

Marketing : Moderation Action Chart

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Moderation Action Chart

THE FOLLOWING ISSUES REQUIRE AN EDUCATIONAL ALERT OR KICK

GENERAL CATEGORY	DESCRIPTION	ALERT CATEGORY
Vulgarity	Casual swearing ('Oh fucking hell!')	Vulgarity Alert + advise caller to Ignore
	Risqué comments ('Have you got big tits?')	Vulgarity Alert + advise caller to Ignore
	Vulgar ASCII art pictures	Vulgarity Alert + advise caller to Ignore
	Soliciting cybersex with no suspected predatory behaviour ('Who wants to cyber me in my room?')	Sexual Behaviour Alert
Disruption	Deliberate door blocking in busy rooms	Disruption Alert + Kick
	Scrolling (one word a line) & flooding	Disruption Alert + advise caller to Ignore
	Advertising	Disruption Alert + advise caller to Ignore
	Disruptive tricks (Alt F4 etc)	Disruption Alert + advise caller to Ignore
	Threats to hack ('I'll hack you!')	Disruption Alert + advise caller to Ignore
	Mocking other players by repeating whatever is said	Disruption Alert + advise caller to Ignore
Personal Info	Consensual sharing of email addresses	Personal Info Alert
	Consensual sharing of social networking sites (MySpace, Bebo, Facebook etc)	Personal Info Alert
	Consensual sharing of IM or VOIP contacts (MSN, Skype etc)	Personal Info Alert
	Consensual sharing of first name, age, general location (city/state)	Personal Info Alert

Illicit Activity	Discussion on drugs with no attempt to sell	Alert with a recognized drugs advisory number
	Discussion on suicide or self-harm	Alert with a recognized child help number
	General discussion on hacking, keylogging, packet sniffing, credit card fraud or illegal use of telephone systems (i.e. Discussion which does not encourage/teach players to do these things)	Illicit Activity Alert
Miscellaneous	Room trashing	Miscellaneous Alert

THE FOLLOWING ISSUES REQUIRE A 2 HOUR BAN

GENERAL CATEGORY	DESCRIPTION	BAN CATEGORY
Vulgarity	Persistent and disruptive casual swearing (e.g. The player continues swearing after being warned; they intend to disrupt)	Disruption
	Minor sexual harassment (e.g. The player continues soliciting cybersex after warnings or player makes inappropriate and unsolicited sexual suggestions 'I want to fuck you hard!')	Sexually explicit behaviour
	Violent roleplay ("Stamps on your head until your brains splatter" "Gets knife and starts stabbing you")	Disruption
Disruption	Persistent door blocking after warning alert/kick	Disruption
	Persistent threats to hack, disrupt or flood after warning alert and kick.	Disruption
	Continued general disruptive behaviour after warning alert (Flooding, trade flooding, scrolling)	Disruption
Personal Info	Giving out another player's email address, instant message/VOIP contacts or social networking profile.	Personal info
	Consensual sharing of full name, school name or town.	Personal info
	Attempt to get personal info	Personal info

	from players with intimidation	
	Sharing of non-sexual personal photos	Personal info
	Asking for non-sexual webcam contact	Personal info
Illicit Activity	Continued discussion on suicide or self-harm following alert with helpline numbers	T&C Violation
	Continued discussion on drugs (with no attempt to sell) following alert with helpline numbers	T&C Violation
Harassment	Hate speech against a race, religion, sexuality or gender	Hate Speech
	Non-roleplaying physical threats with intention to intimidate ("I'm going to find you and stab you to death!")	Harassment
	Non-roleplaying sexual threats with intention to intimidate ("Bitch. I'm going to rape you!")	Harassment

THE FOLLOWING ISSUES REQUIRE A 30 DAY BAN

GENERAL CATEGORY	DESCRIPTION	BAN CATEGORY
Personal Info	Consensual sharing of full name, postal address or telephone numbers (Information which makes the player locatable)	Personal info
	Attempts to arrange real-life meetings with other players (if child luring is NOT suspected)	Personal Info
Vulgarity	Offering adult pornographic material or sharing links to adult pornographic material	Vulgarity
Illicit Activity	Admitting to engaging in keylogging or password phishing.	T&C Violation
	Admitting to owning a Retro Hotel site	T&C Violation
Harassment	Continued non-roleplaying physical or sexual threats after FIVE 2 hour bans in a 30 day period	Harassment
	Continued hate speech against race, religion, sexuality or	Hate Speech

	gender after FIVE 2 hour bans in a 30 day period	
	Continued harassment of a player (cyberbullying) after either FIVE previous 2 hour bans in a 30 day period OR evidence of a 30 day Call for Help history on the victim's account showing tangible evidence of bullying	Harassment
	Cyber rape (Where the log shows intimidation and evidence of a victim i.e. a player who is extremely upset and asking the abuser to stop)	Harassment
Scamming	Giving out links to scamsites (send URL to your Community Manager in a shift report)	Scamming

THE FOLLOWING ISSUES REQUIRE A PERMANENT BAN

GENERAL CATEGORY	DESCRIPTION	BAN CATEGORY
Vulgarity	Continued sexual webcam requests following a 30 day ban (Also raise to Community Manager)	Sexually explicit behaviour
	Account names containing inappropriate sexual references or swearing	Vulgarity
Personal Info	Account names containing email address, phone number, full name or date of birth	Personal info
	Giving out another player's telephone numbers or postal address (info which makes the victim locatable)	Personal info
	Sexual webcam requests	Sexually explicit behaviour
Illicit Activity	Offering images of child pornography or links to child pornography (also raise to Community Manager)	T&C Violation
	Real offers to sell drugs (also raise to Community Manager)	T&C Violation
	Chat which suggests serious attempts to engage in credit card fraud, hacking, illegal use of telephone systems, password	T&C Violation

	phishing etc. (Also raise to Community Manager)	
	Bomb threats to Sulake offices (Also raise to Community Manager)	T&C Violation
	Possible child luring (Adult asking minors intimate sexual questions, asking if parents are home, arranging real life meetings, role-playing sex etc). (Also raise to Community Manager)	T&C Violation
	Promoting other aberrant or illegal behavior: buying, selling, trading, or distributing images depicting bestiality, necrophilia, or illegal behaviors or otherwise encouraging these behaviours. (Also raise to Community Manager)	T&C Violation
	Compromising accounts (Also raise to Community Manager)	T&C Violation
Disruption	Organised raid accounts or bot attack accounts (e.g. 4Chan 'Pools Closed' afros or Axed bots)	Disruption
	Continued breaking of Habbo rules (when account has 25 or more previous bans and player continues to break Terms & Conditions)	Disruption