





Pandalet • 1180

Replied: September 20, 2020

⊙ 1180 Report reply

Hello,

The moderation edit, and religion in general, is not up for discussion and I'm not going to get into an argument with you about it.

The warning was for challenging moderation, in direct contravention to the stated rules: you should never challenge moderator actions in public. You have regularly demanded that the rules be made specific, to let you know exactly what not to do, and that they should be enforced as written. In this case, it's hard to see how the rule could be any more specific, without descending into farce. The warning is just that: an invitation to modify your behaviour. I recommend you take it as such.

You also appear to be confusing "not responding instantly" with "not responding", and just because I don't agree with your interpretations doesn't mean I haven't listened to you, at length. I do not believe any member of any of the moderation teams has been anything less than courteous, in any of your many interactions with them, although do please let me know if they have. As I'm sure you're aware, there are many demands on our volunteers' time, and responses are seldom instant; we will always get back to you as soon as we can.

If you wish to close your forum account, that is something I can do for you. However, please ensure that you are absolutely certain that this action is what you wish: it is generally not reversable. If you wish to take this action, please send an email from the email your forum account is registered to, to pandalet@wurmonline.com - this is for tracking purposes.

Regards, Pandalet (LFM)



Quote



Platyna • 479

Replied: September 20, 2020

Report reply



The moderation edit, and religion in general, is not up for discussion and I'm not going to get into an argument with you about it

And it should be. And there is a different between an argument and a civil discussion. Discussions give diversity of ideas and enrich us. Not to mention that anyone who got accused should have means to defend themselves.

I do not demand an instant answer but I used to the fact that staff often ignores players. Like the community complaining about lack of presence of development team in the Suggestion section or when a developer told me to craft some black dye fix suggestion, because they are open for ideas, and me and the dye maker worked pretty hard to give a pretty decent and reasonable ones (I even read through US patents to see how exactly dyes are made IRL), and no one of the development team even bothered to comment.

I merely noticed my picture was removed there was nothing confrontational in it. To remind you, I said: "Looks like a moderator didn't like my picture for some reason" - there has to be a difference between observation or a comment of moderation action and a challenge, there were not even any opinion or judgement about this moderation action stated, and I told the truth - you obviously didn't like the picture.

I thought it is visible how much effort I do put so my posts are useful and generally high quality (like number of edits I do). What you did was over interpretation of what I wrote and is not fair. This is why I think my punishment is undeserved and therefore it should be retracted.

I do not accept it because now I will be always afraid that whatever I write and how much effort I will put into what I write can be twisted out and blown out of proportion. And believe me, an ASD person already has to put A LOT of effort to make sure they will be understood.

I think you should consider what you want from us. You want nice mature and polite discussions or you want to instil fear? You can't have both. Trolls do not care about your warnings, if you ban them, they will make another account and keep trolling, but I think any decent member will be annoyed and discontent with getting one for an innocent line.

I already have to deal with Badvoc tainting my reputation all over the place and forum moderation obviously considering it an acceptable behaviour, and now I got punished for a mere comment.

To make a long story short, your reactions are not predictable, what else can I do than just go away? Wait for a totally unexpected forum ban? What is the point?



Quote Edit



Pandalet **⊙** 1180 Replied: September 21, 2020

Report reply

Hi,

You appear to think that any staff contact or directive is an invitation for debate and argument; it isn't, and that's why I'm not going to debate the rules around acceptable content with you. Both the content and challenging moderation rules are in place for good reason.

Contrary to being ignored, I note that multiple different staff have gone out of their way to listen and respond to you on various occasions. Contrary to the falsehood that you're espousing, developers do read the suggestions forums, and many suggestions have made it into the game. We do not comment on suggestions, for time and fairness reasons - if we commented on every suggestion, there wouldn't be time for anything else (remember, most of the developers are volunteers). This has been publicly confirmed by Retrograde on multiple occasions.

The vast majority of our users (including a number of non-neurotypical folks I'm aware of) manage to follow our stated rules without issue or confusion. Most users will never have any direct interaction with a moderation team. I explained to you why the posts by Badvoc were not something we could get involved with, at some length. We have put considerable effort into making the rules clear, and most people manage to abide by them, and I am saddened that you feel unable to do so.

You have demanded that rules be clear, and enforced as written. Calling out moderation action in public is in direct contravention of the rule on challenging moderation. The warning will stand. You can, of course, complain directly to Enki (as head of moderation) if you wish; be warned, given his workload, there is likely to be some delay before he can respond to you.

As per your earlier comment, if you actually wish to delete your account, please email me as above. Otherwise, I'm not sure there's anything further I can add here without repeating myself.

Regards, Pandalet (LFM)



Quote



Platyna • 479

Replied: September 21, 2020

Report reply

I just said a moderator deleted my picture for some reason, no one - ASD or NT should even get punished for that. There was no opinion, no challenge, no confrontation. If there are two interpretations the staff always choses the worst one. You just said I complained about lack of presence of development team on Suggestion forums - actually I didn't, I wrote that the community complained about that, as there was a huge thread about that and I don't even remember if I posted anything in it.

Rules are not clear, you do not do even small changes to them, like the players pointed out the use of a term "multiboxing" is incorrect, not to mention that rules not in rule set are being applied, and even if rules were clear, summus ius est summa iniuria. An honest player who provides quality content shouldn't be treated like an abusive troll.

I am not going to comment to these schopenhauerian arguments me vs. rest of the world. The issues I raised here were raised by multiple players, and saying that "no one else has a problem with the rules but you" while there is almost every day a thread about some drama or the rules' interpretation is absurd. Even today you got a thread where a user asks you to be more specific in your public guidance, and you of course instantly locked it up, they even anticipated getting a warning for "challenging the moderation".

If you don't understand how harmful is such an attitude toward the community there is nothing I can do about it. I hoped you would read what I wrote, think if I might have a point and reconsider, not give a half of your post to prove that I am just the only one who has a problem. I am not.

While I love Wurm, I am a big fan, and I do respect Wurm staff, you people need to reform, nothing big, assumption of good will from your players/customers and being more open to what they say would be a good start, not to mention that you should finally start admitting you are human beings and you do mistakes.

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Quote Edit

Replied: September 21, 2020

PS. I don't have a problem with that rule, technically. I wouldn't make such a rule on my forums, because I believe that mature and polite discussion is a good thing, but I understand that moderators don't want a drama like "damn stupid mod removed my pic, let's burn him on a stake", but my line was light years from it, and the fact you went ad personam is sad and hurtful. I have a large ASD support group on Facebook, and I am getting reports every day that ASD people are perceived as troublemakers, trolls, and arguments such as "I am sure you understand you are intelligent" or "no one has a problem but you", "i know an ASD person who isn't like you" - we hear it every day, and we are sick and tired of it, this only makes us to feel subhuman and even more depressed.

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Quote Edit



Platyna O 479

Replied: September 22, 2020

Report reply

Sorry but PS2. Why is it bad that I had contacts with Wurm staff? Some of them are my good friends in game, when I started to play I was bullied and griefed, so I made tickets, and they were solved on my behalf and the other ones mostly I did was about highway and other bug issues, I also help new players, and I am a pretty active Wurmpedia editor plus I am "the weird one". I have a feeling you suggested that if I talk with the staff then it is like it is a bad thing. Not to mention that due to my physical condition I am in game and on forum a lot more than an average player:



Quote

[23:56:23] You entered through the portal to Wurm on day of Sleep, week 1 of the starfall of Silence, 1090. That's 190 days, 3 hours and 6 minutes ago.

 \cite{Months} [23:56:23] You have played 129 days, 16 hours and 50 minutes.

There is a reason for that - this game helps me to go through a very difficult time in my life, I don't want to get banned, since I can't work and I spend a lot of money to actually stay alive, I don't have a lot of them, I put all my digital entertainment funds into Wurm - I have my subscription paid up to May 2021 and I don't even know if I will be alive by then. Even my deed is built in a way so it will last long after I am gone.

You shouldn't be surprised I am astonished by your totally unexpected reaction.



Quote Edit



Pandalet O 1180

Replied: September 24, 2020

Report reply

Contrary to the narrative you have put forward above, I read and consider every message sent to me. Even the abusive ones. Once again, not agreeing or sharing your views does not mean I (or any other staff) do not consider them.

Your personal problems and situation are just that: personal to you. While I have sympathy, I can not offer help in that regard, nor would it be appropriate for me to do so. This also doesn't mean the rules don't apply, or apply differently to you. Neither your length of playtime, nor the amount you have or haven't spent on the game change this.

I did not say it was bad that you had contacts with staff. I pointed out that there is a certain pattern to your interactions with staff in official capacities, where you choose to argue every directive given, and fall back on hyperbole and blaming your ASD when your opinions are not reciprocated. Staff in general, and myself in particular, are open to explaining actions or discussion to a point; you will always be responded to (albeit probably not instantly), with courtesy and our best efforts to explain whatever you're querying.

I hope, perhaps forlornly, that you will take the warning at face value, modify your behaviour, and move on. If you do that, you'll not need to have any further interaction with me or my team. I have explained the reasoning behind the moderation actions you queried and I have presented your options going forward. I've also corrected several erroneous suggestions you have made. I genuinely hope that you will move on and enjoy your time in Wurm Online (as I do for all our players), but I don't see that repeating myself here is helpful to either of us.

Regards, and happy Wurming, Pandalet (LFM)



Quote



Platyna O 479

Replied: September 24, 2020

Report reply

Let me rephrase, you consider the innocent lines on forums as abusive and also polite messages to sent to you as abusive. In a few days span one player (me) was accused of.

- 1. Challenging the moderation.
- 2. Disseminating false information.
- 3. Being abusive.
- 4. Using my personal information to make the warning go away (while I just tried to explain to you why I am more visible here because I do play more).

I take this warning as an insult and real example what is wrong with your moderation line. All your messaging was ad personam, you ignored all my arguments and points. You corrected my erroneous suggestions? How a suggestion can be erroneous, but since you resorted to revenge there is no point of talking with you at all.

No user should ever get in trouble with moderation because they tried to help a developer to improve the game, and historical items that are part of our common heritage, shall never be censored, they are on display and photos of them are taken and included in school books and encyclopedias for a reason.

While I do enjoy Wurm Online I surely do not enjoy this dismissive attitude of yours and retaliative actions.



Quote Edit



Pandalet • 1180

Replied: September 24, 2020

Report reply

Hi,

To be clear, I did not accuse you of being abusive; I said I read all messages sent to me, including the abusive ones. This was in response to your suggestion that I was ignoring what you were saying, rather than refusing to be dragged into a circular debate.

In regards to disseminating false information, that's not quite what I said: I pointed out that you were in error on a number of counts, specifically that staff never read suggestions or otherwise ignore players, that I removed the content referencing Mormons because "I didn't like it". At no point have I been rude, despite your often badgering and aggressive tone - if you genuinely feel that you have been polite throughout the above, then I can only say we have a significant difference of defintion in this regard.

I'm not sure what your playing more has to do with this, although perhaps that's just my failure to understand? I'm also not clear what 'personal information' of yours has been used here, that you didn't specifically bring up. There is also no revenge here, nor are you being treated differently. Again, I'm sorry if you choose to believe that.

It is entirely your privilege to be insulted if you choose. And I absolutely agree that your actions define the sort of person you are.

I see you have escalated this to Enki directly, so I'll leave it to him to proceed further.

Regards, Pandalet (LFM)



Quote



Platyna 🔿 479

Replied: September 24, 2020

Report reply

I have sent you no abusive messages. And I didn't accuse you of ignoring me, even if I noticed that even if you reply you indeed ignore any point or a valid argument I make.

In fact none of my posting was accusatory, contrary to yours, like when you suggested e.g. I used my illness to make you remove your warning or use ASD to win a discussion. Did I insult you? How? Where? You always put such generalizations but you never back them up by facts or examples. I said you are rude, and then edited it. But yes, you are rude, your ad personam remarks and generalizations about ASD people were rude.

I blame ASD because someone disagrees with me in a discussion? I love discussing with people and I have no problem with them disagreeing. But accusing someone of abusive messaging, giving

them "troublemaker badges" just to invalidate them as persons and interlocutors is a bad thing to do.

Not to mention badges such as "I always argue against directives", this is the second time I do stood against a staff member after his action, first time was with Daciana, who first gave me a directive contradicting to a directive given to me by another GM and then banned me for breaking a directive I never got, so if it wasn't a valid reason to argue then I don't know what is.

Your reason to remove a historical picture was invalid, you wrote an absurd explanation, you censored a museum exhibit historical artefact in a game that, as any art, took a lot of inspiration of various world religions. My mother is an art historian, and she raised me up to always stand against mistreating or history and art, but even so, I wasn't aggressive, I tried to discuss, convince you that what you did was wrong, using well thought arguments, which you all ignored.

My attitude towards rules and authority is typical for an ASD person - we love rules - if they are logical and applied fairly, and as awareness increases why we do that (dissent), we are being more and more valued for our critical approach, but we are all tired of comments such as "I know a non-neurotypical guy/gal who doesn't do [put any diagnostic ASD trait here]). And believe me, what we do is often helpful (the receiving end approach is appropriate) and we are proud of it. You could use this discussion to be a better moderator and to make forums a better place for all of us to enjoy.

https://neuroclastic.com/2019/12/15/autism-and-responding-to-authority/

I have no idea why you act like that, why you show such a negative, dismissive attitude, this makes me sad. I hoped for a different ending.



Quote Edit



Platyna 🔿 479

Replied: September 24, 2020

Report reply

Okay, after consulting this whole issue with my assistant (NT person, psychology degree, high diplomacy and social skills), that follows.

She said you probably know you made a mistake but you are too proud to admit and that you will not admit it as people rarely do that, especially to strangers and it requires diplomacy tricks to not hurt your pride and make you to remove the warning. Unfortunately I don't know how to do it, as it requires high social skills that come from mirror neurons - I don't have them. But I assure you that if you admit your mistake and remove the warning I will not feel like I won, I will feel like a person with a clear record. So, if you think you made a mistake please correct it and let's be friends.

She explained to me that most people wouldn't care about the issue, and those who make such complaints do it to show off they can stand against the staff and win, to make a long story short - they want to challenge the hierarchy to possibly weaken it or to advance in it or just annoy those in position of power. I don't do that, I just want to have a clean record and not be afraid to use the forums. No hidden agendas.

And also she said you interpreted several items I used an argument because often NT people use such things to soften someone and get what they want. I don't do that. Notable examples:

I said: I am an ASD person therefore I need to put a lot of effort to make what I write understood correctly and it not always works. What I meant: I care to write decent posts.

What you probably understood: I am ASD person, pity me and give me a douche pass.

I said: I do have a lot of interactions with Wurm staff and players because I am an active person when it comes to bug hunting and Wurmpedia and I spend a lot more time in game and on forums than an average person because I am seriously ill.

What I meant: literally what I said above.

What you probably understood: I am ill, pity me and remove the warning.

And the discussion had so many threads that we both got confused and stopped following them in full. This is why I don't want Enki to read it - it is too complicated and too long, and he has little time. Not to mention we are both adults, and we shouldn't quarrel like that.

She also explained to me why you went to read my previous posting and editing it was long and complicated explanation in short you did, because you were annoyed by me and you re-read what I wrote from annoyed person perspective. She however agreed with me that you shouldn't do it. No idea what did edit, and I am not even checking because I know I will get annoyed or sad (I really put a lot of thought and effort in my postings, so I hope it is understandable I will not like to see them butchered).

No idea if that helps you to understand me better but I had to try. I prefer to have friends than enemies and straight up the misunderstandings as good as I can.















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