelines. We placed an age restriction on it." At around the same time, the Advanced Technologies generated and sent to Plaintiff an identical notice for the original 3-minute video on Innovation Cafe it had flagged as problematic five days earlier, before reversing itself and approving it. Plaintiff immediately appealed both notices.

29. Two hours later, the Advanced Technologies granted Plaintiff's appeal regarding the Bowdlerized 3-minute Video and removed the age restriction. However, the Advanced Technologies denied Plaintiff's appeal of the age restriction regarding the same 3-minute VIDEO that the Advanced Technologies had previously approved for all audiences, and the VIDEO remained age-restricted. Notably, even while removing access to the VIDEO for those not logged

1	in as an adult, YouTube confirmed that "your content [of the VIDEO] does not violate our
2	Community Guidelines."
3	30. YouTube AI Takes Down the Video That It Earlier Approved for All Ages: On
4	December 15, 2024, ten days after YouTube wrote to Plaintiff that the VIDEO was compliant with
5	the Community Guidelines and appropriate for all ages, YouTube's Advanced Technologies
6	notified Plaintiff that the same VIDEO now "didn't follow Community Guidelines" and stated "we
7	removed it from YouTube". The reason? To help "keep our community safe". Thus, in this
8	instance, and this instance only, did YouTube appear to identify with any level of specificity
9	(though still quite non-specific) why the video was taken down: community safe-keeping of some
10	kind. The communication from the Advanced Technologies incorrectly stated that at around
11	00:00:32 in the 3-minute VIDEO there were "external links to pornography". The only link found
12	at that time stamp led to a "domain for sale" page. The Video frame at 00:00:32 illustrated how
13	1990's adult internet sites caused demand for improved bandwidth and other infrastructure
14	improvements. The frame is reproduced below. Because Plaintiff had blurred all nudity in the
15	frame as originally published and identified as safe for all audiences by the Advanced
16	Technologies (ten days prior to being mischaracterized as unsafe for any audiences by the
17	Advanced Technologies), Plaintiff believes it to be appropriate for inclusion without alteration
18	within this Complaint (blurring in original). 12
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27	Two additional frames drawn from the "Web Design Museum"
28	https://www.webdesignmuseum.org/exhibitions/adult-websites-in-the-90s, were also included in the video (both with all nudity covered or heavily blurred out), but since the notice indicated that the action was taken due to the frame reproduced in paragraph 30, only that frame is reproduced here.

- 13 -Complaint

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31. YouTube Gives Flatly Inconsistent Rulings. Upon receipt of the first notice of violation, Plaintiff immediately took and completed YouTube's course on compliance with community guidelines. Plaintiff found the course incredibly confusing, as it made clear that he had not violated any community guidelines, contrary to what the Automated Technologies claimed. Shortly after completing the course, Plaintiff appealed the Innovation Cafe video removal, and hours later was startled to learn that the same video that YouTube had determined days prior to be appropriate for all ages, and that gave rise to YouTube's written confirmation that "your [Plaintiff's] content does not violate our Community Guideline," was determined to be unacceptable to be shown on YouTube.

32. Plaintiff Removes All Versions of the VIDEO from YouTube. Plaintiff had now seen many irrational, random, and self-contradictory decisions by the Advanced Technologies. Out of an abundance of caution, Plaintiff took down all versions of the VIDEO, leaving the VIDEO entirely deleted from both the test channel and the Innovation Café channel. While the story of human innovation cannot be fully told without including all of the major drivers – which include procreation and genetic propagation – Plaintiff decided he would be fine simply telling most of the story, and excluding the portions that caused the Advanced Technologies to err. While this result reflected how use of Advanced Technologies shamefully impairs Google's purported mission

¹³ https://www.google.com/intl/en_us/search/howsearchworks/our-approach/ (retrieved Apr. 24, 2025).g

1	written, which is why the spacing and word choice in the note may appear odd). Plaintiff wrote: "I
2	had a channel only used to test live streams and uploading. It had 2 videos on it (a 3 part
3	video&one with the same video in different lengths, <10 views in total). One was about the
4	challenges in projected light photography & how to do it [this is the test channel]. Other was
5	documentary/educational about how adult content drove tech development, cave paintings leading
6	to better dyes, adult 16th century books & printing press improvements, adult websites in the
7	1990s leading to more infrastructure innovations and investments. I thought an educational video
8	with all nudity blurred fell within the 'documentary and educational' exceptions. Apparently not, I
9	got a warning last night, I took down all of the content from the channel and subsequently got a
10	notice that the channel was terminated and 'Going forward, you won't be able to access, possess,
11	or create any other YouTube channels.' Does this mean that @innovationcafe is dead? I've put in
12	~1000 hours making high quality educational videos. Do I just stop work?"
13	36. Humans at YouTube Assure Plaintiff that the Innovation Café Channel Will Not be
14	Impacted: The remainder of the support conversation (with some irrelevant portions removed for
15	clarity, emphasis added) was as follows, culminating in an unambiguous statement that "your main
16	channel [Innovation Café] will not be suspended along with your other [test] channel" (emphasis
17	added):
18	10:10:58 AM Charles: Do you mean that you want to know if this channel will also be suspended,
19	is that correct? https://www.youtube.com/channel/UCj4K79xQvcCeppEqEGTjTpQ [the URL for
20	the Innovation Café channel].
21	10:11:44 AM Gary Shuster: Yes. That's the question. Not suspended but deleted. That's what the
22	email I got this morning said: "Going forward, you won't be able to access, possess, or create any
23	other YouTube channels."
24	10:12:49 AM Charles: I see. Thanks for confirming.
25	10:14:12 AM Charles: Let me go ahead and check this for you.
26	10:18:28 AM Charles: To help you better with this concern, I'll go ahead and check this matter
27	further on my end. Is it okay if I place this chat on hold for 3-5 minutes while I look into this?
28	10:18:41 AM Gary Shuster: The real bummer is that I've got about 10 hours of long form [video]

1	ready to upload, mostly talking about patent law developments.
2	On hold is fine.
3	10:30:28 AM Charles: As per checking here, your main channel will not be suspended along
4	with your other channel."
5	37. Human Review Confirms the Channel is Compliant : The conversation with "Charles"
6	appears to be the only time a human actually viewed the Innovation Café channel in good faith and
7	in context. Based on that review, YouTube promised that Innovation Café would not be impacted.
8	38. Innovation Café and the Test Channel are Permanently Deleted by YouTube AI:
9	Plaintiff's relief lasted only for a couple of hours before the Advanced Technologies decided that
10	they knew better than human support and that they would delete the channel and, what's more,
11	prohibit Plaintiff from ever creating another YouTube channel. In other words, the Advanced
12	Technologies had arbitrarily, capriciously, and not in good faith failed to learn from the humans
13	training it. Mere hours after human review had concluded that the Innovation Cafe channel would
14	not be impacted, the Advanced Technologies sent Plaintiff a notification saying, "We have
15	reviewed your content and found severe or repeated violations of our Community Guidelines.
16	Because of this, we have removed your channel from YouTube." (Emphasis added). Plaintiff was
17	stunned by the termination, as it came without warning despite YouTube's prior confirmations that
18	the content was compliant and that the channel was safe. Plaintiff immediately appealed. It is
19	worth noting that at this point, prior to the Advanced Technologies' first notice to Innovation Café,
20	all three lengths of the educational VIDEO had already been removed from YouTube by Plaintiff.
21	It took the Advanced Technologies mere hours to deny Plaintiff's appeal. To be clear, prior to
22	termination, YouTube had issued no warnings or strikes with regard to Innovation Café. What
23	follows is a screenshot of the apparently automated denial of the appeal ("Idea Forge" is the
24	username associated with Innovation Cafe):
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3 4	Hi <mark>Idea Forge</mark> ,
5	We have reviewed your appeal for the following:
6	Channel: Innovation Cafe
7 8 9	We reviewed your channel carefully, and have confirmed that it violates our Community Guidelines. We know this is probably disappointing news, but it's our job to make sure that YouTube is a safe place for all.
10	How this affects your channel
11	We won't be putting your channel back up on YouTube.
12 13	39. The timetable below illustrates the arbitrary treatment of the various lengths of the VIDEO
14	by the YouTube AI:
15	3 Minute VIDEO:
16	12/5/2024 at 0941: Age restricted (first action) (Test Channel)
17	12/5/2024 at 1057: Approved for all ages, "does not violate our Community Guidelines"
18	(Appeal) (Test Channel)
19	12/10/2024 at 1131: Age restricted (first action) (Innovation Café Channel)
20	12/10/2024 at 1327: Not approved for all ages, "Otherwise, your channel isn't affected."
21	(appeal) (Innovation Café)
22	12/15/2024 at 2212: Video removed by YouTube, "This is just a warning and your channel isn't
23 24	affected." (first action) (Innovation Café)
25	3 Minute VIDEO "Censored for YouTube"/Bowdlerized:
26	12/10/2024 at 1847: Age restricted (first action) (Innovation Cafe)
27	12/10/2024 at 1854: Approved for all ages, "does not violate our Community Guidelines"
28	(Appeal) (Innovation Cafe)

The roots of the word belief thus suggest a personal, emotional commitment and true

- 45. Artificial intelligence and other technologies, by their very nature, do not and cannot possess belief, reason, or subjective understanding. Unlike human cognition, which forms beliefs through experience, judgment, and interpretation, AI operates solely on algorithmic processing, statistical modeling, and pattern recognition. AI does not hold convictions, weigh evidence subjectively, or experience doubt (a necessary companion to belief)—it merely executes programmed instructions and generates outputs based on input data. A "reasonable belief" inherently requires human cognition, as it is shaped by conscious understanding, introspection, and the ability to assess context beyond mere data correlation. Therefore, any decision made exclusively by AI lacks the fundamental characteristic of "belief" and cannot satisfy a contractual requirement that necessitates a party to hold a 'reasonable belief' before acting.
- 46. YouTube Fails to Provide "Reasons" Why Channels Were Deleted: Despite YouTube's contractual obligation that "We will notify you with the reason for termination or suspension by YouTube unless we reasonably believe that to do so ... would be illegal, interfere with law enforcement, would compromise an investigation, would compromise YouTube, or would harm a user, third party, or YouTube", YouTube never disclosed the reasons for termination, ¹⁴ nor do any of the exceptions to such disclosure apply to Plaintiff's channels or the VIDEO, especially after Plaintiff deleted all versions. YouTube's Community Guidelines indicate that there are three categories of violation suitable for termination of a channel without so much as a strike or warning: (a) a single case of severe abuse; (b) when the channel is dedicated to a policy violation, or (c) the content contains pornography. None of those reasons are applicable here, yet Plaintiff is

¹⁴ As noted in paragraph 30, only in a single instance did YouTube even attempt to tell plaintiff why a video would be taken down. YouTube never complied with its obligation to tell plaintiff why the channels were terminated.

¹⁵ See https://www.courtlistener.com/docket/69365699/2/3/netchoice-v-bonta/ (accessed January 25, 2025).

flaws that lead to wrongful takedowns, it cannot claim that its removals are "voluntarily taken in good faith" under Section 230(c)(2). YouTube's persistent disregard for due process and consistent standards amounts to bad faith, thereby defeating any safe-harbor immunity under that statute. It is also the law in the Ninth Circuit that Section 230 does not override voluntarily undertaken contractual obligations, such as the ones breached by YouTube in this case. Accordingly, YouTube should not be permitted to invoke § 230(c)(2) as a shield from liability for its wrongful and arbitrary channel terminations.

FIRST CAUSE OF ACTION

(For Breach of Contract against Defendant)

- 51. **Incorporation by Reference**: Plaintiff re-alleges and incorporates by reference paragraphs 1 through 50 as though set forth fully herein.
- 52. **Existence of a Contract**: Plaintiff entered into a valid and enforceable written contract with Defendant through assent to YouTube's Terms of Service. The Terms confer certain rights and imposes certain obligations upon both Plaintiff and Defendant.
- 53. Contractual Obligations Under the Terms: Among other things, the Terms provide that YouTube will remove content or terminate accounts only upon forming a "reasonable belief" that the Creator's "conduct" breaches the Agreement or may cause harm. The Terms further require YouTube to provide a notice and/or reason for such action, subject to limited exceptions not applicable here.
- 54. **Breach**: Defendant materially breached the Terms by taking down Plaintiff's content and terminating Plaintiff's channels without holding any genuine, that is, human-based and human-held, reasonable belief about "conduct" of Plaintiff. Instead, Defendant relied on inconsistent and contradictory technology-driven enforcement based on erroneous conclusions about "content". Defendant further failed to provide an adequate reason or notice explaining the termination, putting YouTube in further breach of the Terms. Finally, given the content of the channel, no reasonable belief could exist to support Defendant's actions. At the same time, YouTube's own Terms expressly allow educational content that could be said to otherwise violate its standards. It is not credible to claim that the Advanced Technologies could possess a reasonable belief that the

SECOND CAUSE OF ACTION

(For Breach of the Implied Covenant of Good Faith and Fair Dealing Against Defendant)

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- Plaintiff re-alleges and incorporates by reference paragraphs 1-50 and 52-56 as though fully set forth herein.
- 58. Implied Covenant: Under California law, every contract contains an implied covenant of good faith and fair dealing, obligating each party to do nothing to deprive the other of the benefits of the agreement.
- **Defendant's Conduct**: By abruptly and arbitrarily removing videos previously deemed non-violative, contradicting its own support representative's judgment and assurance, and failing to conduct any meaningful human review of alleged violations, Defendant unfairly frustrated

technology-driven determinations. Plaintiff contends that "belief" demands at least an independent human-based review resulting in an independent belief held by a human — the only species or reasoning engine capable of holding beliefs after that review. The Advanced Technologies are simply incapable of "believing" something, as that would require emotions, experience, and sentience, which they do not have.

65. **Declaratory Judgment Requested**: Plaintiff seeks a judicial declaration clarifying that: (a) A "reasonable belief" or determination of "reasonableness" under YouTube's Terms requires a genuine, independent human decision-maker; (b) A "belief" under YouTube's Terms requires a living, independent human to develop a belief based on a reasonable level of independent human investigation; (c) The Terms are breached when automated systems act inconsistently; (d) The Terms are breached when automated systems can terminate contractual rights with no meaningful human review; and (e) YouTube lacked and lacks any reasonable belief that Plaintiff's videos and channel were at any time non-compliant, but especially after all copies of the VIDEO were removed.

FOURTH CAUSE OF ACTION

(For Unfair Competition, Cal. Business & Professions Code § 17200 et seq.)

- 66. **Incorporation by Reference**: Plaintiff re-alleges and incorporates by reference all paragraphs 1-50 as though fully set forth herein.
- 67. YouTube's change of its Terms to provide contractual protection to Creators that none of its competitors offer, while refusing to provide such protection in practice, is an unfair, unlawfully anti-competitive business act or practice. Furthermore, by promoting that change while knowing that the change would be ignored, YouTube engaged in false advertising.
- 68. Plaintiff suffered economic injury as a result of this practice. *Inter alia*, Plaintiff purchased thousands of dollars of equipment specifically to create content for Innovation Cafe based on YouTube's false promises and representations; spent thousands of dollars promoting his channel content based on YouTube's false promises and representations; spent hundreds of hours creating content for YouTube based on YouTube's false promises and representations; and was otherwise economically injured based on based on YouTube's false promises and representations.

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- 69. YouTube's practices are substantially injurious to consumers and likely to deceive the public, just as they injured and deceived Plaintiff.
- As set forth in this Complaint, YouTube's actions violated the Consumer Legal Remedies
- Act and California False Advertising Law, among other statutes. Each of those violations
- independently triggers a UCL violation under the "unlawful" prong, because §17200 "borrows"
- the violation of any other law as a basis for unfair competition liability.
- 71. YouTube also breached its contract as well as the covenant of good faith and fair dealing in
- its contract with Plaintiff, which courts have found can serve as an unlawful act for UCL purposes
 - (since it is actionable wrongfulness in the contractual context).
- 10 YouTube's conduct was "unfair" in that it contravenes established public policy and is
- unethical, oppressive, and injurious to consumers. YouTube wields immense power over Creators'
- 12 livelihoods. Terminating a Creator's revenue stream based on opaque, automated decisions –
- without a fair opportunity to be heard offends public policy requiring fair business dealings and 13
- transparency (especially given the unequal bargaining power between the platform and individual 14
- Creators). This is particularly so because YouTube elected to promote heightened contractual
 - protection provided to Creators even while providing no additional protection in practice. This
 - practice caused substantial injury to Plaintiff and provides no countervailing benefit to consumers
 - or competition that could justify it.
- 19 73. YouTube made misleading representations and omissions likely to deceive Creators and the
- public. YouTube holds itself out as a platform where Creators can express themselves, promote 20
- themselves, and/or earn money under clear rules; it encourages Creators to invest time and 21
 - resources while implying that if they follow the rules, they can build a lasting channel. These
- representations were misleading because, unbeknownst to Creators, YouTube would enforce its
 - rules in an arbitrary or automated manner, effectively making a Creator's compliance and
 - continued benefits unpredictable and insecure. Such practices would deceive a reasonable Creator.
 - Plaintiff (and similarly situated Creators) reasonably relied on YouTube's public statements and
 - guidelines about fair treatment, only to be caught by surprise when YouTube abruptly terminated
- the channel contrary to those assurances. 28

74. Plaintiff lost money and property as a direct result of these business practices – the economic value of his channel and subscriber base (a form of intangible property/goodwill), and any monies expended in reliance on YouTube's misrepresentations (such as funds spent promoting the channel and investments in video production geared toward YouTube).

75. Plaintiff seeks an injunction under Bus. & Prof. Code § 17203 to prohibit YouTube from continuing the unfair and unlawful practices described and to require appropriate remedial measures. This may include an order requiring reinstatement of Plaintiff's channel (or a meaningful, human review of the termination) and enjoining YouTube from employing purely automated enforcement without meaningful human oversight and review and other safeguards, as such relief would address the wrongful conduct and prevent future harm. Plaintiff also seeks restitution of any money or property YouTube acquired from him or as a result of its unfair practices. In particular, YouTube should be ordered to disgorge all revenues or other profits that it earned from Plaintiff's channel. Plaintiff is not seeking damages as such, but does seek restoration of the economic value he has lost to the extent such relief can be characterized as restitutionary. Additionally, Plaintiff is entitled to recover his costs and attorneys' fees as permitted by law.

FIFTH CAUSE OF ACTION

(For False Advertising, Cal. Business & Professions Code § 17500 et seq)

- 76. **Incorporation by Reference**: Plaintiff re-alleges and incorporates by reference all preceding paragraphs 1-50 as though fully set forth herein.
- 77. California's False Advertising Law (Bus. & Prof. Code § 17500) makes it unlawful for any business to make or disseminate any statement to the public in connection with the sale or disposition of goods or services that is untrue or misleading and that is known (or reasonably should be known) to be false or misleading. In short, YouTube cannot lie or deceive in its advertising or public statements about its product or service.
- 78. YouTube's advertising of its Creator-safe terms of service, providing Creator protections far in excess of that required under Section 230, was a substantial factor in Plaintiff's decision to utilize YouTube. However, Plaintiff has since learned, as outlined above, that YouTube has engaged in false and misleading advertising with regard to its platform and services. YouTube's

public communications – including marketing materials, official blog posts, statements by its
executives, and the content on its "YouTube Creator" pages – painted a picture of the platform that
was at odds with reality. YouTube disseminated statements to the public (both prospective
Creators and users) extolling YouTube as a place where Creators could build a business and
express themselves freely as long as they followed clearly defined rules. For instance, YouTube's
official publications and help center claim that channels will generally receive warnings or strikes
for policy violations and that YouTube supports its Creators' growth. These representations, taken
as a whole, gave the impression that the YouTube Partner Program is a stable, transparent
opportunity: if a Creator abides by the Community Guidelines and Terms of Service, he can
continue to monetize content and will be treated fairly.
79. These advertisements and representations were untrue and/or misleading. First, YouTube
failed to disclose the extent to which it relies on unreliable automated algorithms for critical
enforcement actions. A reasonable Creator would infer from YouTube's public guidelines that any
termination would be based on actual review and reasonable judgment that a policy was violated
(especially since the Terms use language like "if we believe you have violated our policies"). In
truth, YouTube's heavy reliance on AI means channels can be terminated without a human ever
forming any belief at all – a material fact that was never revealed. This omission makes YouTube's

promises of fairness and its description of the termination process misleading by omission. Second,

any explicit statements by YouTube that Creators will be given a chance to correct issues or that

terminations will occur only for severe or repeated violations were false in Plaintiff's case.

YouTube's statement of a warnings followed by "three strikes policy," for example, was not

honored – Plaintiff's channel was terminated without three strikes (or any strikes or warnings) and

SIXTH CAUSE OF ACTION

under the private attorney general statute, Cal. Code Civ. Proc. §1021.5).

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Incorporation by Reference: Plaintiff re-alleges and incorporates by reference paragraphs

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1-50 as though fully set forth herein. 85. Plaintiff was a "consumer," in that he sought YouTube services for personal purposes.

Plaintiff's creation of Innovation Café served the dual business and personal purposes of (a) promoting himself as an IP expert and lawyer and obtaining sponsorship or other monetization pathways, and (b) finding solace from the difficult task of caring for his wife as she navigates stage four metastatic breast cancer, including via Innovation Cafe as a meaningful outlet to teach others, particularly in poor countries, how they can improve their lives using IP. At least in this latter use case, Plaintiff is a consumer for purposes of the Consumers Legal Remedies Act ("CLRA").

86. YouTube's service is a "service" intended for personal or household use. Per YouTube's own support pages, it anticipates being used "in the course of a purely personal or household activity". 16 The transaction here was that Plaintiff agreed to use YouTube's platform under its terms, contributing content (and attracting ad viewers) in exchange for access to the platform and a share of ad revenue – a form of service exchange.

87. YouTube (a) represented that the services have characteristics or benefits that it does not have, including at least a human acquiring a reasonable belief in violation of the terms prior to termination of content or channels [Civ. § 1770(a)(5)]; (b) represented that the terms of service confer or involves rights, remedies, or obligations that it does not in practice provide [Civ. § 1770(a)(14)]; and (c) inserted an unconscionable provision in the terms of service [Civ. § 1770(a)(19); to the extent that YouTube argues that the contract permits an AI to make determinations that legally may be made only by humans, it is unconscionable]. This list is representative and not intended to be exhaustive.

88. Plaintiff relied on YouTube's representations and the overall understanding that if he complied with the rules, he could continue to operate and grow his channel. This reliance was reasonable given YouTube's public statements and the explicit terms in its policies. Plaintiff

¹⁶https://support.google.com/youtube/answer/9017583?visit_id=638750002160463093-2370199649&p=data applicability&rd=1, retrieved February 12, 2025.

B. For specific performance, reinstating Plaintiff's channels without any penalty

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(which requires treating the channel at least as well as other channels with

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proper.

On the Fourth Cause of Action (Unfair Business Practices):

- A. For an injunction under Bus. & Prof. Code § 17203 to prohibit YouTube from continuing the unfair and unlawful practices described and to require appropriate remedial measures. This may include an order requiring reinstatement of Plaintiff's channel (or a meaningful review of the termination) and enjoining YouTube from employing purely automated enforcement without meaningful human oversight and review and other safeguards, as such relief would address the wrongful conduct and prevent future harm.
- B. For restitution of any money or property YouTube acquired from him or as a result of its unfair practices. In particular, YouTube should be ordered to disgorge all revenues or other profits that it earned from Plaintiff's channel.
- C. Plaintiff is entitled to recover his costs and attorneys' fees as permitted by law.

On the Fifth Cause of Action (False Advertising)

- A. For an injunction pursuant to Bus. & Prof. Code § 17535.
- B. For attorneys' fees and costs as provided for by law, including without limitation Cal. Code Civ. Proc. §1021.5.
- C. For such damages as Plaintiff may prove at trial.

On the Sixth Cause of Action (CLRA):

- A. [Reserved for damages demand if added upon amendment pursuant to Civ. Code, § 1782.]
- B. For injunctive relief prohibiting YouTube's unlawful practices, including requiring YouTube to cease misrepresenting its content moderation process and to implement a fair and reasonable procedure (with human review) before terminating channels, as well as reinstating Plaintiff's channel and any additional relief required to undo the damage from the wrongful termination.
- C. [Reserved for punitive damages demand if added upon amendment pursuant to Civ. Code, § 1782.].

1	D. For reasonable attorney's fees and court costs (Cal. Civ. Code § 1780(e)).
2	On All Causes of Action:
3	A. Recovery of attorneys' fees to the extent permitted by law or contract.
4	VII. DEMAND FOR JURY TRIAL
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6	Plaintiff hereby demands a trial by jury on all causes of action so triable.
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10	Dated: June 12, 2025
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12	By: /s/ Gary Shuster
13	GARY SHUSTER
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17	EXHIBIT A
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This exhibit describes YouTube Videos Live as of January 3, 2025. We note that none of the videos – even those with extended close-ups of unclothed genitalia – have the mandatory 18 U.S.C. § 2257 statement, a statement required by federal law to address sexual exploitation of children by mandating record-keeping and a statement as to where the records may be found. As a result, it is impossible to determine whether any of the nudity in the videos below involve minors.

Screenshots are not provided with each example but are available.

https://www.youtube.com/watch?v=Zz7Y_u5QjqE (exposed labia).

https://www.youtube.com/watch?v=QvsSVd5yJqQ (highly sheer white garment with full labia majora are visible, and is visible though slightly obscured by shadow).

https://www.youtube.com/watch?v=d2J0Lnr0wq8 (actual use of sex toy).

https://www.youtube.com/watch?v=cnVFR0P48TQ (strip poker, nude women, self-described as "a whole lot of sexy").

https://www.youtube.com/watch?v=V_-4freIuco (full frontal nudity).

<u>https://www.youtube.com/watch?v=EhpEZPqRpyE</u> (full frontal nudity with multiple female models).

https://www.youtube.com/watch?v=UJyp6jgmnSQ (masturbation, full frontal nudity, woman spitting out semen; graphic sex; fully nude sex).

https://www.youtube.com/watch?v=aDQKjmWkuhk (Out of context nudity in indigenous communities).

https://www.youtube.com/watch?v=4Q-e6QIW3RI (actual use of sex toy).

https://www.youtube.com/watch?v= P5IOjhN-Xk (titled "The Shocking History of Pornography", unblurred oral sex in an engraving; unblurred sadomasochistic nudity in an engraving; additional similar content).

https://www.youtube.com/watch?v=tgoasgK-4TE (titled "Kinky History: The History of Rimming; at 7:54 there is an unblurred image of a woman approaching a half-animal, half-human's rectum to "rim" it).

<u>https://www.youtube.com/watch?v=yu9wbUmUldU</u> (lists, without blurring, the URLs "xvideos.com" and "pornhub.com).

https://www.youtube.com/watch?v=cFYXkG4YlhQ (titled "How the porn industry influences tech innovations I From videotapes to deepfakes" with large amount of blurred pornography).

https://www.youtube.com/watch?v=mFySAh0g-MI (ad with only partial blurring showing a woman with legs spread and behind her ears, genitalia blurred, with instructions for how a person could be part of "fuck a fan", having sex with the model.)

https://www.youtube.com/watch?v=1-yBY72gfek (titled "Pornography The Secret History Of Civilization", full frontal nudity, ball gag, ejaculating penis).

<u>https://www.youtube.com/watch?v=pcwlsVBPe-M</u> (gratuitous unclothed female breasts throughout).

<u>https://www.youtube.com/shorts/HX1hphZW77A</u> (close-in image of female pubic area cutting off right above the labia).

<u>https://www.youtube.com/watch?v=xjhS3Nb_kJg</u> (multiple nude views of women with no blurring.).

https://www.youtube.com/watch?v=clNVV18E51I (significant amounts of nudity, pinching nipples).

1	https://www.youtube.com/watch?v=HbPiWP-fwl0 (titled "April Morning (Erotic Film) by
	Carlo Armendariz", near constant unclothed female breasts and full female nudity).
2	https://www.youtube.com/watch?v=rqGPsqvNXIU (shows an anime teenager wearing a schoolgirl skirt pulled up over her waist, wagging her posterior back and forth while
3	providing a very clear view of both her anus and her labia).
4	https://www.youtube.com/watch?v=jQ53SCxnkO8 (anime female, with an apparent age in the
5	mid-teens (perhaps 13 to 15 years old), visible naked breasts and visible, hairless, naked labia).
6	https://www.youtube.com/watch?v=Z4ByvHnypHc (female's genitalia are clearly visible
	through an extremely sheer dress). https://www.youtube.com/watch?v=eLxS2-PeVYI (close-up of labia during nearly entired through an extremely sheer dress).
7	video).
8	https://www.youtube.com/watch?v=NOicfKHAlEE (very clear view of the performer's outer labia).
9	https://www.youtube.com/watch?v=b-dggv8FmBA (labia are clearly visible).
10	Additional videos live as of June 12, 2025:
11	https://www.youtube.com/watch?v=awQ6hP9ZeTQ (full nudity, extreme close up on labia)
12	https://www.youtube.com/watch?v=p_5c49EDvdU (full nudity, clear view of genitals) https://www.youtube.com/watch?v=mw6l1Xcj7n8 (full nudity, clear and lengthy view of labia)
	https://www.youtube.com/watch?v=iGCCEsIJdSA (lengthy closeup views of anus and labia)
13	https://www.youtube.com/watch?v=5kgLHh3jThY (clear, lengthy view of labia)
14	There are numerous pages on Reddit that document nudity and worse on YouTube, including:
15	https://www.reddit.com/r/youtubenaked/ https://www.reddit.com/r/youtubepussy/
16	https://www.reddit.com/r/pornonyoutube/
17	https://www.reddit.com/r/YoutubeDicks/ https://www.reddit.com/r/BannedYoutube/
	https://www.reddit.com/r/youtubetitties/ and
18	https://www.reddit.com/r/ytnsfw/ (note: in January, 2025, each of these pages listed
19	numerous active YouTube pages with the content referenced in the URL title).
20	Significant numbers of additional similar videos are found on YouTube, but listing them would be unnecessarily repetitive.
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	Complaint