

AMENDED Exhibit 420

PLAINTIFFS' OMNIBUS OPPOSITION TO DEFENDANTS' MOTIONS FOR SUMMARY JUDGMENT

Case No.: 4:22-md-03047-YGR

MDL No. 3047

In Re: Social Media Adolescent Addiction/Personal Injury Products Liability Litigation

Exhibit 7 2.5.25 mlr

Underage Detection + Appeals Questions

Underage user metrics

	How many underage users do we have on the platform?	How many moderators would it take to review all of these underage users?	What percent of underage users do we think would appeal?	How many moderators would it take to review all of these appeals?	Can we take any automated action on these accounts?	
<13/14 users who are accessing the platform (highest priority)	@Sitong Yang Global: 37,674,162 US: 4,758,841	500 FTE in 11 weeks 675 FTE in 8 weeks	~4%	32 FTE 8 weeks 21 FTE 12 weeks 11 FTE 24 weeks	@David @刘开一	Commented [4]: @Natalie Medoff for global, based on current age appeal queues' data, 1 agent can cover ~6000 per week, if appeal rate is 4% then it's estimated ~32 agents in 8 weeks; ~21 agents in 12 weeks; ~11 agents in 24 weeks Commented [1]: @Yang Li are you able to help determine this column? Commented [2]: @许天行 Commented [3]: Based on data from existing underage moderation Qs, 1 FTE can cover ~7,000 underage account review per week. So we expect ~5400 man*week (global) or ~680 (US). or - 500 FTE in 11 weeks - 675 FTE in 8 weeks
<16 users who are accessing Livestream (lower priority)	24,294,463	@李杨 @Natalie Medoff	~20%	@Sitong Yang	@David @刘开一	Commented [5]: [HYPERLINK "https://bytedance.feishu.cn/sheets/shctnpxNVjmwCLEbvEpG6mDbuUd" \h]@Natalie Medoff@Amy Classen This should help
<18 users	@林佚择	@李杨	/	@Sitong	@David	Commented [6]: @Yize Lin Based on [HYPERLINK "https://bytedance.feishu.cn/docs/doccnLVPFLcqIKEOUH3Zp2Osg8l" \h] we have this data? 林佚择 : [Yes] 2021-09-02 11:22:14 Commented [7]: @Sitong Yang since I don't have edit permission, just put the number here: Based on last 30 days data, there are 24,294,463 <16 users (level range) accessing livestream, which is 5.3% of all users Sitong Yang : [THANKS] 2021-09-17 01:01:38 Sitong Yang : [THUMBSUP] 2021-09-17 01:03:15 Commented [8]: @Yize Lin Thanks so much! Also give you the edit access

who
accessi
ng
Gifting
(lower
priority)

@Natalie
Medoff

Yang

@刘开一

<13/14 users who are accessing the platform (highest priority)@Sitong Yang

[HYPERLINK "https://bytedance.feishu.cn/sheets/shtcnxpNVjmwCLEbvEpG6mDbuUd" \h]

- * Based on Daily Users with video vv/DAU ratio in account badness sampling countries, it could be inferred that there might have around 37M underage accounts globally. Currently, our underage ban is around 150k/day, so roughly speaking, it might take around 250 days to clean all existing potential underage accounts.
- * But we shall also consider the daily increase new underage users. Based on the estimation, this number is around 370k (1% of current existing underage user. The ratio is inferred from DNU/DAU)
- * For details, please refer to the above analysis docs.

Commented [9]: @Yize Linas above asked, do we have this data?

Commented [10]: @Sitong Yangyes, I think we can get this information

Commented [11]: Hi@Yize Linare you able to populate this data? Thank you!

Commented [12]: @Natalie MedoffHi Natalie, since I cannot edit the doc, just put the numbers here: Based on past 30 days livestream data, 8364 users have sent gifts/diamond globally, which is 0.31% of all users
Sitong Yang : [THUMBSUP] 2021-09-17 01:03:11

<16 users who are accessing Livestream (lower priority):

- * How many underage users do we have on the platform?
 - Based on last 30 days data, there are 24,294,463 <16 users (level range) accessing livestream, which is 5.3% of all users

Commented [13]: @Yize LinCould you please help to get this data if it's included in livestream badness or other else? Thanks~

林佚译 : [DONE] 2021-09-15 11:22:03

Commented [14]: @Sitong Yangsure! Will discuss with you offline

Sitong Yang : [THANKS] 2021-09-04 00:51:24

<18 users who accessing Gifting (lower priority):

- * How many underage users do we have on the platform?

How can we increase underage detection?

Lower model thresholds and action on more underage users

How many users can we detect with our models and how accurate are our models?

[sheet-shtcnGifET4C9Yb9EzGVBJwyqGe_hA14Vw]

Launch new reporting and enqueue logic

How many more underage users could we detect if we built out the following?

- * Launch Livestream reporting for underage users
 - <13/14 (highest priority):
 - .
 - <16 (Livestream) (lower priority):
 - .
- * Launch Video reporting for underage users
 - <13/14 (highest priority):
 - .
- * Launch Livestream enqueue changes to enable moderators to ban suspected <13s
 - <13/14 (highest priority):
 - .

If we can't review all of these users at once, what should our account badness goal be?

@David @刘开一 @Sitong Yang

- * Account badness goal for <13/14 users accessing the platform: @David @刘开一
- * What methodology should we use for starting this review? @David @刘开一

Should we consider building out a global Kid's Mode instead of banning these users? @Julie Gram + stakeholders

- * What research do we need to do to determine this?

DOCUMENT METADATA

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