

From: support@ncsoft.com
To: ltsmallwood@hotmail.com
Date: Mon, 5 Oct 2009 15:53:43 -0500
Subject: Banned toon [Incident: 091003-000198]

Thank you for your support request. Our response is included below. If you have other questions, please reply to this e-mail with your questions between the green lines.

**** Please enter your reply *below* this line ****

**** Please enter your reply *above* this line ****

[To avoid e-mail delays, you can click this link to update your question using our support site.](#)

Subject
Banned toon

Discussion Thread

Response (Will)

10/05/2009 03:53 P

Hello,

For the reasons already described to you in previous messages, accounts have been closed and is not eligible for reactivation under any circumstances. Our decision is made with the best interests of the service.

If you wish to continue with a legal proceeding you will be able to do so with the information below.

Your lawyer can send a fax to (512) 498-4099 or they can mail us directly at:
Account Administration Department
6801 North Capital of Texas Highway
Bldg 1, Ste. 102
Austin, TX 78731

EXHIBIT 1

We have addressed your questions and concerns to a level which we feel is more than adequate. It is at this time that we must inform you that any further questions regarding the account termination may not be responded to.

Regards,
Will

Response (Will)

10/05/2009 02:20 I

Hello Craig,

Our billing team has requested that I give you a call because you have repeatedly contacted them regarding the termination of the Lineage II accounts.

No one answered when I just attempted to call.

Please understand that our tech and account support team will not be able to assist you regarding this issue. Threatening to repeatedly call our tech and account support teams will result in the reactivation of these accounts.

Because I was not able to reach you by phone, I will clarify the account terminations through email.

Accounts belonging to you were found to have engaged in elaborate schemes to support and contribute to RMT networks. RMT activities are strictly prohibited according to the User Agreement and Rules of Conduct.

The support team will not disclose the methods used to identify the activities discovered on these accounts which led to the termination of the accounts. Doing so could allow you or others to contribute to RMT networks to potentially circumvent future investigations by the support team. However, we are absolutely confident in the evidence gathered to permanently close these and all associated accounts.

Please note that associated accounts are closed under Section 4 of the User Agreement.

Specifically:

(i) Former Members. Members whose Accounts have been terminated by NC Interactive may not access the Service in any manner or for any reason, including through any other Account, without the express written permission of NC Interactive. Accounts accessed by Former Members are subject to immediate termination.

NC Interactive reserves the right to use any means necessary, including those in section 4(j) to identify and remove Former Members.

(j) Related Accounts. If NC Interactive terminates an Account, NC Interactive may terminate any other Accounts that share the same member name, phone number, email address, postal address, Internet Protocol address, or credit card number with the terminated Account.

These accounts are no longer eligible for reactivation. You are not allowed to return to the Lineage II service. If you are found back in the Lineage II service, your new accounts and all accounts associated with those accounts will also be permanently terminated.

This action has been thoroughly reviewed by the Lineage II support team and the decision to terminate these accounts is final. No future reviews will be considered or conducted.

Regards,
Will
Lineage II
Senior Appeals

Response (Will)

10/05/2009 09:00 /

Hello,

This mail is to inform you that your account was found violating the User Agreement and/or Rules of Conduct by being involved in RMT (real money transaction) networks, this can include but is not limited to:

- Buying/selling items,
- Buying/selling adena or assisting with the generation for adena selling networks
- Bought/sold accounts,
- Having your character power-leveled
- Et Cetera...

As a result of this violation of the EULA and/or Rules of Conduct, this and all related accounts have been permanently closed. These account(s) will no longer be accessible and can never be reactivated.

We believe it is in the best interest of the Lineage II service and for our remaining customers that you no longer access the service. The decision to terminate the account(s) is final and not up for review.

User Agreement

<http://us.ncsoft.com/en/legal/user-agreements/lineage-2-user-agreement.html>

Rules of Conduct

<http://us.ncsoft.com/en/legal/user-agreements/lineage-2-rules-of-conduct.html>

Regards,
Will

Response (Nathan)

10/02/2009 08:13 I

Hello Linda,

Thank you for contacting the Lineage II Support Team.

I am escalating your ticket to our Lineage II senior staff members to assist you further. Once they have reviewed your question, one of them will contact you shortly.

Regards,
GM Nolan

Auto-Response

10/02/2009 08:00 I

Linda,

You will receive a response from support as soon as possible.

The Answers below were automatically selected and shown to you by RightNow SmartAssistant when you submitted your question. This is simply a log for your records of what you were presented with.

Title: Delayed Posting of Billing Transaction

Link: http://help.ncsoft.com/cgi-bin/ncsoft.cfg/php/enduser/std_adp.php?p_faqid=5462&p_created=1164140888

Title: Forgot Login Name

Link: http://help.ncsoft.com/cgi-bin/ncsoft.cfg/php/enduser/std_adp.php?p_faqid=4578&p_created=1153235248

Title: Reducing Lag

Link: http://help.ncsoft.com/cgi-bin/ncsoft.cfg/php/enduser/std_adp.php?p_faqid=4487&p_created=1152127296

Title: Password Helper

Link: http://help.ncsoft.com/cgi-bin/ncsoft.cfg/php/enduser/std_adp.php?p_faqid=4379&p_created=1151416552

Title: Online Purchases as Gifts

Link: http://help.ncsoft.com/cgi-bin/ncsoft.cfg/php/enduser/std_adp.php?p_faqid=6171&p_created=1190929363

Customer (Linda Smallwood)

10/02/2009 08:00 I

Why was my toon OrcNinja banned?
I do believe my whole clan has been banned?

Question Reference #091003-000198

Product Level 1:	Lineage II
Category Level 1:	Account Support
Category Level 2:	General
Date Created:	10/02/2009 08:00 PM
Last Updated:	10/05/2009 03:53 PM
Status:	Closed
Department:	Account Support
NCsoft Account:	orc ninja
Game Account:	orc ninja
Operating System:	Windows XP Home
Character Name:	orc ninja