PING PONG TERMS OF USE

Applies to the Ping Pong app, website, and related services.
Effective Date: October 2026

These Terms of Use ("Terms") form a legally binding agreement between you and Phoenix Media Worldwide LLC, doing business as Ping Pong ("Ping Pong," "Company," "we," "us," or "our"). These Terms govern your access to and use of the Ping Pong mobile application, website, and related technologies (the "Platform"). By creating an account or using the Platform, you agree to these Terms. If you do not agree, do not use the Platform.

1. Eligibility and Age Requirement. Ping Pong is available to individuals aged 13 and older. If you are between 13 and 17 years old (or under the age of legal majority in your jurisdiction), you may only use the Platform with the prior consent, supervision, and authorization of a parent or legal guardian who accepts these Terms on your behalf. Certain features—including Virtual Coins, Virtual Gifts, Creator Monetization, and Private Video Sessions—are strictly restricted to users 18 years of age and older. We require age verification, and providing false age information will result in immediate account termination.

2. Account Registration and Security. You must provide accurate information and maintain the security of your account credentials. You are responsible for all activity under your account. You may not impersonate others, sell or rent an account, or create accounts to evade enforcement actions.

3. Platform Features. Ping Pong provides live streaming, short videos, multi-participant rooms, live battles, messaging, virtual gifts, and creator monetization. Features may be introduced, modified, or restricted based on your age, region, device, or applicable law.

4. User Content and License. You retain ownership of the original content you create. However, by posting, streaming, or uploading content, you grant Phoenix Media Worldwide LLC a worldwide, royalty-free, non-exclusive, sublicensable license to host, reproduce, distribute, display, moderate, and adapt that content to operate, secure, and promote Ping Pong. You represent that you possess the necessary rights and permissions for the content you submit.

5. Live Streaming and Conduct. Users are entirely responsible for their conduct during live streams and battles. Hosts may designate moderators to manage guests. Ping Pong may interrupt or terminate any live stream to address safety, security, policy, or legal concerns.

6. Private Video Sessions (18+ Exclusive). Private video sessions are strictly limited to verified users who are 18 years of age or older. Minors are prohibited from accessing, hosting, or participating in these sessions. Sending a virtual gift to access a session does not purchase another person, create a right to prohibited conduct, or prevent any participant from ending the session. All Platform rules apply.

7. Prohibited Content and Conduct. You may not use Ping Pong for unlawful, fraudulent, abusive, or dangerous conduct. This includes harassment, credible threats, hateful abuse, impersonation, scams, unauthorized automation (bots), manipulation of rankings, and intellectual property infringement.

8. Child Safety and Zero-Tolerance Rule. Ping Pong prohibits child sexual exploitation, grooming, trafficking, sexualization of minors, and any content that endangers users aged 13 to 17. Suspected violations will be reported to appropriate law enforcement and child protection authorities.

9. Virtual Coins (18+ Exclusive). Virtual Coins are licensed digital items for use within the Platform and are not legal tender, deposits, or cryptocurrency. Only verified users 18 and older may purchase Coins. Coins may not be sold or traded outside authorized Ping Pong features.

10. Virtual Gifts (18+ Exclusive). Users 18 and older may use eligible Coins to send Virtual Gifts. Gifts are digital expressions and do not constitute direct cash transfers to creators. Once validly sent and consumed, a gift is non-refundable except where required by law or applicable app-store rules.

11. Creator Monetization (18+ Exclusive). Eligible creators 18 and older may participate in monetization programs, subject to rigorous identity verification (KYC) and tax documentation. Under the current program, eligible creators may receive 70% of Eligible Net Gift Revenue, and Ping Pong retains 30%. Net revenue excludes refunds, chargebacks, fraud, payment-processing costs, and required taxes. Earnings are not guaranteed.

12. Purchases, Billing, and Refunds. Payments are processed by Apple, Google, Stripe, or other authorized providers. By completing a purchase, you authorize the charge. Digital goods that have been delivered or consumed are non-refundable except where required by law or applicable payment-platform rules.

13. Memberships and Subscriptions. If Ping Pong offers subscriptions, the price, billing frequency, and cancellation methods will be disclosed prior to purchase. Automatic renewals are handled in accordance with applicable consumer-protection laws.

14. Creator Independence. Creators are independent Platform users and are not employees, agents, partners, or representatives of Phoenix Media Worldwide LLC. Creators are solely responsible for their own tax obligations, except for amounts Ping Pong is legally required to withhold.

15. Moderation and Enforcement. Ping Pong utilizes trained personnel and automated systems to moderate content. Enforcement actions may include warnings, content removal, feature restrictions, suspension, permanent termination, and reporting to authorities where legally required.

16. Reporting and Blocking. We provide tools allowing users to report objectionable content and block other users. Abuse of these reporting systems or deliberate evasion of a block may result in immediate enforcement against your account.

17. Intellectual Property. The Ping Pong name, logos, interfaces, designs, and software are protected by intellectual property laws. You may not reproduce, distribute, reverse engineer, or commercially exploit Ping Pong's proprietary technology without express written consent.

18. Copyright Complaints. We respect intellectual property rights and maintain procedures for copyright complaints and counter-notifications under the DMCA. Repeat infringers will have their accounts terminated.

19. Privacy. Your use of Ping Pong is also governed by our Privacy Policy, which outlines the collection, protection, and retention of personal data, as well as the stricter default privacy controls applied to users aged 13 to 17.

20. Safety and Monitoring. To protect users, Ping Pong may review reports, content, transactions, live activity, and Platform interactions through authorized personnel and automated systems. Monitoring does not guarantee every violation will be prevented.

21. Third-Party Services. Ping Pong relies on third-party providers for hosting, payments, identity verification, and analytics. These services may be subject to their own separate terms and privacy policies.

22. Artificial Intelligence Features. Ping Pong may utilize AI for editing, moderation, safety tools, or media enhancement. AI-generated outputs may contain inaccuracies. Users remain entirely responsible for any AI-assisted content they choose to publish.

23. Suspension and Termination. We reserve the right to suspend or terminate access for fraud, security threats, payment abuse, age-verification failure, harm to minors, repeated intellectual-property violations, or other breaches of these Terms. Appeals do not guarantee restoration.

24. Platform Availability. Ping Pong may experience technical failures, maintenance, or security events. We do not guarantee uninterrupted or error-free availability of the Platform.

25. Disclaimer of Warranties. To the fullest extent permitted by law, the Platform is provided on an "AS IS" and "AS AVAILABLE" basis. Ping Pong disclaims all warranties, including merchantability and fitness for a particular purpose. We do not guarantee specific creator earnings or perfect security.

26. Limitation of Liability. To the maximum extent permitted by applicable law, Phoenix Media Worldwide LLC, its directors, employees, and affiliates will not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of the Platform.

27. Indemnification. You agree to indemnify and hold harmless Phoenix Media Worldwide LLC and its affiliates from claims, liabilities, damages, and expenses arising from your violation of these Terms, unlawful conduct, or infringement of another's rights.

28. Governing Law. These Terms are governed by the laws of the State of Florida, United States, without regard to conflict-of-law principles, except where mandatory consumer-protection laws apply.

29. Dispute Resolution. Before filing a legal claim, the parties agree to attempt a good-faith informal resolution through written notice describing the dispute, the relevant facts, and the requested resolution.

30. Changes to Terms. Ping Pong may update these Terms or Platform features at any time. Material changes will be communicated through reasonable methods. Continued use constitutes acceptance.

31. Account Deletion and Retention. Users may request account deletion. However, certain information may be retained where legally or operationally necessary for fraud prevention, financial records, taxes, and safety investigations.

32. Severability and Entire Agreement. If any provision is unenforceable, the remaining provisions remain effective. These Terms, combined with the Privacy Policy and Community Guidelines, form the entire agreement between you and Ping Pong.

33. Contact Information. Phoenix Media Worldwide LLC d/b/a Ping Pong. Website: https://pingponglivechat.com. For legal or support inquiries, please contact: [INSERT OFFICIAL SUPPORT EMAIL].