
Re: Re: Review outcome – Case number required + Trust & Safety escalation (Guest/no-login access evidence) [ud:0218962e]

De feedback <feedback@bigo.tv>

Data qua, 14/01/2026 13:13

Para report@darkbigo.com <report@darkbigo.com>

##- Please reply above this line -##

2026-01-14 21:10:31(GMT+08:00)写道

Dear Sir/Madam,

Thank you sincerely for your detailed feedback and for taking the time to share the relevant information. We are committed to fostering a safe and respectful community for all users.

We confirm that your report regarding [aracel.imperium] has been forwarded to our Trust & Safety Team, and your case reference number has been updated to #205042.

If you have any additional information or evidence you would like to share, please feel free to provide it, as it may assist our review process. Please note that all reports are assessed in accordance with our internal policies and applicable guidelines.

We appreciate your vigilance and your cooperation in helping us maintain a safe community.

Best Regards,
Customer Support Team

Thank you for supporting BIGO LIVE

report@darkbigo.com<report@darkbigo.com> 2026-01-12 15:08:54(GMT+08:00)写道

Dear Customer Support Team,

Thank you for your reply regarding User ID: aracel.imperium.

Your message confirms enforcement only for alcohol-related content, but it does not provide:

1. a case/ticket number, nor
2. confirmation that the full report has been reviewed by Trust & Safety / Compliance (beyond general support), nor

3. any verifiable outcome for the remaining concerns.

Please provide the following within 48 hours:

- A) The case/ticket number for this report (mandatory for traceability).
- B) Confirmation that this case has been escalated to Trust & Safety / Compliance for formal review.
- C) A clear statement of what you consider “sufficient evidence” for the remaining concerns (e.g., required timestamps, stream IDs, room IDs, screen recordings, etc.), so we can submit in the exact format you require.

Regarding “insufficient evidence”:

We have reproducible, structured evidence showing “Guest/Convidado” access (no login/registration) while browsing and watching live streams. This is a structural child-safety risk because sensitive/sexualized content can be accessed without robust barriers or effective age-gating.

We are prepared to submit additional evidence in a structured index format (ID → date/time → timestamp → description → file reference). However, due to privacy/safety and evidence integrity, we require:

- a ticket/case number, and
- a secure upload channel managed by Trust & Safety / Compliance.

Additionally, please confirm evidence preservation (“legal hold”) for relevant logs, livestream history, moderation actions, and internal reports related to the reported IDs.

If no ticket number and no substantive Trust & Safety review is provided, we will escalate through external compliance channels (app stores and competent authorities) with the “guest/no-login access” proof and the indexed evidence package.

Best regards,
DarkBigo Project
