

Trovo 500 (Creator Partnership Program)

FAQ

Q1: Where to find the program details and get partnered?

A: Detailed monthly information for Trovo 500 can be found here: [Previous Updates](#)

Q2: What countries are excluded from the Trovo 500 program?

A: Update: Trovo 500 Program will be available to streamers from Brazil in May and Turkey in July 2021. We are sorry that we will not be able to offer the Trovo 500 program to streamers from India and Vietnam at the moment. This is due to a non-competing agreement that we recently reached with another entity and the agreement will not be amended anytime soon. However, we will continue to welcome streamers from these countries to join Trovo and all features such as subscription and gifting will not be affected.

Q3: Do I have to exclusively stream on Trovo to join Trovo 500?

A: Multi-streaming, exclusively on Trovo, or splitting time between platforms, are all fine! We welcome all!

Q4: What are "Effective Watch Hour" and "Trovo 500 Watch Hour"?

A: Watch Hours are defined as the total time your live stream was watched across all of your viewers (your average concurrent viewership multiplied by your total stream hours). To help you clearly view this number, you can find 'Watch Hours' in Creator Studio dashboard. Note that we only count Trovo 500 Watch Hours for your cashout and eligibility for Trovo 500 (Non-gaming hours excluded and some other rules applied, check [here](#)).

Q5: What do I need to do after receiving an invitation? Do I automatically get base rewards?

A: Your tier is determined by your performance from the previous month, but you will need to reach the requirement for the month you receive your invitation on to be able to receive base rewards.

Please kindly check My Target and Reward on Creator Studio - Trovo 500 Page.

Q6: What happens if I am in the Trovo 500 program but I do not complete the required targets?

A: Your base incentive will first be prorated based on how many tasks you have completed. For example, if you only complete 1/2 requirement, you will only get 1/2 base incentive eligibility.

Q7: Can I still receive the bonus if I am missing watch hours or stream days?

A: You will not receive the bonus if you do not complete all the requirements.

Q8: When will my rewards be paid out?

A: You will receive the rewards within 7 days after the end of the month. All participants, rankings, hours, and viewership will be reviewed during this period in a bid to ensure competition fairness. For example, you will receive your base rewards for your work in January around February 7th.

Q9: If I already reach the minimum Watch Hour goal? Do I need to continue streaming?

A: Even though you will receive rewards of full base incentive for that month, we still encourage you to continue streaming for the bonus. Our group/tier requirements will be different each month, so even if you reach watch-hour goal this month, your ranking in the coming month may fluctuate. Sometimes your ranking may drop while others in lower tiers but with more watch hours may rise up.

Q10: How to know if I get into Trovo 500 program and which group I am qualified for?

A: You will receive an email invitation before 5th of each month. The invitations for the Trovo 500 program will include which group

and tier you are placed in. You will be able to check the information on Creator Studio - Trovo 500 Page as well.

Q11: What happens if qualified creators overwhelm in my group/tier?

A: Each group/tier has limited numbers of qualified participants. Creators will be ranked based on their Trovo Points/Watch Hours/Earnings. When the numbers reach the limits, the redt will be placed to the next lower group. There may be some exceptions where we increase the limits of some groups due to the intensive competition. However, if you reach the Bronze watch hour requirement for the month, there is no cap for the Bronze tier.

Q12: Will I receive a contract or an official agreement if I join the partner program?

A: As we are still in beta test and working on many things such as VODs, hosting, et cetera, we are working on the contract of Trovo 500 program and it is expected to be available soon (not this month). The program was released earlier than expected to accomodate communities that have lost their home. Regardless of this, you will receive your payment within the NET-45.

Q13: Will I be removed from the program if I underperform? What if I do not have enough time to stream?

A: Maybe and you will be paid prorated. (70%, 80%, et cetera, according to required tasks completed.)

Q14: Will I automatically be enrolled into the following month's list if I already made it to the current month's list?

A: No. Our evaluation is on a monthly basis. Trovo team will evaluate your performance for the current month.

Q15: Do I need to apply through e-mail or elsewhere?

A: No. If you have a regular streaming schedule on Trovo, our evaluation team will track your data so you do not have to apply multiple times.

Q16: Will I lose the partner status when I drop out of the Trovo 500 program?

A: You will lose your chance to get base incentives and bonuses from the Trovo 500 program, but you can still enjoy the monetization options, such as the subscription feature and spell casting, we also offer other monetization opportunities such as IRL star program.

Q17: Why does Trovo post new requirements for Trovo 500 in the middle of the month?

A: We will do our best to release the numbers of upcoming months as soon as possible. However, these numbers are based on the current data of the platform, month-over-month growth, releasing requirement at the beginning of each month may be unlikely because it takes time to review the changes.

Q18: If I do not meet the new month's requirements, do I still get paid for this month?

A: Current month's payout is based on current month's requirements.

Q19: What is the bonus reward for each tier and how do I get it?

A: Back in October last year, we've introduced the "Index calculation method" for Master-Silver tier bonus (check out [October 2020 Updates](#)). We would like to restate that the bonus rewards are calculated based on Index for individual streamers' overall performance including total effective watch hours, Subs and Elixir Spells received. We believe this is a more balanced approach to reward the overall best performers for the particular tier.

Q20: When is each month's calculation period?

A: The calculation starts at 12:00 AM on the first day of the current month (UTC+8), and ends at 11:59 PM on the last day of the month (UTC+8). Please also pay attention that each day cuts on UTC+8 timezone as well, please check out the day calculation method [here](#).

*Trovo owns the right to interpret the event rules and suspend anyone's involvement in the program.

* Join Trovo's Official Discord Server-> <https://discord.gg/rADV5EH>

*Streamers can not participate in this IRL program and regular trovo 500 program at the same time.