



System Status

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MESSAGES

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- Hell Horses**  
Hello, I currently have 3...  
Carmichael and you | 2 | 5 hr
- I am here.**  
I am here, waiting.  
You and Ronbalder | 1 | 1 dy
- Anvil.**  
Hi, there is something you...  
You and Jberg | 1 | 2 dy
- Bisons.**  
kk ill hit you up tonight when i...  
You and kuruk | 2 | 3 dy
- Meh.**  
You and Shrimpiie | 1 | 4 dy
- Regarding recent forum behaviour**  
And my post got deleted...  
neopherus, Enki and 3 others | 11 | 1 min

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## Regarding recent forum behaviour

5 members active in this conversation (including you)

- Platyna** | Read: Just now
- neopherus** | Read: January 12
- shakys** | Read: January 12
- Enki** | Read: Thursday at 01:06 AM
- Pandalet** | Read: January 12



**neopherus** 137

Report reply

Started conversation: January 6

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** 495

Report reply

Replied: January 6


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** 1198

Report reply

Replied: January 8

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** 495

Report reply

Replied: January 8

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 5865

Report reply

Replied: January 9

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 495

Report reply

Replied: January 9

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, what an astonishing adherence to the medieval setting.

[@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.

+ Quote Edit



**Platyna** 495

[Report reply](#)

Replied: January 10

Again my forum thread was moved to some unexpected section:



**Platyna created a topic in Town Square**

January 9



Sermon circle (Independence), everyone invited.

Anyone wants to join a sermon circle in my house? We have a rare altar of Vynora (1% faith gain bonus) and 6 priests and several followers. Location: R20

Ind, Platinum Ranch, West shore of Elysian Bay. Post here or PM me...

Why to Independence if it is directed to the people living on all SFI servers? Xanadu people looking for a sermon circle will rather not look on Independence forum section, it is a sermon circle - any person from any server can come, it has the same target audience (a whole cluster) list this one, but it wasn't moved to Harmony:



**CistaCista created a topic in Town Square**

January 10



Harmony Regatta #3 - Corbita race - Jan. 16

Hello from Northern Freedom Isles This is the event of a lifetime for those who truly love sailing, navigating, ... and sand bars! Your host is

again the deed Purebreds H, and after holding three succesful races ...

Good that at least a redirection was left. Heh.

+ Quote Edit





Pandalet 1198

Replied: January 11

Report reply

Quote

Again my forum thread was moved to some unexpected section:

<https://forum.wurmonline.com/index.php?topic/182100-sermon-circle/>

Why to Independence? If it is directed to the people living on all SFI servers? It could be as well located in Jackal. Doesn't matter - it is a sermon circle - any person from any server can come, and since my quarrel with Pandalet such things happen ALL THE TIME, like I was on some black list or something.

The thread was moved to Independence as it is more directly relevant there; on review, the post in question seems to be more directed at 'locals' to Independence rather than all SFI in general. However a redirection was left in Town Hall, so it's still visible there as well. If you'd like to edit the thread to be more obviously general, I can move it back to Town Hall.

The forum team moves threads all the time, this has nothing to do with who posted them, or what complaints they may have open.

Regards,  
Pandalet (LFM)

+ Quote



Platyna 495

Replied: January 11

Report reply

I thought it is obvious my sermon circle offer is directed to everyone on SFI not just those on Ind, but well, added "everyone welcome". Same goes to public dragon slaying - they are also moved to the server they are on, so if one is looking for them, they have to browse each server section instead just one general section.

But yes, I do appreciate you left the redirection at least I didn't have to use "search" to find it, as usual.

Quote

The forum team moves threads all the time, this has nothing to do with who posted them, or what complaints they may have open.

Sure @Pandalet it is just a coincidence, just I didn't have to write messages that weird things happens with my content before that...anyway I am not going to pursue this matter any more. What you say does not reflect on what you do. Enki sees no fault in your behaviour, everything is fine, everything is challenging the moderation. I don't have any more patience for this rubbish.

PS. No to mention that you are well aware that the unjust warning you issued appears every time I open my profile and will stay there forever,

that's your way - eternal punishments for nothing. You won, common sense lost, Wurm lost. Adieu.

+ Quote Edit



Platyna 495

Report reply

Replied: January 12

I see my thread is back to the correct section. Thank you.

+ Quote Edit



Platyna 495

Report reply

Replied: just now

And my post got deleted again, I write in polite in respectful manner - my posting goes to trash, other people write even in brutal and rude way about the same things - their posting is not deleted. Another ASD person has problems and is quitting Wurm because she found no support, another ASD person comments and get the posting deleted, few other ASD people write they got banned without a reason, one even before leaving the tutorial. Why Wurm staff hates ASD people? It is not our fault that we differ from you a bit. And why you allow this Enki?

How much more evidence you need to see that we have a 'special treatment' here?



Bloodreina created a topic in Town Square



9 hours ago

On my way out (and a final feedback... not to the de...  
Hey everyone! I have this message in draft since a good while, but I kept postponing it because I wanted to make sure that I won't change my mind or regret it. Long story short, I decided to quit the game and since I...

Platyna

Posted just now

Report post

Mayor

●●●



Members

493

1018 posts

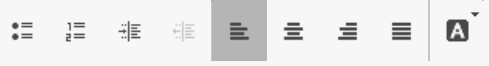
Location: R2D Ind

1. You are a drama queen.
2. I do appreciate your honesty though.
3. ASD people have a hard time in Wurm, I took it off my FB group "ASD friendly" list, because well...it isn't. This is not only Wurm staff problem, but staff could play important role to change this (this was a topic of my very first thread on this forum and nothing changed since then) some people cannot accept that someone speaks and acts differently than their standard is. I observed some kind of regularity - the higher is someone in a social structure (I am not referring to staff and badges here, but generally to these who are popular and liked in the group) the more they will hate and go after the ones who are different and don't follow their standards. This doesn't even apply to Wurm only - we still have a long way to go to educate people that autists are not evil jerks who just want a douche pass, we just think differently, but we have social needs, including the need to be accepted, and want to have friends.
4. People avoid contacts to not deal with trolls, bullies, and overmoderation. I disabled CA\_HELP and I appear on GL only to get or give info about events and I did it following the advice of players who did the same. I am a lot happier now, but yes, I still think I miss something.
5. All the above, plus stuff others reported by people on Steam.

I developed some Stockholm syndrome relation to Wurm - I have some good friend here, and I love the game, which is paid up for a long time, but there things that make me angry and sad.

+ Quote Edit

B I U S [Link] [Quote] [Code] [Smiley] [Image]



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Size  Font

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Insert image from URL

Submit Reply

