Cross-Platform

Policy, Requirements & Process

Version 7.2 – April 2021

Document Updates

April 2021

1. New requirement to implement *Commerce Management Web API* for all titles with Cross-progression and/or Cross-commerce

2. Refined Identity requirements – PSN icon must be used for PS players, non-PlayStation players must be identified using generic iconography (applies to new proposals only)

September 2020

1. Policy expanded to include PS5

2. Data requirements updated to include PS5

3. New non-PlayStation platforms defined

4. Added new section: **Charge Backs, Refunds & Fraud**

   • Contains requirements for Cross-commerce titles releasing from **December 1st 2020**

5. New technical requirement for titles releasing on PS5

   • Premium Feature API must be implemented

   • Applies to any PS5 title submitting from **December 1st 2020**

1. General & Definitions

General

- Provided that participating partners comply with the terms as outlined in this policy, SIE will permit interactions and sharing of data between PlayStation and the following platforms ("non-PlayStation platforms"):

PC Platforms	Mobile Platforms	Console Platforms	Streaming Platforms
Windows / Mac / Linux	iOS / Android	Xbox One / Xbox One X / Xbox Series S / Xbox Series X Nintendo Switch	Google Stadia Amazon Luna

- All terms apply to PS4 and PS5 applications only
- SIE reserve the right to change or cancel the terms at any point but will endeavour to notify participating partners at least 90 days in advance

Definitions

- **Cross-Play:** Player to player interactions, including real-time multiplayer, between PlayStation players and players on non-PlayStation platforms
- **Cross-Progression:** Mutual sharing of user save data between PlayStation and non-PlayStation platforms
- **Cross-Commerce:** Mutual sharing of content acquired within in-game stores on PlayStation and non-PlayStation platforms

Approval Requirements

- Partners may not implement any Cross-Platform functionality without an approved proposal submitted to DevNet

2.1 Data Requirements: General

- Partners must provide SIE with monthly reports on the activity of users on PlayStation and non-PlayStation Platforms.

- Data reporting need only commence on the month the title exceeds or is expected to exceed $1,000,000 in global PSN Gross Revenue within a 12-month period.

- Data reports should be provided aggregated globally (i.e. across all SIE Territories – SIEA, SIEE, SIEJ & SIEAsia)

- The Partner will use reasonable efforts to provide additional data to SIE upon request where identified as needed to assess the operation of the Cross-Platform Functionality.

- Partners are not required to provide any SIE Group Company with data related to pricing information for DLC or VC sold on non-PlayStation platforms or any user activity data where such user solely engages in gameplay on another non-PlayStation platform or otherwise engages in Cross-Platform Play, Cross-Platform Progression or Cross-Platform Commerce solely on non-PlayStation platforms and not on PlayStation platforms.

- The required information differs depending on the type of Cross-Platform interaction being offered.

- At a future date and in a format to be mutually agreed by SIE and Partner, Partner will provide SIE a report showing the percentage change in user engagement and spend for equivalent cohorts of users in terms of engagement on PlayStation platforms and spend on PlayStation platforms pre- and post- play across platforms.

2.2 Data Requirements: Cross-Play

- For titles implementing Cross-Play each monthly report should include the following information:
- Total number of PlayStation (PS4 or PS5) users engaged in Cross-Platform Play with "Friends" on non-PlayStation platforms and the following aggregate PlayStation user information:
  - Total number of PlayStation users engaged in Cross-Platform Play with "Friends" on each non-PlayStation platform (e.g. total PlayStation (PS4 or PS5) users playing with "Friends" on Xbox, on Switch, on PC Platforms, on Mobile Platforms, etc.);
  - Total number of PlayStation users that have spent money on PlayStation platforms engaged in Cross-Platform Play with "Friends" on each non-PlayStation platform;
  - Gross Revenue on PlayStation from such users;
  - Total gameplay hours PlayStation users who engaged in Cross-Platform Play with "Friends" on non-PlayStation platforms played on PlayStation platforms, inclusive of gameplay not with "Friends" on non-PlayStation platforms;
  - Total gameplay hours PlayStation users engaged in Cross-Platform Play with "Friends" on each non-PlayStation platform;
  - Total games PlayStation users who engaged in Cross-Platform Play with "Friends" on non-PlayStation platforms played on PlayStation platforms, inclusive of gameplay not with "Friends" on non-PlayStation platforms;
  - Total games PlayStation users engaged in Cross-Platform Play with "Friends" on each non-PlayStation platform;
  - Total number of "Friends" PlayStation users engaged in Cross-Platform Play with "Friends" on non-PlayStation platforms played with on PlayStation platforms, including of gameplay not with "Friends" on non-PlayStation platforms
  - Total number of "Friends" on each non-PlayStation platform that engaged in Cross-Platform Play with PlayStation users.
  - Total number of PlayStation users that play the Licensed Product with Cross-Platform Play switched "off".
- "Friends" means the Partner-managed persistent list of players connections, where Cross-Platform Play can operate in a non-random manner. Random matchmaking between players, where no friends list was utilized to operate the Cross-Platform Play session, shall not constitute "Friends."

2.3 Data Requirements: Cross-Progress & Cross-Commerce

- For titles implementing Cross-Progress & Cross-Commerce, each monthly report should include the following information, split across the cohorts defined in this document *(see right):*
  - Total number of users that spent money on PlayStation platforms across each of the cohorts above;
  - Total number of users that spent money on any platform, including PlayStation platforms , across each of the cohorts above;
  - PSN Gross Revenue for PlayStation only cohort;
  - PlayStation platform Cross-Platform Revenue spent on PlayStation platforms by users in each remaining cohort (i.e. not PlayStation only);
  - Total Cross-Platform Revenue spent on any platform, including PlayStation platforms, by users in each Cohort;
  - Total gameplay hours by users on PlayStation platforms across each of the cohorts above
  - Total gameplay hours by users on all platforms, including PlayStation platforms, across each of the cohorts above;
  - Total games by users on PlayStation platforms across each of the cohorts above; and
  - Total games by users on all platforms, including PlayStation platforms, across each of the cohorts above.

Cohorts:
Data in each monthly report must be split across the following player Cohorts:
- PlayStation (PS4 or PS5) only
- PlayStation + All non-PlayStation platforms
- PlayStation + PC Platform
- PlayStation + Mobile Platform
- PlayStation + Xbox Platforms
- PlayStation + Switch
- PlayStation + Google Stadia
- PlayStation + Amazon Luna
- PlayStation + 2 PC/Mobile/Console/Streaming Platforms
- PlayStation + 3 PC/Mobile/Console/Streaming Platforms
- PlayStation + 4 PC/Mobile/Console/Streaming Platforms

Sony Interactive Entertainment

3. Content & Commerce

Applies to Cross-Progression & Cross-Commerce

- Titles must implement the Commerce Management Web API, available in the PS4 and PS5 SDKs

- Paid-for Virtual Currency (VC) cannot be transferred to/from PlayStation.

- All content available for purchase for real money on non-PlayStation platforms must also be available on PS Store.

- Only content acquired via VC within in-game stores for non-PlayStation platforms can be transferred; content acquired via stores external to game applications but unrelated to non-PlayStation platforms is not supported.

- Benefits or content which may be acquired via Paid-for VC and transferred between platforms cannot be purchased elsewhere for real-money.

- Content obtained as a perk, benefit or subscription exclusive to PlayStation cannot be transferred to non-PlayStation platforms.

- Content cannot be transferred to PlayStation if it has been obtained for real money as the result of a perk, benefit or subscription that is not available on PS Store.

- Users must not be able to trade or sell content purchased on PlayStation in exchange for Paid-for VC to be credited to a user's account on non-PlayStation platforms. Furthermore they must not be able to trade or sell content purchased on non-PlayStation platforms in exchange for Paid-for VC on PlayStation.

4. Charge Backs, Refunds & Fraud

Applies to Cross-Commerce

- Users must not be able to access content – including unredeemed Virtual Currency or content acquired via VC within in-game stores - on any platform when charged back or refunded from platform of purchase. This can take form in a revoke mechanism using PlayStation chargeback or refund data. For chargeback data only, this can also take form in a ban if preferred to revoking. This data must be obtained via notifications from the Commerce Management Web API.

- If users repay their chargeback debt, users must be able to access entitlements revoked (whether a redeemed in-game item or an unredeemed virtual currency) or become unbanned (if a ban was chosen over revoking) within a timely manner.

- After the above PlayStation data is received and acted upon, a feedback loop of which entitlements were able to be revoked/reinstated, or which accounts were able to be banned/unbanned, must be tracked and regularly communicated back. This can help parties handle any potential consumer escalations or research needs.

- SIE and the Partner's respective security teams will collaborate in good faith to implement solutions to identify and remedy fraudulent transactions occurring as result of cross-platform transfer of content between PlayStation platforms and non-PlayStation platforms, sharing user data where required.

5. Wholesale Pricing

Applies to Cross-Commerce

- Where the Partner controls the retail price for content or VC, the Partner will offer SIE a wholesale price for equivalent content or VC to be sold on PS Store that is no higher than 70% of the retail price on any non-PlayStation platform, excluding discounts or promotional offers.

- Where the partner sells content or VC to users on non-PlayStation platforms:

  - The partner will offer **SIEE** a wholesale price for content or VC that is no higher than the average wholesale price that the Partner offers to any SIE-territory retailer on non-PlayStation platforms for the equivalent content or VC.

  - The partner will offer **SIEA** and **SIEJA** a wholesale price for content or VC that is no higher than the lowest wholesale price that the Partner offers to any SIEA or SIEJA retailer on non-PlayStation platforms for the equivalent content or VC.

SIE Obligations:

- For clarity, SIE will be free to accept or reject the Partner's wholesale prices and will determine PS Store retail prices at their discretion. Retail prices on PS Store may be higher or lower than the Partner's retail pricing.

6. Cross-Platform Revenue Share

Applies to Cross-Commerce

- If the proportion of PSN Revenue Share divided by PlayStation Gameplay Share for a title is less than **0.85** in any given month, the Partner will pay SIE a royalty to offset the reduction in revenue.

- The partner has no obligation to pay SIE a royalty in months where PSN Revenue Share divided by PlayStation Gameplay Share is greater than 0.85.

- Both PSN Revenue Share and PlayStation Gameplay Share are determined by the information provided by the Partner in the Data Requirements.

Calculation Example:

Cross-Platform Revenue Share =

[(Cross-Platform Revenue across all Cohorts x PlayStation Gameplay Share) – PSN Revenue] x [15%]

	Cross-Platform Revenue	PSN Revenue	PSN Revenue Share	PS4 Gameplay Share	Cross-Platform Revenue Share
Month 1	$1,000,000	$900,000	90%	95%	$0
Month 2	$1,000,000	$600,000	60%	95%	$52,500

Cross-Platform Revenue * 95% PlayStation Gameplay Share Percentage = $950,000
($950,000 - $600,000) * 15% = $52,500 is the additional amount owed by Partner to SIE as Cross-Platform Revenue Share

Payment:

- The Partner shall provide each SIE Territory (SIEA, SIEE & SIEJ, SIEAsia) with monthly reports of any such PlayStation Revenue Share and shall pay the applicable SIE Territory invoice within 30 days of the date of the invoice.

- Payments commence on the month the title exceeds or is expected to exceed $1,000,000 in PSN Gross Revenue within a 12 month period.

- SIE have the right to audit Partner's books and records related to the Cross-Platform Revenue Share in accordance with Section 151.3 of the GDPA.

7. Technical

Technical Requirements

- A method for switching off all Cross-Platform interactions – a "PlayStation only" setting - must be available to the player.
    - It is the expected behaviour that when players opt-out of Cross-Platform functionality they can continue to enjoy the full experience of the game, albeit within a PlayStation-only context.
- The Partner must be able to disable data sharing with non-PlayStation platforms at a global level (through a server setting, for example), in case of a malfunction or security problems.
- Transmission of persistent game data must be done using a secure transfer protocol such as HTTPS or TLS.
- A "sanity" check must be done on all persistent game data before it is used in a PlayStation application, to prevent malicious manipulation of the data.
    - This check may be performed before transmission on a partner-controlled device (such as a server), or it may be performed in the PlayStation application prior to use.

Cross-Platform Play Notification API (PS5 Only)

- Titles releasing on PS5 where Cross-Play involves synchronous, real-time multiplayer must call sceNpNotifyPremiumFeature(), setting the "Feature" property to indicate synchronous Cross-Play is occurring.

Account Linking

- Game progress data can be shared with non-PlayStation platforms only if the account on the non-PlayStation platform is directly linked one-to-one with a single Sony Entertainment Network account
- Once a link between accounts has been established, it should not be possible for the user to change the account link to another Sony Entertainment Network account and still retain content and progression data.

Trophies

- Trophies must only be unlocked by PlayStation gameplay, and may not depend upon interaction with other non-PlayStation platforms.
- Trophies must not require the player to interact with a player on a non-PlayStation platform.
- Trophies must not require the player to perform actions on a non-PlayStation platform.

8. Social & Moderation

Social

Identity

- The PlayStation Network Online ID must be the primary identifier displayed for players playing from a PlayStation device.
- PlayStation players must be clearly identified using the PSN Icon.
- Non-PlayStation players must be identified using generic icons only.

Friends List

- Friends list services may be displayed within titles provided they are managed by the Partner.
- Partner friends lists must be easily distinguishable from the PlayStation friends list.

Content

- All text strings, including identities from non-PlayStation platforms, and User Generated Media (UGM) must be filtered for profanity.

Moderation

- Free text or voice chat between PlayStation users and other platforms is prohibited. Existing waivers remain in effect.
  - If a waiver for this prohibition is required, a detailed explanation on the reason why text or voice chat is required for gameplay must be given.
- The Partner must provide a simple, effective way for users to report UGM or online activity which they consider unacceptable.
- The Partner must maintain a block list and players should not be forced to interact with, or see the UGM of players they have blocked
- The Partner must provide players with self-serve functionality – such as user mute controls – to help avoid interactions with players they prefer to ignore.
- The Partner must appoint and notify SIE of regional points of contact who will act as a liaison with SIE regional offices in relation to the moderation of online activity and user content.
- Issues of Terms of Service violation affecting your title must be escalated to SIE for investigation and, where appropriate, PSN account or device level action may be taken.

9. Approval of Implementation

The Partner must submit a **new** Cross-Platform proposal via DevNet for SIE assessment; irrespective of the status of previous Cross-Platform proposals and/or approvals

- The Cross-Platform proposal must contain the following:
  - Platforms supported by the title
    - Detail existing platforms and new platforms being added
  - Full itemisation of real money purchases available on all platforms
    - Confirmation all real money purchases available on support platforms are – or will be - available on PS Store
  - Comprehensive documentation and screenshots – supplied in a single attachment - detailing the user experience pertaining to:
    - "PlayStation only" switch
    - Identification of PlayStation and non-PlayStation players
    - Friends List functionality
    - User reporting mechanism
    - "Self-serve moderation functionality" – e.g. player muting, blocking (if waiver for free text / voice chat has already been granted)
  - (For PS5 titles) Confirm implementation of Cross-Platform Play Notification API
  - Community Code of Conduct / Terms of Service provided as a separate attachment
  - Assigned points of contact for user moderation escalation issues between Partner and SIE
  - Confirmation of acceptance to all points in the Cross-Platform Policy