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# Introduction

The following are policies which apply to *all* Community Assistants and Safety Moderators. You must make yourself fully conversant with these policies and ensure you understand and adhere to them. If you are unsure about anything, please ask your Community Manager or a member of the Community Management Team to clarify for you.

## Corporate Policies

### Confidentiality

Confidentiality is a very serious issue. You must never tell Habbo players or anyone other than Sulake staff members the details of any other Habbo player's account. You should also never give out contact details of specific Sulake staff (including Moderators) without their prior permission, nor communicate to a player the names of any Moderators who have taken action on their account. You should treat all communication from Sulake staff as confidential unless informed otherwise and you must ensure that all documentation, certificates and passwords relating to your Community Assistant or Moderation duties are kept totally secure and not passed on to anyone who is not Sulake staff.

Failure to do these things may result in immediate dismissal.

Any document circulating may have been watermarked for tracking purposes.

### Security

It is your responsibility to ensure that you have read the Staff Security Handbook (found in the Appendices of your Moderator Handbook), have understood and have implemented the security measures outlined in it. You *must* inform your Community Manager or a member of Community Management instantly if you believe the security of your computer or passwords has been compromised.

### Fraternizing

Meeting Habbo Players offline is strictly prohibited, unless you Country Manager is present or have given you his/her **written** consent and the meeting is an official Sulake event. Do not meet up with Habbo Players offline, regardless of what you believe their age to be. Staff members engaging in this behaviour will be released immediately.

Do not phone, Skype, AIM, MSN, Yahoo, IRC, Blog, exchange emails with, or Message via the internet, any Habbo Players unless they are family members or friends you know from offline PRIOR to meeting them on Habbo.

This rule is for your protection as well as Sulake's and violating it will result in immediate dismissal.

### Fansites

Moderators and Community Assistants are allowed to participate in Habbo fansites and forums, however we would advise against doing so as players may take your words out of context or impersonate you on forums you aren't involved in. When posting to fansites or forums you must *not* use your work account name (e.g. MOD-XXX) and should post as normal fans and not representatives or spokespeople of Sulake to make it very clear that you are *not* speaking on behalf of the company. Be aware that if you lose your fansite password you run the risk of people posting from your name and saying things which could be damaging to yourself or the company – for this reason you must never use the staff account name you're known by.

You may not sign up on fansites using your Sulake e-mail account.

## Communication Policies

### AIM

As a Sulake Community Assistant or Safety Moderator, you are required to create an AIM account for duties and to be signed on to that account for the duration of your scheduled shift. You should also perform a handover via AIM with the Community Assistants or Safety Moderators who are on duty before and after your shift.

### Email

Your Community Assistant or Safety Moderator account *must* be registered to your Sulake email address which is comprised of `firstname.lastname@sulake.com`. If your Sulake email account is not ready by the time you are due to undertake your first shift, you should register your Moderator account to a secure private email address, used only by you, and change it *as soon as* your Sulake email account is activated.

Do not use your Sulake e-mail to signup or communicate with people outside the Sulake Company.

## Absence & Emergency Situations

As a Sulake Moderator you are required to inform your Community Manager in advance of any unavoidable absence.

If an emergency situation (sudden Net problems, sickness etc) prevent you completing a full scheduled shift, you must contact your Community Manager so that he/she can arrange for emergency cover if necessary.

If an emergency situation arises which prevents you taking a scheduled shift, but you have found another team member who is willing to take this shift in return for you taking one of theirs, you must get permission from your Community Manager for the swap to go ahead.

## Shift Reports

Community Assistants and Safety Moderators should submit a short report at the end of each shift to note any issues your Community Manager needs to be aware of. Please refer to the Shift Report template in the Global Live Help Handbook.

## Hours and Availabilities

It is your responsibility to ensure that you keep track of the hours you complete for Sulake and that you accurately note any absence or shifts you've worked in addition to your scheduled shifts. It is also your responsibility to send in a timesheet detailing your total hours in a timely manner when your Community Manager requests it and failure to do so may result in delays with your payment.

You are also responsible for informing your Community Manager of your availabilities for the month ahead when requested. If you fail to do so, it will be assumed that your availabilities are the same as the previous month and you will be expected to work the shifts you are then scheduled to do.

## Reporting Technical Faults

***Serious Faults ("Habbo down")***A serious fault is one that requires immediate action by a member of Tech Ops. It's something that stops players getting into the hotel, or when they are inside stops them accessing rooms, or stops them buying Habbo Coins/Credits. Essentially, it's a Habbo Down situation that CANNOT wait to "fix itself." This does not include lag.

These sorts of events will alert you to a major fault:

- User numbers steadily dropping
- Many reports of users not being able to buy Habbo Coins/Credits
- Many users reporting that they cannot access certain rooms
- Public rooms missing from the Navigator
- Rooms (public or private) are inaccessible for more than 15 minutes
- Home page is down
- DOS attacks
- HK/Client/Site are down for longer than 15 minutes
- Credits systems are not working after being checked (see below)
- Call for Help 'pick up's are not registering for 15 minutes or chat logs are not opening

In all cases, you must try and replicate the problem yourself before you take any action. Try to check into

the hotel yourself. Try to buy some Habbo Coins/Credits with the relevant payment methods (testing will always be reimbursed). Try getting several people in different places (different cities, countries, or planets – jk!) to test the same things.

When you are sure there is a problem, follow the steps below. If in doubt, report the fault. False alarms are better than masses of unhappy customers.

**IMPORTANT:** never assume that people in HQ are aware of problems with the hotel and/or are already working on them. If in doubt, report it. **Who reports the fault?** During office hours: Anyone in the office can report the fault - the main concern is that the fault gets reported. If Safety Moderators or Community Assistants are working during these times, they should report the fault first to the Community Manager, who will then file the report.

Non-business hours: Safety Moderators or Community Assistants should report the fault themselves. It is vitally important that all staff understands what constitutes a serious fault.

**How do we report the fault?** File a report containing as many details as possible, including how to replicate the problem. Do this by sending an email to [ops@sulake.com](mailto:ops@sulake.com), CC your Community Manager, your country mailing list (usually [sulake.xx@sulake.com](mailto:sulake.xx@sulake.com)) as well as your country moderator list (usually [mods.xx@sulake.com](mailto:mods.xx@sulake.com)) using the subject header format below:

[Your country abbreviation] Serious Fault: players can not check in, or

[Your country abbreviation] Serious Fault: payment systems down, etc.

Call **+358 50 406 7440** - the Technical Operations 24/7 emergency line.

Dial 00 in place of the + on landline phones if you're in the UK. Other countries must refer to your international dial out code - in the US or CA you would dial 011 358 50 406 7440.

Remember that the ringing tone may sound different from what you normally hear in your country. They usually answer in Finnish. State your name and country. Briefly explain the problem and ask them to check their email.

Be nice - Please remember that if it's not during Finnish office hours (9:00am - 5:00pm EET/EEST), then the person answering the phone is not actually at work. They might need some time to get to a computer, especially if they are asleep...

### **Non-emergency Technical Faults**

In the event that the hotel is experiencing technical issues, you will need to contact someone to report these issues. If these issues can wait, please add them to your SHIFT REPORT.

If you receive a complaint from a player, TEST IT YOURSELF before reporting it. Remember that many problems are caused by a user error or might only be reproducible by someone in the originating country. (If you cannot reproduce the problem, Tech Ops cannot fix it.) Write down everything you know of the problem, most importantly - how it can be repeated and witnessed.

What type of computer are you using: PC or MAC

What Operating System do you use:

What Browser are you using when the problem occurs:

What are the steps leading to the problem (in detail):

Take screenshots where appropriate

If it is an emergency situation, or something you believe requires immediate assistance please see section 6.1, below.

Finally, you may occasionally see some old-time Habbo players trying to trick you into thinking that they've managed to make a major security breach and all is lost unless the hotel is immediately shut down. Trust us, they're faking it. If there was such a problem, they'd be doing the same thing to all the other hotels, which they're likely not.

## Work Account Policies

### Moderator Account Names

When selecting your Moderator or Community Assistant name, you **may not** request a name which is identical to, or based on your chill account name or any name you are using on other services. Likewise, when you have a Moderator or Community Assistant account, you should NOT create a chill account based on the same name. The aim is to avoid players making a connection between your chill account name and your working MOD- name. Players make no differentiation between you being on-duty on your MOD- name and off-duty on your chill account name and will have no qualms about approaching you with work related questions if they know who you are. We encourage all Moderators and Community Assistants to keep their chill names private.

### Use of Staff Accounts Outside of Scheduled Work Hours

**It is absolutely prohibited to use your Community Assistant or Safety Moderator account on Habbo outside of your scheduled working hours.** This is essential for both security reasons as well as work laws. Since your working hours are (amongst others) checked via the login/out times on your working accounts, it is strictly forbidden to login to your accounts outside of working hours.

### Credits for testing

Moderator and Community Assistant accounts receive an initial allocation of 250 credits to enable you to keep up-to-date with new features and items on the site. When those have run out you should contact your Community Manager.

## furniture and Credits

**Picking up furniture from banned accounts** Do not pick up any furniture from banned accounts and do not pick up "unreleased rares" without express, written permission from your Community Manager or Assistant Community Manager. Do not pick up furniture from active accounts. If you believe furniture needs to be removed from an account or room, please let your supervisor know.

**Receiving furniture from players** On occasion players like to give staff members a token of appreciation in the form of a trophy or gift containing an item of furniture. Whilst it is acceptable to receive such gifts sent to your hand, you should alter room rights on your Mod account to prevent players dropping furniture down in your rooms – dropped furniture may have been stolen from another player's account and you being in receipt of it complicates an investigation greatly.

**furniture on Mod accounts** Your Mod account is a working account and not a personal one, therefore any items of furniture on your Mod account are owned by the company and are returnable, along with the Mod account, if you leave.

### **Gifting Credits**

You should never allocate any of the credits on your account to another player in order to compensate them for any losses they may have experienced. This sets a precedence and players will think that Community Assistants and Safety Moderators give out credits as part of their standard working procedures.

## Player Policies

### **Name Changes**

When performing name changes for Habbos, please remember that the ONLY characters allowed are the following:

Abcdefghijklmnopqrstuvwxyz1234567890-=?!@:.,

No other special characters are allowed in Habbo names (primarily ~ , which is often requested by players). The situation is that players can not create names with special characters OTHER than the above using our regular registration process. However, Housekeeping name changes will allow the creation of Habbo names with special characters that are NOT in the above list. So, Habbos ask for these name changes for various reasons and then turn around and sell the name because they're coveted by other players. In addition, some characters such as < > or > < cause technical problems.

**Community Managers must approve ALL name changes.**

### **Dormant Accounts**

Accounts with short names (e.g. 'Lucy', 'star') are often perceived by players as high value and highly desirable. In general, such short names are registered in the early days of any community and as time goes on, many such accounts may become dormant. It is common for active players to request that a dormant account with a name they want be given to them. We do **NOT** allow the transfer of dormant accounts to other players. There may be occasions where, in the course of a general database clear-out, such dormant accounts may be deleted (if they have no items of furniture, credits or game tickets on them), but we are not given advance notice of such things and any deleted accounts can only be registered on a first come, first serve basis via the usual registration method.

## Trading Disputes

Community Assistants cannot help with trading disputes since the trading system gives players warnings before they are able to accept a trade. Players may sometimes request that a Moderator oversees a trade in the belief that any problems with the trade can be sorted out. Please note that we do NOT oversee trading and players who are worried about a trade should simply not go ahead with it.

## Monitoring Mini-games in spectator mode

We do **not** spend time on monitoring any mini-games in spectator mode, the mini-games are used by a very small (but very vocal) part of the community and as such, we should focus on answering questions on how to use our service, credit questions/problems and of course any safety related issues.

## Mazes

Mazes are extremely popular game rooms and are frequented by many players. There are often calls from players who are 'stuck' in a maze and request that furniture be moved to allow them to continue without having to start over again. Under no circumstances do we move furniture in a player's maze to help 'stuck' players, instead they should be instructed to leave the room if they can't find a way to progress.

Please note that people blocking the maze can be kicked, but only if it is an official room or if you have no other calls waiting.

## Problem Reports

It is essential that Community Assistants and Safety Moderators make use of the Problem Report facility to note any information which is not clear in the attached chat logs. All of the following are situations which would require a Problem Report note:

- Unbanning: If ban was in error a note should be made to that effect.
- Name changes: A note should be made of what the old name was and the reason for the change.
- Game ticket refunds: A note should be made of why the refund is given.
- Hackers: If perm banning an account after a search of Habbo Info Tool, Access Logs and furniture Logs show conclusive evidence of the hacker's identity, a PR should be made with the evidence which led to the ban (e.g. appropriate clips from Access and furniture logs).

- Predators: Any suspect behaviour should be noted and a report made to your Community Manager as per the instructions laid out in your Global Live Help Handbook.
- Please note that you must use an appropriate tone in the Problem Reports and you MUST always backup claims with evidence \*

## **furniture & Credit Policies**

### **furniture Tracking**

Please do not spend your time tracking down stolen or lost furniture. This is costly, time-consuming, and often the rares or furniture can not be tracked in a timely manner. In fact, it's difficult to accurately track down any large amounts of furniture because Habbos trade often and give away their furniture when they're upset with Habbo.

### **furniture Refunds**

Important: We do not give refunds for lost or stolen furniture. A furniture refund may be made at the Community Assistant's discretion in the rare cases where an item of furniture is glitched (e.g. a gift which will not open). The Community Assistant MUST verify the problem by testing it themselves and can refund if it is found to be correct. If the glitch is not already known, a note of the technical problem should be made in your Shift Report. If refunding for a glitched gift, you must only refund an item which is available in the catalogue at the time and NOT a rare.

### **Credit Refunds**

There are very few circumstances under which a Community Assistant should refund credits and you should also refer to your Community Manager for any policies which may be followed in your Hotel. Credit refunds only occur where there has been a payment problem and these queries should be directed to the Habbo Help Tool. Community Assistants may, at their discretion, gift 50 credits to players who have suffered a total loss of furniture because of theft ONLY IF the player in question has clearly spent a lot of money on the game. It should be made clear that this is NOT a refund, but a goodwill gesture.

### **Game Ticket Refunds**

Community Assistants may, at their discretion, refund game tickets which have been purchased but not been delivered. Such complaints can be verified with the help of the Product Purchase and Game Ticket tools.

## **Banning Policies**

## IP Bans

Safety Moderators and Community Assistants may not issue IP bans without permission. If you believe a user should be IP banned, send the name of the Habbo you believe should be IP banned, your reason for the IP ban request, and all evidence to support the request to your Community Manager.

## Standardized Bans

Safety Moderators and Community Assistants should ensure that the standardized ban messages found in George and the Remote Banning Tool are used at all times. It is your responsibility to ensure that you have macros created for each standardized ban message if you intend to perform bans manually in the game.

## Safety Bans

Please note that we do **NOT perform safety bans for players**. It is the player's responsibility to ensure the security of their account and to change the password and take steps to secure their account and computer if they believe it may be compromised.

## Foreign Words

Please do not change room names or ban room owners for foreign words (some Spanish words in the US are an exception; if you need a list, please ask the Community Manager). It's a waste of your time to rename rooms that contain possible swearing in a foreign language. We're not concerned with this and neither should you be. We have much more important work to do in the game and 99% of our players won't know the language. If they're offended, suggest that they don't view the room.

## Scripted furniture

We know how easy it is to get sidetracked by parlour tricks and spinning pets and such. Please do not spend any time on scripted furniture or exploits. You will not have an easy way of knowing what's scripted and what's not scripted. Most of the sites' best exploits are now part of the Habbo culture so we'd be hypocrites to ban some and not all people involved in exploits. Habbos always take their cues from staff. If you ignore it and say "wow, that's cool" and move on, so will the players. Always remind Habbos to use IGNORE or leave a room if they're offended by chat or behaviour. But do let your Community Manager know if you view something unusual.

There are a few exceptions, of course. If a Habbo Player is causing someone or the site serious harm, they should be banned for 7 days, using the "Illegal Activity/T&C violation" category

## Trading Non-Habbo Items

Whilst it is against our Terms & Conditions to trade Habbo accounts or to sell Habbo accounts and

furniture for real cash, it is NOT against our Terms for players to trade Habbo furniture with items from other online games (Runescape, Neopets etc) and we do not ban players for doing this. However players who engage in such trading should be warned that it is not a safe form of trading and they do it at their own risk –we cannot refund them if the trade goes wrong.

## MSN & Myspace

Please remember that we **do not ban** Habbos for promoting or typing urls to websites. We only ban if we are positive the site is a porn or scam site. Do not ban the Habbo without proof. Always give Habbos the benefit of the doubt. The "ban now, check it out later" method is poor customer service and can be unfair to Habbos.

Sites that may contain sexy images are not bannable. MySpace, Piczo, and many other sites have sexy images. We do not ban any Habbos for urls that may have sexually explicit material unless the url is clearly a porn site.

Habbo is making an effort to appeal to older users. We have deals with partners such as Piczo (US) and El Rellano (ES) to expand our appeal to older users. Some of our ad sales and business partners will likely have sites with some "sexy" images. We must not ban users from those sites, especially when they're coming from partner sites. Obviously the users who come from our partners' sites will wonder if they're banned for giving out their home page url.

As for Room names such as "MySpace Details" or "MSN Exchange" - we don't advocate promoting MySpace or Messenger details so we prefer not to allow rooms to be named as such. But we do NOT ban for this unless they refuse to change the room name. Please educate the Habbos whenever possible.

It is very important that all staff using mod tools understand this policy.

We are not advocating porn sites or porn content. Please continue to ban for sexually explicit content/porn.

We are reminding everyone not to interpret "sexually explicit" as anyone without clothes on or not fully clothed.

Definitions of "sexy images" and "sexually explicit or porn" sites are outlined below:

Sexually explicit - pornographic images, content, explicit photos or content, promoting sexual acts, graphic imagery of sexual acts, etc. The site is clearly X rated and it's primary purpose is to promote sex.

Sexy images (for lack of a better term) - scantily clad adults (bikinis, under clothes, etc.), provocative photos, no sexual acts shown. Images on a dating site but NOT an X rated site or site for adults only.

Here is an example of a partner's page with sexy images: <http://www.elrellano.com/>

If you are still unclear about how to ban, please ask your Community Manager for assistance.

## Casual Swearing

Players have an armoury of tools to filter out inappropriate language. They can keep their Bobba filter enabled to catch inappropriate words and can also use the Ignore tool against players who persist in using bad language. Because players are empowered to control their own chat experience, we do not ban for casual swearing. Casual swearing can be defined as bad language which is NOT intended to abuse or harass another individual, e.g.:

Casual swearing – "My exam scores were total shit"

Abuse – "You're complete shit, I hate you"

If a player is using bad language to disrupt others by deliberately swearing over and over again, they should be warned with an alert and given a 2hr ban for vulgarity if they continue after being warned. Language which abuses, harasses or is hate speech against someone's gender, religion, sexuality or race should be dealt with by using the Harassment or Hate Speech standardized bans.

Remember: When banning for swearing, you must consider the INTENTION and look at the incidence in context