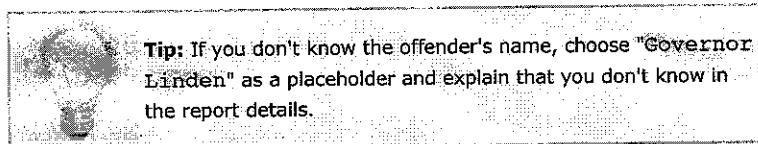


[http://wiki.secondlife.com/wiki/Help:When\\_and\\_how\\_to\\_file\\_an\\_Abuse\\_Report](http://wiki.secondlife.com/wiki/Help:When_and_how_to_file_an_Abuse_Report)



## What about underage Residents?

File an Abuse Report and include relevant chat if *either* of these apply:

- **Someone admits to being UNDER 18 years old** - Main Grid Residents must be 18 years or older.
- **Someone admits to being UNDER 13 or OVER 17 years old** - Teen Second Life Residents must be 13-17 years.

## Tips & tricks

- If you're being pushed or thrown around by scripts, sit on a non-physical object, because it stops you from being moved. Remain calm, and don't panic — most offenders get bored pretty quickly and go away if you don't respond to them.
- Consider using the **mute feature**. You can mute avatars *and* their objects! To mute an avatar, open their profile and push the **Mute** button. To mute an object, right-click the object, select **More > More** from the pie menu, then click **Mute**.
- You can also mute an object by name by using **View > Mute List**.
- If you're on combat/damage-enabled land, shooting someone with a weapon is not abuse. Look for a little red heart, which indicates health, in the menu bar. If you can see it, you're in a valid combat zone, which means weapons fire is permitted. Your avatar *can't* die permanently, and even if you lose all your health, you'll simply be teleported back to your home location without any other negative effects. Using weapons on non-combat land is usually abuse unless clearly allowed by the landowner, such as in a role-playing game where fighting is part of the experience.
- If a friendship went sour, in addition to muting the person, remove them from your friends list. This will also remove any permissions you may have granted them, like the ability to track you on the map.

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Categories: Knowledge Base | Video Tutorials | Legal Questions | Disputes Between Residents | Abuse and Griefing | I'm having problems with other Residents | Dealing with Grieferers | Inworld

Hidden categories: Pages with translation/de | Needs Translation/KB/es | Needs Translation/KB/el | Needs Translation/KB/fr | Needs Translation/KB/he | Needs Translation/KB/it | Pages with translation/ja | Needs Translation/KB/ko | Needs Translation/KB/nl | Needs Translation/KB/pt | Needs Translation/KB/pt | Needs Translation/KB/ru | Needs Translation/KB/uk | Needs Translation/KB/zh-Hant

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**EXHIBIT I**

## Ticket Details

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### Ticket Summary

Ticket #: 4051-4212271  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 2/7/2007 4:12 PM PDT  
Last Updated: 16/3/2009 10:57 PM PDT

### Ticket Description

Summary: 14 day suspension  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: My account has been shut off  
Contact Email address: [redacted]  
Are there multiple monitors?: 1  
Avatar Name: [redacted]  
Did you check the Knowledge Base?:  
Preferred Language:

Details: my account has been disabled for 14 days because someone used my avatar without my knowledge while i was at work i am very sorry this happened i have sincapassword blocked my comopute so this does not happen again i am sorry this happened but it was not me i swear i was not home but at work also you at support never respond to thease ticketsi would like a response please

Reference Ticket number:  
Attachment:

### Solution

Solved: Dear Second Life Resident  
(4/7/2007 10:34 PM PDT)  
Communicating with other Residents using offensively coarse, intimidating or threatening language, or in any other manner that is unwanted or likely to cause annoyance or alarm is a violation of the Second Life Community Standards.  
Hense the suspension will stand and your account will be reactive again on 16 July 2007. You can email the Abuse Manager at abuse-manager@lindenlab.com and ask for your account to be reactivated again.  
Best Wishes  
Linden Lab and the Second Life Community Team

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
11/7/2007 8:09 AM PDT	Reopened	[redacted]	the abuse mana fails to respond i would like this matter brought to an upper manager have sent email after email ticket after ticket called the main office all have brought no response as for best wishes community team you jackass have no idea what a community does in the real wort a community answer email and provides customer service but Linden Labs does not and you expect ppl to pay for this crap i wont and also will not tell friend to either i have since enrolled with there a company who does provide a customer with outstanding service thank you
4/7/2007 10:34 PM PDT	Sent Final Resolution	Nicole Linden	(See solution)

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# Ticket Details

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## Ticket Summary

Ticket #: 4051-4553255  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 3/3/2008 6:15 PM PDT  
Last Updated: 16/3/2009 11:41 PM PDT

## Ticket Description

Summary: banned account  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: My account has been shut off  
Contact Email address: [redacted]  
Are there multiple monitors?: 1  
Avatar Name: [redacted]  
Disabled Issues: I do not know why my account is disabled or suspended  
Did you check the Knowledge Base?:  
Preferred Language: English

Details: My account [redacted] was banned by Harry Linden with out no warning emails or anything i am not even aware if an abuse report was filed i do however assume someone used my account in my home on 3/2/08 with out my permission as i always use the remember me check box to avoid needing to keep typing my password if this is the case i can assure you i saw no warning emails or any SL personal emails i found out on 3/3/08 when i woke up and could not log in please respond also i am sending an appeals letter please respond thank you

Reference Ticket number:  
Attachment

## Actions

You are not authorized to perform any actions at this time.

## History

Date Created	Actions	Contact Name	Comment
16/3/2008 8:28 AM PDT	Reopened	[redacted]	this matter is not closed i have asked that harry linden be removed my case and his name is on every closure so we are now headed to court unless this can be resolved
16/3/2008 3:32 AM PDT	Closed	Harry Linden	Linden Lab has reviewed, at your request, your appeal relating to the permanent closure of your Second Life account(s). Your accounts [redacted] with Linden Labs online world Second Life have been terminated due to severe or repeated violations of Second Life's Terms of Service or Community Standards. Your accounts have been made permanently inaccessible, and future attempts to create accounts or make use of the service will be refused.  Our investigation shows that the closure was justified and correctly applied. Please consider the matter resolved as no further communications will be sent.  Sincerely,  Customer Support Linden Lab
14/3/2008 2:40 PM PDT	Customer Posted a Comment	[redacted]	this ticket has not moved in 4 days problem reading
10/3/2008 11:11 PM PDT	Reopened	[redacted]	this ticket was closed with no response i mailed an appeals letter as stated again no response has come it has been over a week now please respond

[Print this Ticket](#) [Back](#)

## Ticket Details

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### Ticket Summary

Ticket #: 4051-4555029  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 4/3/2008 8:28 AM PDT  
Last Updated: 30/6/2010 11:30 AM PDT

### Ticket Description

Summary: cant get on game  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: It is telling me I can't login from this location  
Contact Email address: [REDACTED]  
Operating System: Windows  
Are there multiple monitors?: 1  
Error Message: cant access second life from this computer  
Did you check the Knowledge Base?:  
Preferred Language: English

hello,  
i bought this computer monitor keyboard mouse and modem on the night of 3/3/08 from a guy who knows a friend of mine i know everything works because i have internet and other sites i visit work but for some unexplained reason your game does not has me quite baffled. i have downloaded other stuff all of it worked fine i checked the requiemts listed  
Details: from second life and this computer has more then you require i called your billing line and was told to write this ticket because i could not find a phone number for you a girl i know who plays even tryed to help all to no avail so can you please help me if not i am sad to say i cant play second life thank you for your time

Thomas Bing

Reference Ticket number:

Attachment:

### Solution

Solved: Hi there,  
(6/3/2008 8:14 AM PDT)

Unfortunately the computer you are trying to use to access Second Life has been flagged, and so accounts will not be able to login using that computer, this is to prevent alternative account abuse.

In an effort to help with this situation, please can you confirm your identity. Please can you send Linden Lab a legible copy of a government-issued identification document (state ID,

passport, birth certificate or similar) that clearly includes both your name and date of birth.

You may send your ID via attachment to this support ticket, fax or post. Please include your support ticket number reference in any communication.

Best regards,

Linden Lab and the Second Life Community Team











Second Life Support  
Linden Lab  
945 Battery Street  
San Francisco, CA 94111

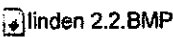









Fax 415.651.9221

## Actions

· Reopen Ticket

## History

Date Created	Actions	Contact Name	Comment
20/3/2008 4:58 AM PDT	Customer Posted a Comment	 [REDACTED]	have you guys learned how to read or count from 3/4 to 3 /20 is 16 days my dog read and answers better
18/3/2008 1:56 PM PDT	Customer Posted a Comment	 [REDACTED]	sorry do to a breech by my 12 year old i changed my email to [REDACTED]
17/3/2008 10:20 PM PDT	Customer Posted a Comment	 [REDACTED]	this ticket has not been addressed in 10 days new years might work i hope so
16/3/2008 8:34 AM PDT	Customer Posted a Comment	 [REDACTED]	this ticket has not been answered i have broken no rules by buying a used computer and have never played second life so i could not have broken yours
14/3/2008 8:19 PM PDT	Customer Posted a Comment	 [REDACTED]	hello do have a breathing tech support this ticket has not been addressed for 2 days
14/3/2008 8:20 AM PDT	Customer Posted a Comment	 [REDACTED]	would you like me to send my 5 year old daughter to help you with her have a higer IQ this could be done in seconds but yous have the mental IQ of a flea
12/3/2008 7:17 PM PDT	Customer Posted a Comment	 [REDACTED]	hello these tickets are not being responded to how come ?
11/3/2008 3:00 PM PDT	Customer Posted a Comment	 [REDACTED]	would you like to answer talking to people at linden brings me about as much joy as talking to a wall or my dog who must be smarter then a Linden he at least whines please answer
10/3/2008 11:31 PM PDT	Customer Posted a Comment	 [REDACTED]	i was advised by dean a billing super to take this matter further to write a letter to linden lab at 945 battery st sf.ca. 94111 i have done this also i will attatch it here i sent it via attachment to contact@lindenlab.com also i mailed it can you please handle this in a fast manner and asap and get it where it has to go in the past contact@linden lab has auto replied directing me to the portal or writting tickets which are at this point doing me no good also as i stated i dont want harry linden to involved with case as he and others have accused me of tampering with my id please see all tickets and respond thank you  linden.JPG

			
6/3/2008 7:29 PM PDT	Customer Posted a Comment		<p>hi.</p> <p>5 hours have now passed can you please get info where it has to go i have done every thing you asked me to. But yet am still I am being frozen out or what ever you want to call</p> <p>thanks Thomas Bing</p>
6/3/2008 2:43 PM PDT	Customer Posted a Comment		<p>hello there</p> <p>i have now passed you the info you wanted so please open this computer . I am sure somebody besides harry linden can do this because i fear if harry is not in the office then it just gets worse for me i have suffered enough for something i know nothing about why i am being made to suffer is at the least unfair thank</p> <p>Thomas Bing</p>
6/3/2008 1:31 PM PDT	Reopened		<p>here is the document you wanted thanks can you please open this computer up now</p> <p></p> <p>(See solution)</p>
6/3/2008 8:14 AM PDT	Sent Final Resolution		
6/3/2008 5:53 AM PDT	Customer Posted a Comment		<p>good morning i was advised by a young ladie whos trying to help me here and plays to talk to the dept that handles the games security some one she knows from the game in holland had security trouble and so he could play again he had to buy a new computer</p> <p>thank you Thomas</p>
6/3/2008 5:15 AM PDT	Sent Information		<p>Hello</p> <p>Thank you for proving all the information.</p> <p>I am passing this to get more informtion for you.</p> <p>Jake</p> <p>Linden Lab Support</p>
4/3/2008 5:19 PM PDT	Requested Information		<p>Hello</p> <p>Thank you for replying to me.</p> <p>Can you please send me your ip address please.</p> <p><a href="http://www.whatismyip.com">www.whatismyip.com</a></p> <p>Jake</p> <p>Linden Lab Support</p>
4/3/2008 4:13 PM PDT	Reopened		<p>still not working same error message</p>

4/3/2008  
3:09 PM  
PDT

Sent Final  
Resolution

 Jake Ontyne

Hello

Can you please try login in now and see if is working please.

Jake

Linden Lab Support

 Print this Ticket  Back

Help Desk and Customer Support Software by Parature



10. when it may concern

I am appealing ticket # 4051-4555029 on the ground that I have done everything you asked me to do here is a list

- 1) Write ticket ~~405154~~ 4051 4555029
- 2) Provided my IP address
- 3) attached a copy of my state ID
- 4) In another ticket my Social Security #
- 5) Write ticket # 4051-457108 ?
- 6) Writing this letter

also I want Harry removed from Powerd it seems to me he has a dispute with the previous owner of this computer as he is not acting in a unbiased manner. It also appears to me once you block a computer you never intend to unblock it you will keep making demands and when they are met you will make another and another and another but you never will unblock the computer so I'm closing I ask please let me play SK I have done all you ask, my only crime was buying a used computer. I have not and could not break your rules I never played

Thank you  
of Powerd

## Ticket Details

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### Ticket Summary

Ticket #: 4051-4562202  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 6/3/2008 7:38 AM PDT  
Last Updated: 16/3/2009 11:16 PM PDT

### Ticket Description

Summary: banned account  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: My account has been shut off  
Contact Email address: [redacted]  
Are there multiple monitors?: 1  
Avatar Name: [redacted]  
Disabled Issues: I do not know why my account is disabled or suspended  
Did you check the Knowledge Base?:  
Preferred Language: English

my account was banned by harry linden in an email he advised me to send an appeals letter in writing to support which i have to 945 battery st san fran ca,94111 i would like to know if this appeals letter has been received and is being addressed please respond i was not at the keyboard and it is unfair for Harry or you at support to assume i was if we cant come to some kind of an agreement i will be forced to buy another computer and start another account also i plan on on hiring legal services and bringing this matter to court i have a signed and notarized document from the person who used my account without my permission on the night in question when i was forced to leave my home in a fast manner to run my bussness i have said i was sorry but i was not home and should not be held accountable i would rather handle this matter here then be forced in to court action as i assume Linden would to but your being very unfair to me and i assume other customers with these bannings no one got hurt here but me so if we cant work this out i am afraid i will be forced to file a law suit

thank you  
Carl Evans

Reference Ticket number:  
Attachment

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
16/3/2008 3:31 AM PDT	Closed	Harry Linden	Linden Lab has reviewed, at your request, your appeal relating to the permanent closure of your Second Life account(s).  Your accounts [redacted] with Linden Labs online world Second Life have been terminated due to severe or repeated violations of Second Life's Terms of Service or Community Standards.  Your accounts have been made permanently inaccessible, and future attempts to create accounts or make use of the service will be refused.  Our investigation shows that the closure was justified and correctly applied. Please consider the matter resolved as no further communications will be sent.  Sincerely,  Customer Support Linden Lab
14/3/2008 2:38 PM PDT	Customer Posted a Comment	[redacted]	this ticket has not moved in 4 days problem reading
10/3/2008 11:14 PM PDT	Customer Posted a Comment	[redacted]	i mailed an appeals letter to linden lab support ,linden lab 945 battery st san fran ca. 94111 on 3/4/08 and have yet to get a response can you please respond thank you
8/3/2008 10:09 AM PDT	Customer Posted a Comment	[redacted]	it has now been over 24 hours and this ticket has not moved please respond

## Ticket Details

Back

### Ticket Summary

Ticket #: 4051-4598699  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 15/3/2008 11:24 PM PDT  
Last Updated: 16/3/2009 5:46 PM PDT

### Ticket Description

Summary: banned account  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: My account has been shut off  
Contact Email address: [redacted]  
Are there multiple monitors?: 1  
Avatar Name: [redacted]  
Disabled Issues: I believe my account was disabled for a Governance issue  
Did you check the Knowledge Base?:  
Preferred Language: English  
[redacted] here is a statment by robin linden to avoid arbitration hearing and also my second appeals letter i was asked to write in an email i received when my accout was banned thank you pleas respond  
**5. How do I elect arbitration?**  
If a dispute arises with Linden Lab, we strongly encourage Residents to contact us so that we can learn about and try to address their concerns. However, if a Resident seeks to have a dispute resolved in arbitration, the Resident should send Linden Lab a written notice that contains the following: these are robin lindens words found here  
Details: following: these are robin lindens words found here  
<http://blog.secondlife.com/2007/09/18/a-change-to-the-terms-of-service/>  
thank you  
linden lab appeals letter page 1.BMP  
linden lab appeals letter page 2.BMP  
linden lab lappeals letter page 3.BMP  
Reference Ticket number: 4051-4551220  
Attachment: linden lab appeals letter page 1.BMP  
 linden lab appeals letter page 2.BMP  
 linden lab lappeals letter page 3.BMP

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
16/3/2009 3:32 AM PDT	Closed	Harry Linden	Linden Lab has reviewed, at your request, your appeal relating to the permanent closure of your Second Life account(s). Your accounts [redacted] with Linden Labs online world Second Life have been terminated due to severe or repeated violations of Second Life's Terms of Service or Community Standards. Your accounts have been made permanently inaccessible, and future attempts to create accounts or make use of the service will be refused.  Our investigation shows that the closure was justified and correctly applied. Please consider the matter resolved as no further communications will be sent.  Sincerely,  Customer Support Linden Lab

Phone

To whom it may concern  
My account was banned  
on 3/3/08 by Harry Linden. To be frank I  
don't know why. I was ~~asked~~ asked in  
the email to write an appeals letter.  
I did it was not answered. Here's what  
happened on 3/2/08 I had to leave my  
home in a hurried manner. I am a barometer  
in my home town. I was playing SL when  
around 9.00 or so I my money is right  
I got a call an infant had been hit  
in a car in my haste to help the child  
I never shut off my computer. there were  
a few people in my home who  
work for me I told them lock up and  
I left. when I returned home at about  
11:30 PM or so my computer was still on and  
I continued to play SL then went to  
bed. on the morning of 3/3/08 I woke  
up and found out I was banned. All  
I can say sorry but one of the people  
in my house/business must have played  
my avatar when I left. Did they have  
my permission of course not. So I am  
sorry for what ever happened. But I  
like to be excused and have my  
account reinstated. Harry Linden has  
no photos of me sitting at my key  
board, a Pawan statements by me  
there for it's unfair.

But on the other hand I do have  
trouble tickets, and my attorney  
has a copy of my first letter I  
think, all of them never replied  
to. Again unfair treatment, also why  
ask for letters if have people submit  
tickets that Linden has no intention  
on answering. I try to sell the computer  
but had to return the money when  
the new owner was locked out of it  
Again he filed tickets again no reply  
in an article by I believe Robin  
Linden she encourages us to contact  
Linden, To have disputes like this  
deleted which I can email you, do all  
I ask is for my account to be reinstated  
to avoid arbitration, or courts, also  
I contacted KRON 4 + CBS 5 in San Fran  
also I have talked to an attorney and  
filed a complaint with the better business  
bureau, seeking relief of Linden wont  
reply they told me they have not been  
replied to in 5 out of 26 cases which  
I believe makes my case a little  
stranger if this were forced into  
arbitration or the courts, do please  
reinstated my account and let  
me both ~~myself~~ myself and  
Linden costly fees thank you  
Caul Erumy

75

I am mailing this plus will  
attach it to one of the tickets ending  
in 220 please respond to the Dean  
of it and keep this for your records  
like I said I'm sorry but not  
aware what happened on 3/2/08 in  
the evening hours you I ~~see~~ expect  
London to excuse me for not accepting  
blame, and in the future I promise  
to be more careful when helping my  
customer in distress

Thank you

Carl  
Pratt

## Ticket Details

[Back](#)

### Ticket Summary

Ticket #: 4051-5015409  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 10/7/2008 7:29 AM PDT  
Last Updated: 10/3/2009 11:15 PM PDT

### Ticket Description

Summary: ban warning  
Ticket Type: Special Questions - Basic account or Guest Login  
Contact Email address: [redacted]  
Are there multiple monitors?: 1  
Did you check the Knowledge Base?:  
Preferred Language: English

Details: i want to appeal my warning on 7/8/08 oh please answer i am sooooo scared when this occurred i was not home i was out side assisting a mom who's child was hit by car so unless you have proof photos of me sitting at my keyboard ,i have proof a letter from said mommy dont call me a liar just drop the warning from my record lets see you answer me with out your typical oh your computer reply if this isnt drop i may sue linden lab thanks

Reference Ticket number:  
Attachment:

### Solution

Solved: Hi there,  
(12/7/2008 3:58 AM PDT)

Linden Lab has reviewed, at your request, a discipline action recently taken against your account.

Our investigation shows that the discipline was correctly applied. If any further information is required, Linden Lab will contact you regarding this incident. Otherwise, please consider the matter resolved as no further communications will be sent.

What to expect: Linden Lab examines each abuse incident independently. Linden Lab will not disclose the resolution of abuse/community standards violations with Second Life residents, except when necessary to introduce a new/amended policy. Linden Lab will not disclose incident details including (but not limited to): identity of the reporter, details of chat logs, resolution of incidents, suspensions/banning of Second Life residents.

Best regards,


Linden Lab and the Second Life Community team


### Actions



You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
13/7/2008 1:02 PM PDT	Reopened	[redacted]	this is not closed ms i think i am a god linden learn how to read i was not at my key board i dont know what your talking about i was outside assisting a mother whos child was hit by a car you have no proof it was me so please stop assuming also you at linden have no legal right to tell me who can use my computer or how to watch thekey here is i paid for it no linden lab or the worthless ppl who work there if i had more facts i may agree but you worthless lindens have to stop assuming and gather facts i did nothing wrong by leaving my home to help a neighbor if your child is hurt do get them help or stop mop the floors do some dishes and chat with friends as stated i have a letter from the women i helped please respond lets see the photos you have of me at my key board if you dont want to remove this from my record please send info to take this to arbatration
13/7/2008 1:01 PM PDT	Closed	[redacted]	this is not closed ms i think i am a god linden learn how to read i was not at my key board i dont know what your talking about i was outside assisting a mother whos child was hit by a car you have no proof it was me so please stop assuming also you at linden have no legal right to tell me who can use my computer or how to watch thekey here is i paid for it no linden lab or the worthless ppl who work there (f) had more facts i may agree but you werthless lindens have to stop assuming and gather facts i did nothing wrong by leaving my home to help a neighbor if your child is hurt do get them help or stop mop the floors do some dishes and chat with friends as stated i have a letter from the women i helped please respond lets see the photos you have of me at my key board if you dont want to remove this from my record please send info to take this to arbatration
12/7/2008 3:58 AM PDT	Sent Final Resolution	Nicole Linden	Thank you (See solution)

11/7/2008 Customer  guess this one goes unanswered and heads for the courts  
12:05 PM Posted a  
PDT Comment

10/7/2008 Customer  excuse me but if i may add i dont want Harry Linden looking into this problem at all hes from what i heard from a few a lawyers the worst  
11:21 PM Posted a linden labs has to offer. who does more harm then good for Linden Lab and the citizens of second life another fact that was told to me is  
PDT Comment hary blames computer owners right away so that is not fair he has no right telling me or anyone whos allowed to use the computer they  
bought things sometimes happen and in my case helping a mother when her child was hurt is more important then turning my computer off  
when running out another thing is also a known fact that some citizens here are what i call cry babies who need to discuss things out among  
them selfs before filing ar's and stop sucking the bottle as adults i myself would rather talk out the problem rather then mute and file waste  
of time ar's here is a tip i have 3 friends banned from sl there computers so called locked waste of time my child can put a new network card  
in a computer and get right back on sl in a matter of minutes so all involved has to stop the useless banning and talk the problem out hope  
to hear from you soon

 Print this Ticket  Back

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## Ticket Details

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### Ticket Summary

Ticket #: 4051-5027387  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 13/7/2008 1:13 PM PDT  
Last Updated: 16/3/2009 11:40 PM PDT

### Ticket Description

Summary: no help ever  
Ticket Type: Special Questions - Basic account or Guest Login  
Are there multiple monitors?: 1  
Did you check the Knowledge Base?:  
Preferred Language: English

this is a complaint against every linden employee to date i have not had one ticket answered in a fair manner and can say i am not happy with linden the support or anything else the platform meaning (in world )is fine but the service is and has got to the worst i have seen and gets worse every day heres a list

1.ban warning no defense allowed Lindens cant read i was helping a woman whos child got hit by a car

Details: 2.told to read trash and talk to rat when the ticket clearly stated i refuse to talk to said rats on what i call rat island every mentor ther and helper has the IQ of a dead fish

3.tickets opened since may with no response

so please stop sendind auto answers get off your asses and see some real help given go over all my tickets and or once read them

thank you

Reference Ticket number:  
Attachment:

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created Actions Contact Name Comment

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## Ticket Details

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### Ticket Summary

Ticket #: 4051-5028213  
 Email Notification (Contact Info): Yes  
 Status: Closed  
 Date Created: 13/7/2008 6:46 PM PDT  
 Last Updated: 16/3/2009 10:02 PM PDT

### Ticket Description

Summary: harassment  
 Ticket Type: Special Questions - Basic account or Guest Login  
 Contact Email address: [redacted]  
 Are there multiple monitors?: 1  
 Did you check the Knowledge Base?:  
 Preferred Language: English  
 Details: i have been logged out by a admin. when i was minding my own bussiness now you see why i hold a dislike for lindens . all they do is harass me while offering no support what next perhaps if they were more kind i wouldnt hold such dislike toward them am i wrong for speaking my mind read the constitution "freedom of speech" what next a banning or speaking whats on my mind this is not fair  
 Reference Ticket number:  
 Attachment:

### Solution

Sched: Hi there,  
 (16/7/2008 5:55 AM PDT)  
 Linden Lab has reviewed, at your request, a discipline action recently taken against your account.  
 Our investigation shows that the discipline was correctly applied.  
 If any further information is required, Linden Lab will contact you regarding this incident. Otherwise, please consider the matter resolved as no further communications will be sent.  
 What to expect: Linden Lab examines each abuse incident independently. Linden Lab will not disclose the resolution of abuse/community standards violations with Second Life residents, except when necessary to introduce a new/amended policy. Linden Lab will not disclose incident details including (but not limited to): identity of the reporter, details of chat logs, resolution of incidents, suspensions/banning of Second Life residents.  
 Best regards,  
 Linden Lab and the Second Life Community team

### Actions

You are not authorized to perform any actions at this time.



### History

Date Created	Actions	Contact Name	Comment
13/8/2008 6:00 AM PDT		System	Ran Alert Auto-Close Solved Ticket
6/8/2008 6:00 AM PDT		System	Ran Alert Solution Reminder
23/7/2008 6:00 AM PDT		System	Ran Alert Support Satisfaction
16/7/2008 5:55 AM PDT	Sent Final Resolution	Harry Linden	(See solution)
13/7/2008 9:58 PM PDT	Customer Posted a Comment	[redacted]	i would like very much to end this so i have what i think is the answer i wont write no more tickets theres no help offered so i now know this ticket system is a waste of ones time. but i will not let untrained people mess or tell me to mess with my settings (mantors and helpers)all they need is 2 months in world with no training where the support staff has been trained. as for the knowledge base very sorry useless there may be 7 things listed for one problem which of the 7 is correct linden wont help . why dont you just do away with free accounts or instead why not take the same time as it takes to tell a citizen to read the KB and give them the answer in a email when i first got here a year + ago every thing was yellow a staff member in seconds told me how to upgrade my graphics card that was a help not reading what may be 7 things with no clue witch is the right one to follow i was new and know what these new people are going thru. and you expect

untrained people to help them. I can see giving lms or telling them how to right click hit buy for instance also you fail to notice a free account holder can buy more lindens then a paid account holder.now in all do respect i expect you to lock my computer why i can assure you i know what you attack and i can and will by pass it in minutes the only thing i lose is the name of carl house so please leave me alone and i will leave you alone also in kind please take what i am saying about new people needing help to heart running a bussiness is and should not be about money also providing support witch you at linden fail to do in closing i would like to thank you for reading this thank you

PS

there is not one one rude thing contained in this email just my thoughts and concerns for new people and my account again thank you

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### Ticket Summary

Ticket #: 4051-5698727  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 8/1/2009 4:33 PM PDT  
Last Updated: 10/4/2009 3:45 AM PDT

### Ticket Description

Summary: cant buy lindens  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: I can't add a payment method  
Contact Email address: [redacted]  
Are there multiple monitors?: 1  
Payment type: Credit Card  
Credit Card type: Visa  
Did you check the Knowledge Base?:  
Preferred Language: English  
Details: i renewed my new card number with your auto system was charged 1.00 for testing but when i try to buy lindens it will not allow it i have already talked to my bank the money is in my account can you please solve this problem thank you  
Reference Ticket number:  
Attachment:

### Solution

Solved:  
(13/2/2009 3:44 AM PDT)

Hello [redacted]  
Thank you for your response.

I have checked your account and I can confirm, that you have Payment Method on file.

It appears, that there is problem with the Card though, as it's coming back with the error message, which means, that your bank is blocking charges for Linden Lab.

As you are basic member, you are not receiving weekly stipend money.

If you still require any further assistance, please contact me again.

Kind regards,  
Piotr  
Linden Lab Support

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
10/4/2009 3:45 AM PDT		System	Ran Alert Lock old closed tickets
13/3/2009 3:45 AM PDT		System	Ran Alert Auto-Close Solved Ticket
6/3/2009 3:45 AM PDT		System	Ran Alert Solution Reminder
20/2/2009 3:45 AM PDT		System	Ran Alert Support Satisfaction

13/2/2009 Sent Final Resolution Piotr Onlyne (See solution)  
3:44 AM PDT

11/2/2009 Provided Complete Information [REDACTED] name james monroe  
3:55 PM PDT birthdate to be honest i lied have no clue what i used  
porks

11/2/2009 Requested Information Piotr Onlyne  
4:05 AM PDT

Hello [REDACTED]  
Thank you for your reply.

I will have a closer at your account, but I need to confirm that you are the actual account holder first.  
Please answer to the following questions:

What is your real name?  
What is your date of birth?  
What is your email address?  
What street did you grow up on?

Thank you.  
Kind regards,  
Piotr  
Linden Lab Support

11/2/2009 Reopened [REDACTED] i have gotten no stipend money' i believe your wrong i been buying lindens Xstreet and bringing it in world since i put in the account namber  
3:55 AM PDT ending in [REDACTED] as my payment methd also i get no weakly stipends as i have a basic account

11/2/2009 Sent Final Resolution Piotr Onlyne  
3:29 AM PDT

Hello [REDACTED]  
Thank you for your quick response.

I just checked your account and it appears that your bank is blocking the charges for the Linden Lab.

Linden Lab processes credit card charges using two processors:

- A domestic (U.S.-based) processor
- An internationally-based processor for our residents overseas

Some credit card companies default to automatically decline or hold for review international charges (or "online gaming" charges) as a safeguard against fraud. If you are located in the U.S., please try to delete and re-enter your payment method. This should make it go through the domestic processor, which diminishes the chances of your financial institution putting a hold on the transaction.

To check or correct this on your card, please contact your bank or credit card company. Ask to speak to someone in the Risk department and advise them that you wish to approve charges from Linden Research. Some companies' standard customer service departments may not have access to this information; their Risk departments should.

Once these holds are removed, you'll need to enter your credit card information into your account page on the Second Life website once more. You should receive the message "Your information has been successfully updated".

I have also checked your Transaction History and I can confirm that you have received Stipend money twice already. You can easily check it on the website under your Transaction History.

If you require any further assistance, please don't hesitate to contact me again.

Kind regards,  
Piotr  
Linden Lab Support

10/2/2009 Reopened [REDACTED] i still cant buy lindens my prepaid is us only and the problem being i think you bill from uk i told my bank this and they told me your 1.00 pre  
2:39 PM PDT auth are being billed why not lindens i have been getting lindens from x street and bringing them in world at a min. of 5.00 at a time some times i may want only 500 or so lindens but have to spend 5.00 i would rather buy direct from linden

10/2/2009 System Ran Alert Auto-Close Solved Ticket  
9:25 AM PDT

3/2/2009 System Ran Alert Solution Reminder  
9:25 AM PDT

20/1/2009 System Ran Alert Support Satisfaction  
9:25 AM PDT

13/1/2009 9:23 AM PDT Sent Final Resolution Brandon Linden

Hello

Thank you for that information. I have checked your account and see the credit card has been associated with the account. At this time I will close the ticket as resolved.

Regards

Brandon Linden

12/1/2009 6:53 AM PDT Customer Posted a Comment

█ sorry i been busy in rl i am entering card info know thanks

10/1/2009 7:16 AM PDT Reopened

█ i am going to reenter my card info when i am done writing this ticket thank you and i hope it works

9/1/2009 9:54 AM PDT Sent Final Resolution Brandon Linden

Hello

Can you please re-enter your card information on secondlife.com at this time, I do not have any card information on your account at this time.

Linden Lab Support

8/1/2009 6:34 PM PDT Reopened

█ Brandon  
my card company said there are no blocks on my card that you already preauth \$1.00 it is a gift card i bought prepaid it good only in us but the cards customer service said how ever you billed the \$1.00 can that method be used to allow me to buy lindens if not i am screwed  
get back to me thank you

8/1/2009 5:31 PM PDT Sent Final Resolution Brandon Linden

Hi there,

Thanks for contacting us about the problems with your payment method.

Our payment processor is returning a "rejected" message from your bank. This often means that your bank or CC issuer is suspicious of the transaction with Linden Lab, and has flagged it for manual review.

I suggest that you call your bank or CC issuer and advise them of three things:

1. That you wish to verbally authorize transactions with Linden Lab and Linden Research Inc.
2. That Linden Lab's billing is based in England, and you are aware of the international nature of the transaction.
3. That you would like them to remove any blocks or flags with regard to Linden Lab or Linden Research on this account.

Once you have done this, please "update your payment method" on the website once again.

Regards,

Brandon Linden

Linden Lab Support

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### Ticket Summary

Ticket #: 4051-5892522  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 21/2/2009 8:50 PM PDT  
Last Updated: 1/4/2009 10:25 AM PDT

### Ticket Description

Summary: it was private chat  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: Account issues  
Basic Account Issues: The system says my account is Disabled or Suspended  
Contact Email address: [Redacted]  
Avatar Name: [Redacted]  
Disabled Issues: I believe my account was disabled for a Governance issue  
Did you check the Knowledge Base?:  
Preferred Language: English

me and the person who filed the report were having a private im chat about filing ar's i told said person that what i call raling is not right to handle it him self instead of being a cry baby and running to linden as you see i am now banned for 1 day because said person ran to linden like a pardon me here little boy and not a man i know you wont lift the ban and really i dont mind i spoka my mind how many people does this guy file abuse reports agains i have his name written down look at his avie he even parades around like a cop all this ban does is get me more angry at said man but i would like linden to check how many abuse reports he files he in my eyes is just a whiner shoving the tos in every bodys face like hes a cop hes not so if leave the ban like i know you will decause linden overturns nothing not a big deal i can accept it but i do disagree with linden reading im they are not said in a public way but are and should remain private what your doing is with all respect wire tapping and in the us it's againt the law thank you

Reference Ticket number:  
Attachment

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
22/2/2009 11:49 AM PDT	Reopened	[Redacted]	you banning me was sorry to disagree wrong me and him the rat was in im my concern is not the banning but the fact linden lab allows people like him to rat i have never saw linden reverse a desion and never will its the linden way not to act impartial but to act in the laws of gods despite wiretapping not allowing one to defend themselves by ignoring and not seeing both side but only the side of god(linden labs) this man is not a police man he has no power he is a bad person who resorts to raling because he's to immature to handle a problem hisself but needs mommy (linden lab) to wash his child like face linden has got to contend at some point to allow people to defend themselves this man is a coward who to my knowledge files abuse reports to have people that oppose his view banned and what does almight god (linden lab) do allow him to get away with it as unfair as it is i will accept the banning it is a gift and one i am pround to accept thank you there is not one rude word in this ticket but insight into a problem linden labs has got to stop thanks
22/2/2009 9:43 AM PDT	Closed	Harry Linden	Hi there,  Linden Lab has reviewed, at your request, a discipline action recently taken against your account.  Our investigation shows that the discipline was correctly applied.  If any further information is required, Linden Lab will contact you regarding this incident. Otherwise, please consider the matter resolved as no further communications will be sent.  What to expect: Linden Lab examines each abuse incident independently. Linden Lab will not disclose the resolution of abuse/community standards violations with Second Life residents, except when necessary to introduce a new/amended policy. Linden Lab will not disclose incident details including (but not limited to): identity of the reporter, details of chat logs, resolution of incidents, suspensions/banning of Second Life residents.  Best regards,  Linden Lab and the Second Life Community team

21/2/2009 Customer  
11:00 PM Posted a  
PDT Comment



i would like to add that i have never gifted no one with scripts by pushing or any physical way. i help new players every day. but what this man was doing was bragging about having people banned it hurt me i dont want to see any account banned. i have had 8 people i know come to me for help who linden locked out of their web site every one was based on poor customer service for basic account holders i know this ban will be upheld and really i dont mind but i think linden has to work on not banning some one because they get angry si can be real i get angry form time to time and when i do i defend myself so i will continue to hurt in my gut that linden allows people like my abuse filer to run around dressed like cops filing what i call time wasting abuse reports so i can accept this know i am a man not a tough guy a man who stands for what he believes to be right thanks for reading this

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### Ticket Summary

Ticket #: 4051-6515335  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 5/7/2009 6:48 PM PDT  
Last Updated: 2/9/2009 1:40 PM PDT

### Ticket Description

Summary: nuisance banning  
Ticket Type: Feedback (Knowledgebase, Support service)  
Feedback: I have a complaint about the support that I received  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English

hello  
i am writting to discuss a banning placed on me by [redacted] from the unlimited sim she banned and muted me for nothing i had a sex bed in my home not being used for sex but home furnishing it was one of 2 beds i own both containg sex poses when she banned me she clearly admitted to me she has underage people on the sim this is against your tos read our last logs for proof of this i tryed telling her i am sorry and offered to build or obtain another bed this is what i call a nusiance banning if for example you came to my place wearing a blue shirt and i dislike blue and ban you i see no harm in linden stepping in and removing them bans or having said banner remove it i have never grifted her or anyone on that sim i did file an abuse report on her about the underage people and to told support about this problem and was told owners can do what they want i disagree kind sir in rl this as we know a hate crime there are laws against it i for one have a rl shop another example please if i dont like black people or your shoes i cant ban you so can you please help me resolve this with [redacted] i hold no ill will towards her or any one but this is clearly a hate banning while she herself breaks your rules allowing underage people on the sim to hang with there parents thank you i can be reached at [redacted]

Reference Ticket number:  
Attachment

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
2/9/2009 1:40 PM PDT		System	Ran Alert Lock old Closed tickets
8/7/2009 11:47 AM PDT	Closed	Harry Linden	Hi there [redacted] I'm sorry to hear you have been banned from a residents land, unfortunately we allow residents to selectively choose who has access to their land. I would suggest trying to contact the resident again, perhaps using a notecard and detail your apology and see if they will allow to visit the land again. Best regards, Harry Linden

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## Ticket Details

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### Ticket Summary

Ticket #: 4051-6839913  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 24/9/2009 7:23 AM PDT  
Last Updated: 3/11/2009 1:06 PM PDT

### Ticket Description

Summary: adult content  
Ticket Type: Feedback (Knowledgebase, Support service)  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English

hello  
this is just feedback about what you bone heads at linden lab are doing since you asked in an email asking people to prove age to play a game is invading there privacy and there rights my real name is not james monroe for one and just 2 days ago a friends 19 year old son stole his dads wallet to get his id to open an account i have helped 9 people my self bypass this garbage i also play online poker, blackjack and other venues i never use my real name or information secondlife is in the end a game myself i dont go to sex clubs if i teleport or get teleported to one i just leave it no big deal and others have that same choice you wont but i am asking need to stop this shit its going to lead to children stealing from there parents to get id to play sl it may stop others from even opening an account and will limit the fun we all have playing second life i live in america and i have rights to be asked for personal information to play a game is again wrong and an invasion of my rights and privacy so please take my advice and do away with this crap it will just make sl worse and linden lab worse and for me to say that is hard because to me in 3 years linden lab has proven they cant get any worse every linden is rude . heartless and show no compassion hell Harry even banned my account what a waste 10 minutes after he lock me off the site i was right back on all his actions did was make me dislike linden lab worse and this new age thing has sickened me further what i think you should have done was taken a vote before doing this well i need go there are some 12 year olds i need to help bypass this age crap so they can play secondlife thank you

Reference Ticket number:  
Attachment:

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
3/11/2009 1:06 PM PDT		System	Ran Alert Lock old Closed tickets
6/10/2009 3:09 AM PDT	Closed	Matthew Linden	As resident says they cannot read this ticket, I am closing and will respond on ticket 4051-6852954.
1/10/2009 3:27 AM PDT	Requested Information	Matthew Linden	<p>Hi there,</p> <p>Thank you for taking the time to feedback to us on our age/id policy. Since you have mentioned your real name is not james munroe we require you to forward ID to us in order to verify your account.</p> <p>Please submit a form of government-issued identification documentation (state ID, passport, birth certificata, or a similar type of documentation) that clearly includes both your name and date of birth.</p> <p>You may send your identity/age verification documentation via attachment to this support ticket, via fax to the number listed below, or via mail to the address listed below. Please include this support ticket number reference in any communication.</p> <p>Linden Lab 945 Battery Street San Francisco, CA 94111</p> <p>Fax: 415.651.9221</p> <p>If you cannot provide authentic, legible documentation with the required information, we will not be able to reactivate your account.</p>

I am copying this to the new email address that you mentioned to our colleagues earlier today,  
[REDACTED]

Thank you for your prompt attention to this matter.

Sincerely,  
Customer Support  
Linden Lab

1/10/2009 3:26 AM PDT Requested Information Matthew Linden

Hi there,

Thank you for taking the time to feedback to us on our age/id policy. Since you have mentioned your real name is not James Munroe we require you to forward ID to us in order to verify your account.

Please submit a form of government-issued identification documentation (state ID, passport, birth certificate, or a similar type of documentation) that clearly includes both your name and date of birth.

You may send your identity/age verification documentation via attachment to this support ticket, via fax to the number listed below, or via mail to the address listed below. Please include this support ticket number reference in any communication.

Linden Lab  
945 Battery Street  
San Francisco, CA 94111

Fax: 415.651.9221

If you cannot provide authentic, legible documentation with the required information, we will not be able to reactivate your account.

I am copying this to the new email address that you mentioned to our colleagues earlier today,  
[REDACTED]

Thank you for your prompt attention to this matter.

Sincerely,  
Customer Support  
Linden Lab

3/09/2009 8:03 AM PDT Requested Information Matthew Linden

Hi there,

Thank you for taking the time to feedback to us on our age/id policy. Since you have mentioned your real name is not James Munroe we not require you to forward ID to us in order to release your account.

To reactivate your account, please submit a form of government-issued identification documentation (state ID, passport, birth certificate, or a similar type of documentation) that clearly includes both your name and date of birth.

You may send your identity/age verification documentation via attachment to this support ticket, via fax to the number listed below, or via mail to the address listed below. Please include this support ticket number reference in any communication.

Linden Lab  
945 Battery Street  
San Francisco, CA 94111

Fax: 415.651.9221

If you cannot provide authentic, legible documentation with the required information, we will not be able to reactivate your account.

Thank you for your prompt attention to this matter.

Sincerely,  
Customer Support  
Linden Lab

24/9/2009 9:48 AM PDT Sent Information DavidK Ontyne

Hello [REDACTED]

Thank you for contacting us regarding this issue.

Your ticket has now been escalated and assigned to the appropriate queue to deal with your problem. Someone will be in touch with you as soon as possible.

Please feel free to contact us again if there are any further issues.

Regards,  
DavidK  
Linden Lab Support

24/9/2009 8:07 AM PDT Customer Posted a Comment

[REDACTED] since i have wrote this tickot me and a friend had his daughtlar whos home sick open an account as a test what did was went downstairs and took mommy's purse to get her id she then opened an account on sl with age proof this is what will continue to happen across the world so i assume linden lab agrees that children should steal from there parents and cheat to get what they want in life also never would i allow or help a 12 year old play sl that was me expressing anger at this crap also her dad made her cancel the account and will think about letting her play teen sl after he reads the age limits as me or him dont know them thank you for proving linden lab can and has got

worse bye

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### Ticket Summary

Ticket #: 4051-6852954  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 1/10/2009 6:17 PM PDT  
Last Updated: 6/10/2009 7:00 AM PDT

### Ticket Description

Summary: scan of my state id  
Ticket Type: Special Questions - Basic account or Guest Login  
Contact Email address: [Redacted]  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English  
Details: heres the id you asked for can you please enlarge it to see it better  
Reference Ticket number:  
Attachment: linden.PNG  
 hope.BMP

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
6/10/2009 6:54 AM PDT	Reopened	Guest [Redacted]	Guest mail when i opened the account i didnt want to use my real name i never do on the internet so i used james monroe i called billing and they verified my age over the phone so will you please open the [Redacted] account you have my id you have asked for id and when i provided it you still say its not rght this is unfair my id states i am [Redacted] born on [Redacted]
6/10/2009 3:03 AM PDT	Closed	Matthew Linden	Hello there,  I regret the ID you sent in does not correspond to the information submitted at the time of registration.  As such we are unable to verify you as the owner of the account and it will remain closed.  Regards,  Matthew
5/10/2009 6:41 AM PDT	Customer Posted a Comment	Guest [Redacted]	Guest good morning if i may state this complaint in a fair manner my [Redacted] account has been put on hold on friday i believe i was asked to supply id that was done friday night we are now up to 14 days if i am correct and still you at linden lab refuse to release mt account the id is contained in this ticket i just want this resolved in a faster manner please i myself manage a large company and never would i keep a customer waiting for this lenght of time you wanted id you have gotten it so please release my account thank  [Redacted]
2/10/2009 2:53 PM PDT	Customer Posted a Comment	Guest [Redacted]	Guest it has now been 24 hours since i sent id to you this is now 11 days to me this is not good service can you please speed this up the carl house account is worth about 80 us real dollars that i am being denied access to thank you
1/10/2009 6:21 PM PDT	Sent Information	Danielle Ontyne	Hello [Redacted]  Thank you for contacting Linden Lab in regards to this issue.  We have just spoken on the phone. I will get this escalated for you and I will let them know about the previous ticket.  Please be patient and they will respond to you asap!  If you have any further issues or queries, please don't hesitate to contact us again.  Regards, Danielle Ontyne Linden Lab Support.

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### Ticket Summary

Ticket #: 4051-6866147  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 5/10/2009 2:47 PM PDT  
Last Updated: 3/11/2009 1:06 PM PDT

### Ticket Description

Summary: poor service  
Ticket Type: Feedback (Knowledgebase, Support service)  
Feedback: I have a complaint about the support that I received  
Complaint Area: Governance Team  
Complaint Type: Response to my ticket took too long  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English  
Details:  
my account [redacted] account was put on hold I believe 9/23/09 on this past friday i was sent an email to [redacted] i was asked to supply id i did so the same evening it is now monday 10/5 i have done as i was asked by sending you my state id card yet this account is still on hold, i find this to be unfair and a sad way to do business and my second point being this i find this way to long to hold my account hostage after i complied with what you at linden lab wanted that being id but yet i still have no [redacted] thank  
Reference Ticket number: 4051-6852954  
Attachment

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
3/11/2009 1:06 PM PDT		System	Ran Alert Lock old Closed tickets
6/10/2009 3:06 AM PDT	Closed	Matthew Linden	Hello, Thanks for your comments. I'm sorry that you feel that you were not responded to promptly. Looking at your account history I am satisfied that my colleagues and I reached out to you in a prompt manner. I can see that there were some delays in receiving replies from you and that you had created multiple tickets for the same issue, which does nothing to help progress your problem. I also note that you seemed to be having some browser problem latterly, which apparently stopped you from accessing your ticket. I'm sorry that was the case and hope it has been resolved for you now. I note that you sent in your ID and that, as it does not match the details on file, the account is closed. Kind Regards, Matthew

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### Ticket Summary

Ticket #: 4051-7362381  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 11/2/2010 7:35 AM PDT  
Last Updated: 12/2/2010 6:05 AM PDT

### Ticket Description

Summary: account  
Ticket Type: Special Questions - Basic account or Guest Login  
Basic or Guest Access - only a few ticket types allowed: Account issues  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English  
Details: my account was put on hold for no reason at all no abuse has been filed against me nothing please get back to me as fast as you can thank you  
Reference Ticket number:  
Attachment

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
12/2/2010 6:05 AM PDT	Lock Ticket Closed	Harry Linden	<p>Hello.</p> <p>Linden Lab has reviewed, at your request, your appeal of our decision to permanently terminate your Second Life access. The original decision to terminate your Second Life access was reached after investigation of your use of the Second Life software and service. Upon further examination of your case, we have determined that the permanent closure of your accounts was justified and correctly applied.</p> <p>The evidence shows that you have severely or repeatedly violated the Second Life Terms of Service or Community Standards with multiple accounts and therefore your account and any alternate Second Life accounts are now permanently inaccessible.</p> <p>This concludes our investigation of your appeal. Please consider the matter resolved, as no further communications will be sent.</p> <p>Regards, Harry Linden</p>
11/2/2010 9:48 AM PDT	Customer Posted a Comment	Guest [Redacted]	<p>Guest i was asked for my account name on another ticket that being account [Redacted] name [Redacted] dob [Redacted]</p>
11/2/2010 8:17 AM PDT	Sent Information	Rose Ontyne	<p>Hello there,</p> <p>Thank you for contacting Linden Lab Support.</p> <p>Your ticket has been escalated to the relevant department who will try and resolve this issue for you as quickly as possible. Your patience during this time is greatly appreciated.</p> <p>Kind Regards, Rose Linden Lab Support</p>

## Ticket Details

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### Ticket Summary

Ticket #: 4051-7368155  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 12/2/2010 6:59 AM PDT  
Last Updated: 12/2/2010 10:08 AM PDT

### Ticket Description

Summary: permanent ban  
Ticket Type: Feedback (Knowledgebase, Support service)  
Feedback: I have a complaint about the support that I received  
Complaint Area: Governance Team  
Complaint Type: Support Service wasn't Professional  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English  
hello  
i would like to file an appeal of my accounts being banned my account was placed on hold and i was never given a reason i woke up today to find my access to second life blocked i did nothing wrong i have complained many times about how linden lab harasses me the reply says i requested them to review my account i did no such thing linden lab attacked me i dont even know what tos rule i broke i was never informed as stated my account was placed on hold for no reason at all and now banned this is absurd to ban some with them even knowing why the account name is [Redacted] i will admit with great ease i can bypass the block and set up a new account but i will wait till 5 pm on fri the 12 of feb 2010 if at this time my account is not released i will be forced to bypass your block to access secondlife and create another account also i plan to take my complaints to the office of the da's in san fran thanks  
Reference Ticket number:  
Attachment:

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
12/2/2010 10:08 AM PDT	Lock Ticket Closed	Harry Linden	Hello [Redacted]

As previously mentioned, you are banned from using Second Life due to a history of violations with many previous accounts. Those accounts were terminated and access to Second Life was restricted.

if you are found to be accessing Second Life with a new account, this account may also be closed.

Regards,

Harry Linden

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## Ticket Details

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### Ticket Summary

Ticket #: 4051-7399570  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 20/2/2010 10:21 AM PDT  
Last Updated: 20/3/2010 12:09 PM PDT



### Ticket Description

Summary: banned account  
Ticket Type: Feedback (Knowledgebase, Support service)  
Feedback: I have a complaint about the support that I received  
Complaint Area: Governance Team  
Complaint Type: Support Service wasn't Professional  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English  
hello

Details: here is the id you requested in ticket number 40517397155 i have nothing else to offer please release my [redacted] account in reality i would prefer if possible to have someone besides harry linden look at this because every time i honor 1 request he ask for more it seems there is no end in sight

.thank you  
[redacted]


Reference Ticket number: 40517397155

Attachment:  linden id.BMP  
 harry bill.BMP

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
20/3/2010 12:08 PM PDT		System	Ran Alert Lock old Closed tickets
20/2/2010 12:08 PM PDT	Closed	 Harry Linden	Hello [redacted]

Thank you for submitting your identification. As promised we will give you a new chance on your latest account [redacted]

As mentioned previously you were permanently banned from Second Life due to your actions with your original accounts, and after evading the bans you continued to commit violations with your new accounts. As a result, all your old accounts will remain closed for these numerous violations on multiple accounts over the past years.

I trust you will comply with Second Life's Terms of Service and Community Standards going forward, please consider this a final chance. Please do note if we see any further new violations on your new account, this will also be closed and access once again will be restricted to Second Life.

If your new account is limited by previous restrictions placed on your past accounts, please let me know and we will look to lift these so you can enjoy Second Life again with your new account.

Best regards,

Harry Linden

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## Ticket Details

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### Ticket Summary

Ticket #: 4051-7545914  
Email Notification (Contact Info): Yes  
Status: Closed  
Date Created: 26/3/2010 9:32 AM PDT  
Last Updated: 27/3/2010 7:14 AM PDT


### Ticket Description

Summary: governace decision is unfair  
Ticket Type: Special Questions - Basic account or Guest Login  
Did you check the Knowledge Base?: No, I did not check the Knowledge Base  
Preferred Language: English  
Details: I appreciate that having another new account. But, G-team did not allow me to have a new one. The account XXXXXXXXXX is unfairly on hold, and it worths of around US\$50. I would like to request to re-consider to re-open this account, also would like to get in touched with further information, I also would like to keep XXXXXXXXXX  
Reference Ticket number:  
Attachment

### Actions

You are not authorized to perform any actions at this time.

### History

Date Created	Actions	Contact Name	Comment
27/3/2010 7:14 AM PDT	Lock Ticket Closed	 Harry Linden	Hello <span style="background-color: black; color: black;">XXXXXXXXXX</span> , As previously stated your previous alternative account will not be reactivated. Your current account <span style="background-color: black; color: black;">XXXXXXXXXX</span> will remain open as along as we see no further new violations. We consider this matter closed. Regards, Harry Linden

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