

Your answer:

**2024-07-30
08:51:19**

Hello Lorovus,

The lack of response, and silent closing of a ticket (which somehow I wasn't informed about?)

is something that I'll treat as my last statements being true.

You, in your position choosing to not defend those points speaks volumes and proves my point.

I guess at this point you delayed enough?

Regards
Jillian

Answer from: Lorovus

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**2024-07-28
03:41:09**

Hello Jillian!

At this point, I see no path on which we could continue this discussion. Everything I could say in this matter, I have said. I found no good reason to alter our judgement of this case based on the available information.

Regards,
Lorovus

Your answer:

**2024-07-26
07:46:09**

Hello Lorovus,

Especially due to my experience, knowledge and intelligence on these matters I lack context. Cause again, I know what I did do, and did not do. Hence my continued mentioning of conjecture and assumptions being made about the, so called proof of my wrongdoing.

Yes, policy is there for a reason, and there is reason in it. The difficulty you added to said policy however, should be a gameforge problem - but you are making it a player problem, and they have 0 means to work around. Which, like I hinted towards in previous conversation is intentional.

I've got, just about full context for the tickets about said cases, that information however is still irrelevant cause we can't discuss it anyways.

What I gather from your words is that "take more breaks" is just the one thing you can advise. I mean, I won't say it's bad advice - it's just hilarious cause with automation you could just program random breaks; like, it doesn't mean anything. It just goes to show how bad logs are audited right now.

Regards

Jillian

Answer from: Lorovus

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**2024-07-26
02:10:14**

Hello Jillian!

You claim you don't have enough context, but I doubt your sincerity about that. With your knowledge and your intelligence, I believe you have plenty to guide you. You may say you disagree, but I have a hard time believing you.

I'm not just "hiding behind policy". It is our policy and I happen to see reason in that policy. Applying it provides difficulty in resolving cases like this, but it is necessary.

Of course, I didn't think you were inquiring about another player's case. I simply told what you could deduce based on the information available to you.

Advising "take more breaks" is one of the guidance we can give to players in this matter. I don't mind that you find it funny. From a player's point of view, I can see why it would sound funny, however from an objective point of view, it is a logical advice to give. If the supposed hilarity of it would be reason not to give this advice (to be fair not in so few words), it would reduce our options to help the player.

Regards,
Lorovus

Your answer:

**2024-07-24
07:44:36**

Hello Lorovus,

And here I am (again) to tell you that I don't have enough context to come to the information thats being requested.

We are going in circles by you hiding behind policy on every step that actually involves my reason to open a ticket. - see how thats an issue?

I'm not going in to specifics regarding other peoples cases, im only sharing what I've been told. I dont ask to share details about other peoples cases.

Some of those statements also don't require context. simply being told after a ban of automation to "take more breaks" to prevent this situation happening in the future is... well lets just say its hilarious.

I also don't see a reply to the latter parts of previous ticket. namely paragraph 3 regarding memory of daily activity, and the final part of previous reply.

I would also like to reiterate that, we're coming back to the issue we've had in previous tickets where its ongoing for so long that context and memory leaves us of what we've previously discussed. There is too much time between these replies that make it impossible to form a coherent conversation.

Regards

Jillian

Answer from: Lorovus

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**2024-07-24
02:19:31**

Hello Jillian!

I can understand your point of view, however I am bound by our policies in this matter. So far no information has been provided here that we would consider sufficient to disprove our findings. So we arrived to an impasse.

If you have knowledge of another player's case that is similar to this one but it arrived to a different outcome, then the logical deduction would be that the information either provided by the player and/or the information in our investigation was sufficient to arrive to a different conclusion. Naturally, I cannot disclose the details of another player's case, but this is as much as you could deduce based on the information available to you.

Regards,
Lorovus

Your answer:

**2024-07-19
07:59:54**

Good morning Lorovus,

And the only argument you have for why you dont agree with it is cause its protected information? For me it looks like it should be up to you to provide the information in a way that both protects your "secrets" (which are not secrets, but another discussion) and provides me with enough information to know what I have to defend. The matter is way to broad right now to strike any kind of memory I have that might defend my case.

Which is also part of the information how I came to said assumption;

Can you recall every refresh you do on a page in a day? can you recall every fleet you send? no. Exactly, how am I to know what in my activity was "such an unfair advantage" compared to; apparantly normal automation that does not give such "an unfair advantage", hence awarding me a permanent suspension, where someone else does not?

If we then also include the information on how others litteraly get told to "take more breaks" to appear more humanlike in their playing; the entire ban just becomes a joke

- 1) lack of information
- 2) vague ban reasoning
- 3) conjecture and assumption
- 4) weird statements made to others

There is nothing that has been said in this ticket that strikes me as "oh yeah I can understand why im being treated like a botter"

Yes, thats kind of my point - im asked to trust your judgement on my case solely on trust, since you can't provide me any practical information.

In that same sense, my "trust me bro" argument has the same weight to it.

- 1) I dont know if said information actually exists
- 2) I know what i did and did not do - so even if it exists, its circumstancial at most.

Regards
Jillian

Answer from: Lorovus

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**2024-07-19
02:14:22**

Hello Jillian!

You don't have to trust me, but I also cannot give you information to verify my statement, because this information is protected. I can understand your point of view on this, however I don't agree with it.

I can say here that we don't just check your fleet missions when we are checking your game activity.

If trusting such a statement was sufficient to disprove all our evidence for the case, then we would be looking at a different OGame indeed. I don't mean to study why a player can or cannot get motivated to use unauthorized tools to augment their gameplay experience. It would be a study of the human psyche and I don't feel qualified for that, nor it is something that we are supposed to consider in depth.

Regards,
Lorovus

Your answer:

**2024-07-17
07:57:45**

Good morning Lorovus,

I can't - which is kind of my point. You're giving me a "trust me bro" statement which is not something I can accept given the circumstances.

Yes, and nothing I've been told tells me why its permanent in my case. All I can assume from our conversations is that I've been banned for presumably automating expeditions; There are people automating several aspects of the game including expeditions and they do not get permanent suspension. There are people automating expeditions for 20/21~ hours a day, and they do not get a suspension at all. Yet, here we are with - with a permanent suspension for presumably sending automated expeditions for, I'd say roughly 17 hours a day.

Before we get confusion on this, I still say I've not touched automation on Indus.

Yes it depends on factors, but "trust me bro" that I don't find any accomplishment in automating the game for me.

Regards
Jillian

Answer from: Lorovus

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**2024-07-17
02:57:00**

Hello Jillian!

You may believe it has no basis, but can you verify that?

You know just as well that we would issue a permanent ban to a first-time offense when we find that their violation of the rules gave them such an advantage to warrant it.

Indeed, unauthorized tools for the game are adjustable in ways that would allow you to remain relatively safe from detection, if you know how to avoid said detection. That's one of the reasons we are limiting the information we provide.

Whether it is easy to use an unauthorized tool without being detected depends on at least a few different factors. Whether it ruins your sense of accomplishment also depends on a few factors.

Regards,
Lorovus

Your answer:

**2024-07-15
08:30:11**

Hello Lorumus,

A opinion without basis is not something I can see as an argumen; Your only argument is "The new information has the potential to help the player's case." Which is a point that has no basis; I could say that my socks are smelly, and "that could have the potential to help my case".

I'm not going to ask you to review any cases. I also did not say that they were misjudged, I said that their penalties were, not permanent. Where mine is. all the while being a first-timer for the said offense. Knowing that for indus I never used anything like automation software; I know that you are misinterpreting your "evidence". In a world where "automation = automation" one case cant be permanent while the other is not.

Regards
Jillian

The more I think about what information I can give that proves my case, the more im inclined to simply start botting and show those logs after a couple of months of not being caught.

Botting and not getting caught is easy, We've done that for months years ago on .us. But it completely ruins any kind of acomplishment you might have had for the game. (not that theres alot of that left nowadays, I guess you might say)

Answer from: Lorumus

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**2024-07-14
01:19:00**

Hello Jillian!

It is confusing that you don't see my opinion as an argument. Nonetheless, I think that's fine. We don't need to argue and we don't need to agree.

If at any point you felt that a player got the wrong penalty or that we misjudged a player, you have the right to complain and we can review the case. Naturally, we are not allowed to disclose information about another player's case, but we can act on reports and complaints, even from a third player.

What kind of bias are you suspecting in this case?

Regards,
Lorumus

Your answer:

**2024-07-12
07:53:02**

Hello Lorovus,

5) Since I don't agree with your opinion. You are not saying I am wrong, you are simply saying you see a positive side to the questioning. you are however not arguing against my arguments.

Which proves my point - all support is a way to delay - the endgame is that player has to take external measures to actually get answers. I can't help but take this personal as I've seen accounts of people that breached several "major" rules and only got a temporary suspension, yet here I am with a permanent suspension for apparently automated behavior without any tangible proof.

And I disagree. I'm sure there have been more days since start of Indus where I broke pattern, I simply don't have the memory to recall every exact date - hence I could only give limited examples. I'm convinced that logs are being interpreted by people that are biased to the case, hence any argument I give is automatically invalidated. You are giving me no reason to think otherwise.

"determination" is also a weird choice for a word here; it only fuels my assumption about your biased opinion in this matter.

Regards
Jillian

Answer from: Lorovus

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**2024-07-12
01:57:58**

Hello Jillian!

5. Yes, I understand that, but I don't agree. The new information has the potential to help the player's case. I know that you don't agree and I know why. It's been discussed. Why do you feel the need to repeat this line of arguments? Do you believe my reason for disagreeing is outside of the realm of possibilities?

Not necessarily. When we remain certain in our judgement and when all possible arguments are exhausted within the confines of our support system, we should close the issue.

The reason it may have been ignored is because the activity you exhibited appears like an automated pattern so consistently and for such a long period of time that we found your reasoning inadequate to explain it.

In the days you referred to near the end of May do show a couple breaks in activity that differ from the regular activity exhibited in other days. However, aside those short breaks, the activity remained the same as the other days of regular activity. So I would not consider this sufficient to dispel our determination that an unauthorized tool was used.

Regards,
Lorovus

Your answer:

**2024-07-10
08:07:54**

Hello Lorovus,

5) and my point is that the "new information" will most likely be detrimental to the player in a world where "ogame" is convinced of their ban.

My point remains, that for a permanent suspension you need something more tangible to reason with me with. we're going to be here discussing this forever, cause I will not accept the reasoning provided, and continue to proclaim im innocent.

unresponded points are, but not limited to:
My added reasoning for being structural have been ignored

I gave an example of recent day where I would've clearly shown humanlike behavior

regards
Jillian

Answer from: Lorovus

[Rate this answer](#)

**2024-07-09
23:44:08**

Hello Jillian!

4. That's alright. We can agree to disagree, even if you choose to ignore my opinion.

5. Strongly disagree with that point, as explained earlier.

When we issue a permanent ban on a first offense, we consider the degree and relative amount or time period the rules violation was being done on your game account. In connection with that, we consider the unfair advantage gained to be too significant to give just a temporary ban. This is because we believe it would not offset the unfair advantage gained. If you find this explanation inadequate, would you please explain why?

Can you explain what information provided by you do you feel that you got zero response to?

Regards,
Lorovus

Your answer:

**2024-07-08
08:50:42**

Good morning Lorovus,

4) It does not matter what your opinion on this is - as I am the recipient of said conversation, and I feel that its only happening to delay. Which was also one of my points in my complaint.

I read your message wrong, my apologies. I read it as "is not your choice" somehow.

5)And I stand by the point that: In a world where we are to expect that you only ban after being convinced of the evidence, no story from said player should be able to convince you other wise. The only thing a player can do is provide the spade to dig a hole for himself.

In any case;

Lets restart the question I asked many responses ago which was not rly answered;

Why is this a permanent suspension for a supposedly first offense?
The provided reasoning remains lackluster, and like I said before, you can't expect me to accept a judgement like this.

My earlier provided information has gotten zero response - which onl fuels my earlier made assumptions.

Regards
Jillian

Answer from: Lorovus

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**2024-07-08
08:29:14**

Beste Disco zugzug,

4. Respectfully, I disagree with your assertion that this conversation was just a means to delay.

Yes, whether you trust our judgment is your choice. That's what I said. It is your choice.

5. When we ask those questions, we ask them also because there is a chance that the player can tell us new information regarding their case. That potential existed in this case too. Whether you believe that or not, will not change my opinion about that.

Regards,
Lorovus

Your answer:

**2024-07-06
11:43:24**

Good morning Lorovus,

4) This means that this entire 3 weeks of conversing we've had regarding my ban was nothing more than means to delay.

It feels good to be right, once again.

You are giving me no reason to trust your judgement. And I have no reason to trust it, as I know the judgement is wrong.
And you are wrong, it is my choice.

5) again you provide no input on this - I tell you why you are wrong and you simply say "I disagree" thats disrespectful.

Regards
Jillian

Answer from: Lorovus

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**2024-07-06
08:02:44**

Hello Jillian!

4. Whether you trust our judgement or not is your choice. I cannot provide more information on this point, so those counter-arguments you are looking for will remain unseen.

5. I disagree.

Regards,
Lorovus

Your answer:

**2024-07-04
09:27:01**

Hello Lorovus,

4) And I have no reason to trust in chaosk or your judgement regarding this case. I know what I did or not do; and automation is definatly not what happened.

I still see no counters to my arguments or information on why I am a organized player. Which is all I was banned for going by the information that has been shared.

5) It shouldn't bring new information to a case - cause you only ban when you are convinced that the player is using third party software / other forms of automation. (for this situation, anyways)

So the questions ask should only be to prove what you already convinced yourselve off. - which is what I said earlier in this ticket.. like 2 weeks ago or something.

Regards
Jillian

Answer from: Lorovus

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**2024-07-04
08:50:52**

Hello Jillian!

4. I disagree. There is nothing more to be said on this point.

5. It may be helpful to the player's case. If you believe it can't be, then I don't agree with that. It is also not redundant because it could introduce new information to the case.

Regards,
Lorovus

Your answer:

**2024-07-02
08:55:03**

Good morning Lorovus,

4) I have no other conclusion to make - You don't believe me, and I have ben given zero reason to trust the judgement thats been made.

I dont see how we would be able to come to an agreement when your objective appears to be opposite of mine.

And: my arguments to defend my "inhuman activity" are uncountered.

5) If the intent behind it has no practical use to the player then yes, its redundant.

Answer from: Lorovus

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**2024-07-02
08:19:39**

Hello Jillian!

4. I don't agree with your assertion that this decision was made on personal bias. I don't see a point in discussing this further, because as of now, I don't see a path to reach an agreement.

5. Do you believe that's not a good reason to ask a player about it?

Regards,
Lorovus

Your answer:

**2024-06-30
10:19:46**

Good morning Lorovus,

3) looks like you did, but /thread

4) And we're back to this. I don't agree on all points. I hold my case that im innocent; I might be emotionally impulsive; but i'm pretty organized in games.

I only know that the "proof" against me shows that I don't take breaks during the day - which is kind of funny, cause thats the game. I don't see how its weird that in this day and age someone has access to a pc more or less the entire day. so with this information, I feel that you are convinced based on personal bias.

5) that means its simply a dellying tactic though? if your sole reason for it to be reasonable is "can be helpful to the player".

Sincerely,
Jillian

Answer from: Lorovus

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**2024-06-30
09:36:19**

Hello Jillian!

3. No, I didn't.

4. We can agree to disagree. At this point, based on what we have so far, I am convinced that you were using an unauthorized script/tool. Therefore I see no reason to alter the penalties on your game accounts.

5. I disagree. I maintain that this is a reasonable thing to ask for and it can be helpful to the player.

Regards,
Lorovus

Your answer:

**2024-06-28
09:40:28**

2) We're going circles. and im getting kind of tired of this fruitless discussion. I dont care how the information is given - you can't expect someone to accept a permanent suspension based on a "well we see it this way, and you can go F* off" kind of reasoning.

3) Yes, correct. But did you just ASSUME that people read page titles in this day and age?

4) "we dont really see" is kind of vague, you either see them, or you dont. Regardless; you are basically saying "this is not humanlike behavior" where I argue that I disagree.

There has also been zero response to my examples of humanlike behavior, or reasoning given for being quite structural in my activity.

It's like throwing arguments into a void. It feels fruitless.

5) yeah, just a bit more unreasonable as to expect me to walk you through an average day of ogame. Which, is still something I find ridiculous, since you basically have my average day of ogame in your logs. In theory nothing a player can say in the explanation can be "good" for them to share - at most it can verify what you already know.

I have to conclude again that I've been banned on assumption, and that is something that is clearly defined in the rules:

and I quote:

"Een GO bant alleen als hij/zij overtuigd is van zijn/haar ban"

Assumption can't be enough to convince someone of setting a ban.

Regards,
Jillian

Answer from: Lorovus

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**2024-06-28
09:00:53**

Hello Jillian!

2. I can agree that expecting an explanation on where the player's story was inconsistent with our records is reasonable, from a player's point of view. The difficulty is how we give that explanation so that it doesn't give away too much information of our detection methods.

3. Regardless, the page title exists.

4. That's not very helpful, but I'll take it. The problem is that we don't really see those breaks in your activity and the activity remains constant (leaving just the break for daily sleep time) day to day, every day and uniform throughout. If your activity is much lower in Bellatrix, then you do play it differently.

5. You realize that is an unreasonable expectation, right?

Regards,
Lorovus

Your answer:

**2024-06-26
09:15:40**

To elaborate on 4)

I can't rly say anything about days that were different; they just happen. Its not like I plan for them. I'm positive that in the week where I was unwell (29-30th of may orso) there would have been some obvious non standard behavior; but I really dont recall timings on that.

I don't play bellatrix any different then Indus, the only difference is that I have rly low activity there. But the way I send fleets etc is the same.

Your answer:

**2024-06-26
09:07:50**

Hello Lorovus,

1) check

2) Can't rly discuss this any further, my point remains - it feels off. Especialy without an explanation on what doesnt add up if you do provide a story.

3) see screenshot send on discord - I dont recall looking at page titles since any date after 2008~

4) In case it wasnt obvious before, I was obviously stating information during my active times, not my sleep times. I wont be able to provide anything usefull on how often a 30 min "break" happened. Heck I cant even guarantee if they happened at all. Just a feeling that tells me there must have been some; might be once a week, could be twice. Heck it could even be daily. Rly wouldnt know.

5) I'll humor a response; a video of my computer running automation software to interact with the game would be pretty direct proof.

Atleast we've concluded that the ban is based on indirect evidence, guess we are making steps to the truth.

Regards,
Jillian

Answer from: Lorovus

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**2024-06-26
08:34:24**

Hello Jillian!

1. Based on my review, I don't believe the explanation was used to prove bot-use, but I'll discuss that with chaosk.
2. I don't entirely agree. While the player's explanation could be used in some cases to prove our judgment, in other cases it could be used to disprove our judgment. It depends on what the player can tell us. Of course, they are probably at a disadvantage, because they'll have to work with only their memory. I think we also explained that this is not necessarily a way for a player to prove us wrong, but a point for us to check if the player possibly made a mistake. So the point for improvement could be that we could word our request for information differently. From the player's side, if we give them an explanation of what we banned them for, they should think about what they can tell us, what example they can give us that opposes that view.
3. I was referring to the page's title or header, that appears in your browser when you open the page.
4. How often would you say that a 30 minute break happens? Also, any information you can give us where you changed your usual routine of playing the game, where you were more active, less active than normal or did something out of the regular, that would be helpful.
5. With the current limitation on what information we can disclose, it would be inadvisable for me to answer this question. In almost all cases in the context of a browser game, proof of bot-using would be open for interpretation.

Regards,
Lorovus

Your answer:

**2024-06-24
10:18:59**

Hello Lorovus,

- 1) I think we've gone over this enough - I still feel that somehow my explanation was used as proof and point of the ban set. While not giving me any context as to why that is the case.
- 2) To be fair, the whole "tell me about an average day" feels weird and wrong to me. Its feels like providing gunpowder to your firing squad.
- 3) I have no idea how the page is called, i only know it as agbserver which means nothing to me
- 4) I usually order groceries, but do have short visits to a nearby local supermarket. I wouldnt say I never leave my desk or home; I have no idea how long my longest absence would be, at most 30 minutes I'd guess
- 5) Why don't you tell me? All I know is that scripting bans are circumstantial and based on assumption. Which is proven by all that i've been told in this ticket so far.

Sincerely,
Jillian

Answer from: Lorovus

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**2024-06-24
09:49:34**

Hello Jillian!

Thank you for your replies. I'll continue the discussion here, point by point.

1. That's right. From me, I can see slight inconsistency in your fleet activity compared to what you described, but in my opinion, this could be chalked up to that this was a description of your average day. I think this is rather point where we need to improve our responses.

2. We are already giving tips to the players about what they should tell us that could be helpful for them in that area. However, this is something that I'm afraid will remain an issue, since there is an underlying opposition.

3. Notice that the page where these documents are available is called "Standard Terms and Conditions of Use". In the English version of the game and main page, the link is also labeled "T&Cs". I see this line of arguing as fairly unimportant. Rather, the point that possibly needs improving is our reference to the paragraph that the player breached, so that there is no confusion. This however should not render our proceeding as invalid.

4. How about shorter breaks? Did you need to go to the supermarket or otherwise leave your desk? You mentioned other hobbies not limiting you in OGame. Do you play other games for example?

Your game account in Leda shows the same kind of "automated behavior" and therefore was blocked. As for the period of time, it depends on what we would consider "long" and that depends on the activity that is exhibited. Here, I would say that because of the similarity between the two game accounts, at least one week time period is sufficient.

5. Again, these are statements, not questions. So since you are not asking questions, I'll ask one. What would direct proof look like in your opinion?

8. I don't believe there is anything else to say in this matter at this point.

Regards,
Lorovus

Your answer:

**2024-06-24
08:14:05**

I've got some added information for 4).
Came to me in a dream one might say.

I am pretty sure I overslept in the last week of may, 30th I think. I had a high fever then and failed to pull my fleets in the night, and failed to login around my usual times.

I've also set my watch to buzz/chime every 15 minutes. which might be a factor? I don't know, just figured its somewhat of a reminder that time passed.

Your answer:

**2024-06-22
11:19:24**

Good morning Lorovus,

1) chaosk clearly wrote my story had parts that did not fit with logs, he basically used that to "proof" why the ban was legitimate. If thats the case, then I should atleast know what is inconsistent. I read it back, and while i wrote a story, nothing is definitive and its based on memory, which is not always without error.

2) You would atleast need to know where to start. I only hear vague terms being thrown around about "not humanlike behavior" but theres plenty of tools that are not illegal under the terms that can be used to create inhuman behavior. The fleet sending from galaxy view is just one example of them.

3) The general terms of use were what was given upon asking about the ban. T&C is however nowhere used except for things related to raffles and payment related.

4) "simply not possible for a human to perform" is without basis and is different for everyone. I'll humor you with an answer, and I guess its inhuman. I don't recall anything specific this year that made me break my pattern. I've not had any birthdays/visits or other responsibilities that would show a noticeable breach in my normal pattern. I do have other hobbies, but they dont really limit me in ogame.

Im also convinced that I do not do the exact same thing every single day. There have been the odd weekends where I had to be early for work, and hence, also logged into ogame more around my usual times.

I did not want to get into my bans for Leda, since like I said before, It has no priority to me - but Leda has not been around for "a long period of time" and the story about its ban being based over information from a prolonged period does not add up.

If we go back further, im pretty sure that during late november/early december I would show a big breach of pattern due to being on a trip to an amusement park. But Indus is not old enough to show that. In any case, I have a pretty boring life and dont have all that much going on in daily life, which I guess means im inhuman.

5) If there was direct proof, it would not be held as a close guarded national secret. The whole reason its behind held as a secret is cause its open to interpretation, cause if it was foolproof it wouldnt be need to be.

6) I might be missremembering then. Guess I am human afterall.

7) We are indeed still discussing, however we are, I'm going to roughly guess 16 responses in, and we've finally touched upon what actually caused me to be banned. Not having a social life. thanks for reminding me of that, i guess.

8) The information you claim to be protected can only be protected on gameforge channels. It has no protection anywhere else. I'm not trying to threaten anyone; im just warning that im done with evasive questioning regarding my case, and will seek counsel if that continues. We are however, going in the right direction right now.

sincerely,

Jillian

Answer from: Lorovus

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**2024-06-22
05:46:13**

Hello Jillian!

I'll try to answer your questions here, respectively.

1. Your explanation of your average day was not wrong. Yes, that means it was fairly consistent of our records. However it doesn't necessarily mean there weren't any automated game actions.

2. I can admit that it may be difficult to disprove our judgment on the player's part under these circumstances but attempts can be made.

3. "Terms & Conditions" is actually a collection of legal terms applying to our services. So saying "there are no t&c" is not correct. What we were referring to is within our General Terms of Use, which is part of the collection of our Terms & Conditions.

4. I realize you were not asking for logs, however there is still a limit of how much detail we can go into. I can see why you would not accept our reason for withholding details, however it is a sensible reason. I will try to be a bit more descriptive. Your game actions (and this is not limited to fleet movements) show a degree of consistency and level of activity over a long period of time that is simply not possible for a human to perform. I'll ask a question of my own here. In the last month or so, in your daily routine, did you ever need to make a break of playing OGame for whatever reason?

5. This is a statement, not a question. One that I don't entirely agree with. Cases like this can each be different.

6. I can confirm that the ban reason on your game account in Leda NL was not changed after it was first issued.

7. I believe this is why we are still discussing. Nonetheless, if we don't reach a conclusion you can accept, then yes, seeking legal counsel is an option for you.

8. As you know, much of that information falls under protection. I would not encourage this course of action, however in a case where I believe we've given a just penalty, this is not a threat that would persuade me in any capacity to step back from my position. We are here to protect the integrity of a fair game within the rules.

I hope this response gives you a better answer so far.

Regards,
Lorovus

Your answer:

**2024-06-20
07:55:56**

Goodmorning Lorovus,

Since previous messages I've finished my meeting and have had some time to think.

I'll reiterate my previous 2 tickets first, add to them with things that came to mind, elaborate on future steps and write down some of my assumptions regarding my case.

- 1) how was my explanation of an average day wrong.
- 2) how is one to provide proof of innocence if there is no specific example given of alleged automation
- 3) why are t&c used when there are no t&c, as far as I am aware while similar, these are not exactly equal formats of terms.
- 4) I am not asking for direct logs, I'm asking "what" did I do; "Automation" is a wide and broad term which can be used for several aspects of the game.
- 5) Automation bans are made by conjecture and indirect proof.

These were my main points in the previous 2 messages I wrote this morning. After some thought, there I feel that we should speed this up, because you basically went back a couple of days and, again repeated what Chaos wrote.

There are some more questions:

- 6) Why was the ban reason for the 2nd account in Leda changed? I did not even open a ticket regarding this account - as it doesn't have any kind of priority to me. It's weird how, me explaining an average Ogame day for Bellatrix, somehow changes the ban reason on an account that's not being talked about

Since I am not looking forward to spending "months" negotiating with you until we finally get some information; here are some points to speed it up:

- 7) I've spent money on the account, so you can say there is a monetary investment on my part. Writing that "you will not share anything" that explains my ban, is unacceptable to a paying customer. I feel that Gameforge is pushing me to seek external counsel on this matter. That is a step that I rather not take, as it is kind of silly considering we are, still at the start of this conversation.

- 8) In the event that internal and external means are exhausted; I will be publicizing everything I legally am allowed to about this case. This will include ticket transcripts, and any information I gathered elsewhere, or will be given at a later date. Due note, that this is not something I want to do; it is something that Gameforge will be forcing me to do. While this might cause removal from any platforms Gameforge/Ogame has; at this point in time I rather not play a game, or be active in a community of a game that simply removes players without reason.

Yes, without reason - what has been said to me so far does not prove me anything. The only thing I can think of is that last year's addition to the admin tool has flagged my accounts as being suspicious.

With the intent to speed up, it's also time to throw more of my assumptions in writing; seeing as how I have 3 active accounts, (Indus, Bellatrix and Leda) 2 of them being banned, one not being banned - I can assume the following:
My assumption is that I'm being banned for automating something in regards to sending fleet. The account that is not banned, I do very little on. Hence my conjecture about this.

We await your timely response,

Sincerely,
Jillian

Your answer:

**2024-06-20
06:38:47**

Good morning Lorovus,

To add to my previous message;

There are still unanswered questions that have been asked.

- 1) how was my explanation of an average day wrong.
- 2) how is one to provide proof of innocence if there is no specific example given of alleged automation
- 3) why are t&c used when there are no t&c, as far as I am aware while similar, these are not exactly equal formats of terms.

Sincerely,
Jillian

Your answer:

**2024-06-20
06:18:38**

Hello Lorovus,

Nowhere am I asking for logs. I am asking what I did wrong. "Automation" can be a multitude of things.

Hiding behind blanket statements of grandeur as if it's some kind of to be protected state secrets...

get real, I will not accept a response like that, and you should know better.

you know as well as I that automation bans are based on conjecture.

regards
Jillian

Answer from: Lorovus

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**2024-06-20
05:49:14**

Hello Jillian!

After reviewing the case, I don't believe I can offer you a better explanation than what chaosk already gave you in his responses. Normally we don't provide a detailed report of our records to players we ban for this kind of offense and that is because it would help them avoid our detection methods in the future.

In this case, we are certain that a rules violation was committed and have saved records of it. I see no reason to overturn the penalty.

Regards,
Lorovus

Your answer:

**2024-06-18
20:33:06**

er wordt ook niet gedaan* wat verzocht wordt.

Your answer:

**2024-06-18
20:32:48**

Goedenavond,

vragen blijven onbeantwoord, er wordt ook gedaan wat verzocht wordt bij het niet beantwoorden van vragen.

Chaosk, ga alsjeblieft ergens anders lastig zijn.

stuur Loro maar door, daar vroeg ik namelijk afgelopen weekend al om.

Answer from: chaosk

**2024-06-18
19:37:38**

Beste Disco zugzug,

Antwoorden heb je hieronder van mij gehad.

Het lijkt me na zoveel berichten dan ook duidelijk dat wij geen inhoudelijke informatie met jou gaan delen over welke informatie wij precies hebben en hoe we deze hebben verzameld. Deze informatie staat zoals gezegd op jouw account genoteerd.

Jouw aannames danwel toestemming is niet nodig voor ons om een ban uit te delen. Wij handelen met de tools en werkwijze die Gameforge ons levert en werken binnen een vast framework. Dit was in jouw tijd als teamler niet anders.

Er is geen dispuut. Dit ticket is puur bedoelt om je te informeren over je ban en om je te informeren hoe je dit in de toekomst kan voorkomen.

Met vriendelijke groet
chaosk

Your answer:

**2024-06-17
18:48:35**

Goedemiddag Chaosk,

Ten allereerst, kan ik stomerijkosten bij jou declareren; of moet ik dan ergens anders zijn?

Je reactie is hilarisch en benadrukt juist een van mijn punten.

- 1) ik weet niet welk gedrag er gezien is op mijn account. Hoe moet ik hierop antwoorden?
- 2) als mijn overtreding zo ernstig is, wat heb ik dan gedaan wat zulke drastische reactie uitlokt?

We zijn nu 12 reacties verder, maar je hebt me nog steeds niet verteld wat ik misdaan heb. Of wat er niet klopt in mijn gegeven informatie.

Ik kan niets anders dan het volgende aannemen:

- 1) Jij wilt niet inhoudelijk reageren; en probeert dit zo lang mogelijk te rekken, om wat voor reden dan ook.
- 2) Er ontbreekt direct bewijs.

opnieuw heb ik nu, min of meer hetzelfde antwoord gekregen hebben, is er dus geen gehoor gegeven aan mijn verzoek om het ticket door te zetten naar iemand die wel mijn vragen wilt beantwoorden, want dat is - hier opnieuw niet naar volledigheid gedaan.

(om het even duidelijk te maken voordat het niet duidelijk genoeg is: vraag 1 is niet beantwoord)

Wij hopen op een spoedige en inhoudelijke voortgang van dit dispuut,

Met vriendelijke groet,
Jillian

Answer from: chaosk

**2024-06-17
18:12:53**

Beste Disco zugzug,

Bedankt voor het updaten van je ticket.

We stellen die vragen zoals hieronder te zien om te kunnen bepalen of er misschien perongeluk gebruik gemaakt is van een illegale tool of onbewust door meerdere speler op 1 account is gespeeld. Je geeft zelf aan dat hier geen sprake van is. Welke mogelijke uitleg is hierin dan volgens jou -als voormalig admin- nog acceptabel te noemen en verklaart het gedrag dat wij op jouw account zien?

Als antwoord op de vraag waarom we overgegaan zijn op een permanente ontneming van jouw account, is de ernstigheid van de overtreding in kwestie. Het gedrag dat wij zien is niet door een mens te herhalen voor zo'n lange periode. Tevens hebben we een tweede account van jou ook een ban gegeven omdat die het zelfde gedrag vertoonde.

Het is voor ons meer dan duidelijk en bewezen dat je accounts geautomatiseerd zijn en je zal om deze reden jouw accounts niet meer terug krijgen.

Met vriendelijke groet
chaosk

Your answer:

**2024-06-15
20:05:40**

Goedenavond chaosk,

Herhalen is niet nodig. Ik wacht nog steeds op de vraag die ik 3 berichten terug vroeg.

Als er van mij verwacht wordt om mijn eigen onschuld te bewijzen, wat wil je dan precies van mij weten?

want aangeven dat mijn verhaal "niet strookt met wat jullie zien in logs" is niet adequaat, en kan ik niet aanvechten. Als "reden" zonder bewijs het hele verhaal is, dan is de ban geformuleerd met interpretatie; wat onzekerheid is, en op onzekerheid wordt niet gebanned.

Er is geen recourse voor mij om te nemen, het is onmogelijk voor iemand om bewijs aan te leveren dat die onschuldig is, als die niet weet wat er plaatsgevonden heeft wat hem schuldig bevind.

In dit verhaal, wordt er geen bewijs aangeleverd, dus puur mijn "ik ben onschuldig" maakt van de 1-0 een 1-1 tje, en dan staan we gelijk.

dus ter conclusie van dit bericht:

- 1) Welk bewijs kan ik jou leveren om mijn onschuld te bewijzen?
- 2) Waarom is het een perm ban als eerste vermeende overtreding?

Ik ga hier niet mijzelf 10x het zelfde verhaal laten vertellen zonder dat er gereageerd wordt op mijn vragen. Als dit wel is waar jij naartoe wilt gaan met jouw reacties, dan verzoek ik je vriendelijk om dit ticket gelijk door te zetten naar iemand die wel antwoord kan geven op mijn vragen.

Met vriendelijke groet,
Jillian

Answer from: chaosk

**2024-06-15
19:37:12**

Beste Disco zugzug,

Bedankt voor je update op dit bericht.

Citaat uit regel 6.4a welke in de eerste reply naar jou is aangegeven: "...cheats, mods, hacks, bots (and similar programs and functions that automate actions to be performed manually)...".

Wat wij zien is in de logs is automatisme op jouw account. Dit is niet toegestaan.

Met vriendelijke groet
chaosk

Your answer:

**2024-06-15
10:20:44**

Goedemorgen chaosk,

Je kan mij niet vragen geen aannames te doen als ik geen informatie krijg.

Logs en data uit de tool staan open ter interpretatie, en ik doe geen aanname hier, ik zeg dat jouw interpretatie fout is.

Je hebt mij geen uitleg gegeven, je hebt alleen geschreven "dit is de t&c regel waarom je gebanned bent" (overigens, zijn er geen t&c voor ogame, maar dat is een ander verhaal)

Je kan me niet eens vertellen waarom mij verhaal niet zou kloppen. Hoe kan je hierin van mij verwachten dat ik dit accepteer?

buiten dat, voor een perm ban verwacht ik wel iets wat "plakt", zeker daar ik het niet laat liggen bij een "you nuet have to accept it" verhaal.

groet
Jillian

Answer from: chaosk

**2024-06-15
10:09:45**

Beste Disco zugzug,

Het maken van allerlei aannames in deze zaak werkt mijns inziens niet productief.

In jouw ervaring als voormalig teamlid kun je je voorstellen dat men niet blij met me zou zijn als ik op basis van vermoedens een straf zou uitdelen. Ons bewijs is er en staat netjes genoteerd in jouw account. Deze informatie zal echter niet met jou gedeeld worden zoals al eerder aangegeven. De vragen die gesteld worden zouden mogelijk een beeld kunnen verschaffen over een oorzaak van een (al dan niet perongeluk geïnstalleerd) programma of addon welke het gedrag wat wij zien zou kunnen uitleggen.

Onze taak hierin is uitleg verschaffen waarom je een ban hebt gekregen, niet wat wij hier op detail niveau precies hebben gezien. Dit hebben wij jou medegedeeld.

Tevens is het onze taak om je behoeden voor herhaling in deze. Ons advies hierin kun je hieronder rustig teruglezen en eventuele aanpassingen doorvoeren zodat dit in de toekomst niet nogmaals zal gebeuren.

Hopeijk ben je zo voldoende geïnformeerd.

Met vriendelijke groet
chaosk

Your answer:

**2024-06-15
09:56:20**

Goedemorgen Chaosk,

Hoe kan ik bewijzen dat ik iets niet gedaan heb, als ik niet weet wat ik gedaan heb? ja ik weet dan nu na 3 tickets dat het over automatiseren gaat.

Dit is echter niet te verdedigen voor mij zonder gegevens van jullie.

Jullie bewijs zover is "wij zeggen het" en "je gegeven verhaal klopt niet met wat wij zien in logs"

Ik zou niet zeggen dat mijn verhaal 100% accuraat is, dat zou vreemd zijn, niet elke dag is 100% het zelfde. En ik ben niet alleswetende (al lijkt het daar vaak wel op, ik begrijp de verwarring)

Ik ben erg interessant wat er in mijn verhaal niet klopt - dat is namelijk hoe gemiddeld mijn werk/ogamedag er uitziet.

Ik heb uitgelegd welke addons ik gebruik, de enige die niet op de homepage van ogame staat is oglight, echter is deze wel goedgekeurd. ik heb geen programma's draaien die interactie hebben met ogame.

Uit de manier hoe jij hier "spreekt", en mijn ervaring als teamlid; heb ik heel erg het vermoeden dat je helemaal geen bewijslast heb; je hebt alleen een vermoeden; en je vragen aan mij zijn niets meer dan hopen dat daarin iets naar boven komt wat als bewijs kan dienen. Blijkbaar zie jij in mijn verhaal iets, maar je kan niet delen wat? Maar je geeft wel aan dat ik het bewijs moet leveren dat ik "onschuldig ben" ik snap niet echt hoe, geef mij een voorbeeld.

Met vriendelijke groet,
Jillian

Answer from: chaosk

**2024-06-15
09:09:00**

Beste Disco zugzug,

Zoals gezegd is jouw account gebanned voor automatiseren welke wij in de logs zien.

De bewijzen die wij hiervoor hebben delen wij niet met spelers en na het uitdelen van de straf ligt de bewijslast aan jouw kant. De vragen zijn dan ook bedoelt om je een kans te geven hier uitleg over te verschaffen.

Jouw verhaal komt dan ook niet (geheel) overeen met wat wij zien in de logs.
Nogmaals: het is niet toegestaan om (delen van) het spelen van jouw account te automatiseren volgens onze T&C 6.4a.

Mogelijk doe je niet niet met opzet en om die reden wil ik je graag adviseren om alle addons/plugins/programmas die je gebruikt voor OGame van je machine(s) te verwijderen. Je kunt middels de onderstaande link zien welke tools er door Gameforge geaccepteerd zijn voor gebruik op jouw account.

<https://forum.origin.ogame.gameforge.com/forum/board/13-tolerated-tools/>

Indien je dit niet opvolgt, loop je het risico om in de toekomst nogmaals een ban te krijgen.

Met vriendelijke groet
chaosk

Your answer:

**2024-06-14
21:41:34**

Goedemiddag Chaos,

ja dat kan, ga je ook mijn vraag nog beantwoorden?

Voor mijn werk sta ik vroeg op; over het algemeen probeer ik "online" te zijn voor werk medio 0600; wat betekend dat rond 0500 de eerste wekker gaat, en daar een x-tijd aan snooze bij zit.

Ik zou zeggen dat ik doordeweeks tussen 0530 en 0600 inlog op ogame.

Dan ben ik gedurende de hele dag online, tot medio 2200-2300.
Voor mijn werk zit ik 95% van mijn werkdag achter de pc/laptop. Ik ben alleenstaand, dus je kan eigenlijk wel zeggen dat ik of mijn dag achter de pc spendeer, of de pc/laptop binnen handbereik is.

Ik heb ogame dus de hele dag naast me open staan, wat dus ook betekend dat ik gedurende de hele dag nagenoeg constant missies uitstuur. Weet niet echt wat voor detail je hier bij zoekt, daar het je 2e vraag is en dus blijkbaar belangrijk voor je is.

S'nachts kom ik er 1 of 2 keer uit om te pissen, en dan pull ik ook mijn saves. (voor 1 van deze pispauzes zet ik een wekker, obviously)

Het weekend is min of meer het zelfde als doordeweeks; daargelaten dat ik wat later me bed uit kom, en wat later me bed in ga. Ik probeer echter wel in het weekend rond middernacht offline/save in te gaan.

Als addons gebruik ik OGLight, van tijd tot tijd antigame (ligt er een beetje aan hoe me pet staat welke van de 2 er aan staat)

Ik ben de enige persoon die op dit account speelt.

Met vriendelijke groet,
Jillian

Answer from: chaosk

**2024-06-14
20:39:54**

Beste Disco zugzug,

Zou je aan kunnen geven hoe je gemiddelde OGame dag eruit ziet?

Hoelaat sta je gemiddeld op en ga je naar bed?
Wat voor missies stuur je en met welke frequentie?
Hoe combineer je het spelen van het spel met je werk en/of opleiding?
Welke addons/scripts/plugins gebruik je om het spel te spelen?
Ben je de enige persoon die op dit account speelt?

Met vriendelijke groet
chaosk

Your answer:

**2024-06-14
11:45:41**

Goedemorgen Chaosk,

Dan mag jij wel aantonen waar en hoe ik deze terms gebroken heb, gezien de enige 3rd party tools die ik gebruik gewoon op de geaccepteerde lijsten staan. (en zelfs geadverteerd worden door gameforge.)

Dit is niet een verhaal waar ik mijn onschuld in kan bewijzen, alleen een verhaal waarin jij / gameforge mij kan bewijzen dat ik schuldig ben.

In afwachting van jouw reactie,

Answer from: chaosk

**2024-06-14
10:57:45**

Beste Disco zugzug,

Jouw account heeft een ban gekregen voor Breach of T&C.

Specifiek gaat het hier om punt 6.4a. Je kunt onze T&C nalezen op onderstaande link.

https://agbserver.gameforge.com/files/pdf/en_GB/general_terms_of_use.pdf

Met vriendelijke groet
chaosk

Your message:

**2024-06-13
22:15:43**

Betrokken accounts: Disco zugzug

Naam van betrokken teamlid/teamleden: who knows

Reden van de klacht: verklaart uw nader