



+ Create



Platyna

WurmOnline.com

Home

Rules

Browse

Activity

Shop

Wurmpedia

Search...



IRC Chat

Discord

System Status

Home > Messages

Unread Content

Mark site read

Show/Hide Side Bar

Inbox



Compose New

Used 11% messenger storage

MESSAGES



FILTER BY

SORT BY

Options



Regarding recent forum behaviour

6

Enki I am not attacking...
neopherus, Enki and 3 others

9 hr



Mag priest.

Hi, could you log Witch to...
You and Klumzee

1

1 dy



Ban threats.

I just got ban threats from the...
You, Surdil and 2 others

1

3 dy



Bug marked as no bug and closed.

Hi, Retrograde closed the...
You and Pomona

1

Jan 1



Something crazy for a new year?

How about spawning...
You and Enki

1

Dec 31



Last call.

Search messages in this folder...



Disable my messenger

Regarding recent forum behaviour

5 members active in this conversation (including you)



Platyna

Read: Just now



neopherus

Read: 7 hours ago



shakys

Read: 6 hours ago



Enki

Read: 13 hours ago



Pandalet

Read: Yesterday at 10:10 AM



neopherus 134

Report reply

Started conversation: Wednesday at 01:09 AM

Hello Platyna.

The last few months we have observed that you have been quite vocal about moderator actions on the forums.

Any such action is considered challenging moderation and continuing on this path will lead to sanctions on your account.

If you find a moderator action has been taken on one of your posts or threads, do not question this publicly, but rather take the time to have a thorough read of the [rules](#).

If studying the rules does not answer your question, the next step is to ask forum staff via PM to explain it to you.

Consider this is a verbal warning.

Best regards,
Neopherus(Forum Moderator)



Quote




Platyna 481

Report reply

Replied: Wednesday at 02:11 AM


I have open complaint about moderator action since 3 months, and nothing is being done with it, Wurm staff is basically without any supervision and the system of appeals doesn't work, you are aware of it. I already have an unjust warning for merely stating the fact that a moderator didn't like my picture so removed it (I have a screenshot with it), and the hunt has begun when I filled a complaint to Enki.

I am also tired of blatant discrimination against myself, just because I dared to complain about an LFM (before that I used forums for months and there were no issues). I wrote exactly the same as this person:

 **Carmichael replied to a topic**
December 15, 2020

Northern Isles feedback

Hello fellow wurmians! I am making this post in regards to wh...

 By Maoh, December 14, 2020 126 replies

This post will probably get removed, but it needs to be said and at least brought up at some point and seen by at least some eyes even if they don't fully agree. The game also needs to be advertised more, and in different...

Just in a lot more polite and calm way. His post is fine, mine got removed. I am an academic I know how to write to people to prove my point according to communication and argumentation standards I do not deserve any bans or warnings. What I write is on topic, calm, usually polite and pleasant to read (which is reflected by my reputation activity - half of my posting is getting "like" reactions).

I asked, politely, a moderator to not move around posts about Wurm to offtopic forum. I know the rules and there is no rule forbids me from asking a moderator things, such complying to the usage of forum sections you set, and what is interesting - what I asked for was done, the topics in question were moved back to their correct sections. Maybe redact that rule that we are not allowed to talk with moderators at all if it is like that?

Recently one or more moderators is acting in an absurd way, and the community noticed it, because I am not the only one who pointed it out, but I am the only one who get their posting deleted, and nothing is being done about them because still, posts such as valid bug reports, are closed and moved around without any sense. Why you don't understand that behaviour like that makes moderators to LOSE the authority not gain? I am an ASD person and I understand that. Many people tell me the forums are toxic and this is why they do not read them.

I am calling you to reform, stop stretching every comment to challenging the moderation - multiple users call for this, community is getting more and more tired and angry with this rude attitude, stop PRK-style interaction with your people - paying customers and devout fans - start communicating with us, and listen when someone speaks sense to you, modify your behaviour to improve the customer experience. I am sick and tired of Wurm staff attitude (not all but many) towards people who give you their love and money. People are already voting with their legs and wallets. If I hadn't had paid this game for 2 years I would probably quit as well because I am tired of dealing with that.

Your challenging moderation rule, especially in the way it is applied is a BS, you got multiple calls from multiple people to remove it, because it mainly harms you by undermining your authority over the community, because no one respect people who are afraid of ANY criticism, even constructive and polite.

None of communication I do breaks any netiquette or standard human-human interaction rules.

[@shakys](#) I am adding you, I hope you will be wiser than Pandalet. Review my posting and see if there is anything bad in it, but consider normal human-human communication and netiquette not an absurd rule made to quench any, ANY input from players to moderators and to instil fear, please tell your moderators to stop all that moving and locking because forums became unbearable to use, and in the end, please talk to Enki to remove this stupid "challenging moderation" rule that is being stretched to enormous extent and abused all over again.

[@Enki](#) Please, this stupid rule has to go, it harms both the moderation and the players. Run through the forums of other games - you will not find such an absurd there and AFAIK it wasn't in Wurm either, it was a fairly recent addition, I found a lot of threads from the past where staff discussed moderators and moderation actions with users, in polite, on-topic and mature manner and the world did not collapse.

+ Quote Edit



Pandalet 1180

Report reply

Replied: yesterday at 10:10 AM

Platyna,

You have been given a directive by a moderator. In line with the acceptable behaviour laid out for you by Enki, this is not an opportunity for debate or argument. Please follow the directive given.

Regards,
Pandalet (LFM)

+ Quote



Platyna 481

Report reply

Replied: yesterday at 11:20 AM

I have an open issue with you to Enki, which means you should withdraw yourself from dealing with me, this is a basic standard when a conflict of interests arises.

All my fault is that I asked an unspecified moderator to move my threads back to the correct sections which was done, I broke no rule.

(At least this is my guess, because I have no idea, and the fact I have to guess it an absurd by itself.)

You are abrasive and stubborn to users as always, no improvement since our last conversation. I have a right given to me by the rules to

debate actions I think are bad on private, and I do it, I just exercise the right given to me by the rule quoted below. I do it because I hope I can reach the high members of Wurm staff, with my clear reasoning, and they will reform and improve the support service for the benefit of us all, so we would enjoy the interactions instead being annoyed and afraid of them. But I am loosing hope.

Another problem is that **you and, following your example, other moderators almost never leave moderation notices, despite the fact that the forum software supports them, so if one wants to complain they don't know who and why took the action, which basically is an attempt to disable people from exercising a right given to them by the rules.**

Quote

All challenges relating to moderation action should be sent privately to a forum moderator. If a satisfactory solution cannot be achieved then send your concerns to the Lead Forum Moderator.

B) If you have had a post removed and are unable to determine the reason after a careful review of the Forum Rules, contact a forum moderator with any questions regarding why.

This rule is quite strict, so it cannot be stretched and abused like the rest of "no challenging the moderation" rule. You never seem to modify or improve your behaviour even when meeting a well written and repeated input from the users, **numerous persons, paying customers ask you politely to, for example, be more specific while giving moderation input, especially directives, and you delete their threads and ignore them**, and no, I am not talking about myself here, but other users like the one who you blatantly mistreated the same day you issued this silly warning to me. Asking questions or asking to take an action or noticing a moderator did something is not challenging.

Quote

The last few months we have observed that you have been quite vocal about moderator actions on the forums.

Any such action is considered challenging moderation and continuing on this path will lead to sanctions on your account.

Is that a directive? No, it isn't. Such vague so-called directives were the topic of very first thread on these forums, and I am not the only person raising this issue, but it seems it fallen on the deaf ears.

Can you imagine getting stopped by the police and getting that:

Quote

The last few minutes we have observed that you have been quite against the traffic rules on this road...such actions are considered a misdemeanour, and continuing on this path will lead to sanctions on your driving licence.

On 1/8/2021 at 10:10 AM, Pandalet said:

In line with the acceptable behaviour laid out for you by Enki,

You mean when your friend stretched the same rule the same way to mute me without a reason and then, when I objected, abused the trust I put in him and misled Enki into thinking that I shared personal secret with the general public to make me look bad and bring upon myself

Enki's discontent, so he wrote me an angry message? That was a foul play, any decent person would support me. I provided the chat logs proving that I am innocent.

Enki, I understand you are busy but please DO SOMETHING FINALLY!!! How long can we wait? My oldest issue is open since April 2020! This has to stop! How many people have to complain about poor support service and abuse? Or are we all going to be banned?

My posts are well met by Wurm community which is reflected by my reputation activity. I could moderate a large online community for 10 years or more and maybe issue like 3 bans, and I am an ASD person, I don't have high social skills, but I do my best to be fair and respectful towards people who are my subjects, and as you should do too Pandalet. Reform.

+ Quote Edit



Enki 5861

Report reply

Replied: 13 hours ago

Platyna. yes I am busy... I help many people every day. I have only 2 outstanding problems that vex my work. One is your insistence that the challenging moderation rule is being used incorrectly.

I will have you know that I noticed something wrong with it that I intend to find a way to fix. But you will stop attacking our team members for doing their jobs! They do a damned fine job in a very social environment, and we can always rectify any genuine mistakes.

I have found no fault with their work! So stop attacking us! Do not be passive aggressive! Do not be aggressive at all! All this hostility just makes things worse for everyone. These are good people and they deserve a hell of a lot better! Our members would be far more open to helping you and would even enjoy talking to you if you simply would not berate everyone.

/Enki (Head Game Master)

+ Quote



Platyna 481

Report reply

Replied: 9 hours ago

Enki I am not attacking anyone. I have open issues since months I would like to have solutions. In fact if someone is being attacked it me - come on - **I am not even told what exactly is the issue. - I have to play guessing games.** One THING I am attacking is a vague absurd rule and its abusive application, which is and will always be a source of conflict between staff and the community.

I am not passive aggressive, this is what neurotypical do, but yes, I am salty, how I am supposed to feel as a customer who waits months and months for solutions to the reported problems? I report moderator/GMs who act badly towards me and other users and nothing is being done about them, I am called a troll, threatened with bans and now called passive aggressive? And it not me who berates anyone. I am the one constantly being berated and when I asked exactly why, I am not getting any answers. **This thread has like 3/4 screens and still I have no idea what I exactly wrote that caused a problem.** This is taken live straight from Franz Kafka, many people complain and nothing is being done.

I used a forum without issues for months, until I stepped on Pandalet's toes - and now there is a problem every week - because she just can't leave me alone. You even read when **she wrote she ransacked my old posting, and you really have no problems with that?** This is a moderator mobbing a user.

What would you do if you had a problem with customer service in a something you paid a lot of money for and you besides that really like? You report issues and wait months and months and then a chief of customer service tells you that you are an aggressive party. How would you feel reading this?

I do sympathize with you, when I was healthy I had a busy schedule, if I could do anything to help you I would, really. I care about you, in fact I care about all people. You can't have open issues with customers for months, even one month is too much, and 10 months is an outrage and no matter what is the reason, it is disrespectful and aggravates customers. If you are too busy to handle problems in a reasonable time please get a fair person, with high social skills to help you.

I am honest, I do write what I think I used data, I use research, I dug all the possible articles and comments on Google I could find to see if this is just me being weird or there is really a problem, but many people don't do it, they just do not renew their subscription and then leave or vent on social media. You want that from me - just tell me.

So, you prefer a user who has a patience and courage to discuss and tell you what is wrong and suggest you fix it, or you want the ones who will just leave and then write on Steam, Reddit, Facebook or whatever that Wurm has the worst customer service they have ever seen?

I am really sad to see you found no fault in your staff work, there is enormous amount of complaints, and it does not reach you despite a material evidence that is being provided. This is sad, you were the only person who could improve the user support which is one of main reasons why Wurm is loosing players at astonishing rate, the players developers worked so hard to bring.

1. A GM banning a user for breaking the order they never got.
2. GMs raiding a casual discussion of players like this one on a dragon slaying event, when they heard a joke they didn't like, then muting a player who said Wurm staff should operate within the game rules not decide which jokes are funny.
3. A forum moderator giving a warning, that remains in the profile and is seen every time a user opens their profile just because a user said that a moderator seemed to not like the picture so removed it.
4. Ban threats for unspecified action of a user.
5. A man directly breaking the game rules by threatening and harassing women in game and posting sexist remarks on the

official support channel is appointed a CA...
Etc. etc.

If such a blatant abuse is ignored, and you see no fault in such outrageous behaviour - no quality of the product can compensate for this. Good people can give horrible customers service too, these two things are unrelated. What I was writing past these months was based on the presumption that in fact Wurm staff are good people but just not properly trained and not properly guided, Wurm rules are not well written, they are vague and confusing, especially the two of them that meet the constant criticism from the community - "toxic player" and "challenging the moderation". I was told by older players that these are some new additions and Wurm was fine without them for years. You could be our hero, edit the rule thread and just remove them and observe the community answer to this. If I thought you are evil then there would be no point of writing to you.

If people would read rules before playing many of them surely wouldn't because who would play an expensive game where you can be labelled as a toxic and banned for vague reason or any line you write can be considered challenging the moderation and so also can get banned for it at least heavily berated. **This is absurd, especially after waiting 10 months to learn that "no fault of staff was found, and they are great and deserve more". Seriously, I can't believe what I just read!**

Fine Enki, I am not going to report any staff abuse to you any more - they can abuse me as they see fit. I considered getting a year of premium for my four priests, but I will not. Once my premium time expires I am out. And indeed this is the worst customer service I ever had. I waited patiently 10 months to get a response like the one above, I am outraged and angry because I really liked and planned to play this game until I die. The game is amazing, but the staff (not all) is horrible towards other human beings, this is unbearable, and you think this is fine. Fine then.

However, keep in mind that if you continue that, soon there may be no players left to discuss with, this is not 2006 any more, and younger generation doesn't take things like the above so patiently and nicely like my generation does, and they will not waste their time and nerves to discuss issues and try to convince you for 10 months that a change is absolutely required.


I did what an honest person should do, I tried to talk, to reason with you, so things would improve, but I see failed miserably. Too bad for Wurm. And hell this whole thing cost me a huge emotional distress, but I was willing to take it to improve something that I really love. Too bad my efforts were reduced to "passive aggression" and "berating staff". I give up then.

I was so full of creative energy and love to Wurm - I was working on nice suggestions, I was the most active helper on CA_HELP; I made amazing and expensive experiments and bug hunted the Wurmpedia, created Wurm tutorials and argued on social media how great Wurm is, I even rewrote Vynora acceptance speech and expected some input from the staff (and got none) - I won many literacy contests both in English and Polish, and the lore in Wurm is written in rather technical than literary English, but if no one cares then why should I? I was mailing you nice event suggestions (I used them with a great success as a GM) etc. And what do Wurm staff did to me? I freak out when any of them PMs me thinking they came to ban me, I disabled CA_HELP in protest of cyberbullies becoming CAs, I do not edit Wurmpedia any more what is the point if I can't even work with


images and without CA_HELP the bug hunting is pointless, Wurm tutorials? Meh.

I will just sit on my deed and dig, there is no point of doing anything else. Just once a while a moderator will delete some of my posting or move them to some unexpected forum section, so I have to use search to find them, or mute me in game because of "reasons". No peasant in medieval times could pass through their earthly existence without the taste of their master's whip, the adherence of Wurm staff to the medieval setting is indeed admirable.


[@Pandalet](#) None of the users I mentioned in this thread seem to appear on forums any more, looks like they quit. I am, like them, sick and tired of dealing with your moderation style and personal vendettas, I can't help it, no matter if it will be called berating or not I think it had to be said because I believe a moderator should be a friend of the community, a person who can uphold law and order without destroying the environment for free exchange and expression opinions or ideas, so I am also not as active on forums as I used to be. Big drama and witch-hunt because a user posted a picture of a historic underwear taken from Wikipedia.


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