

## Habbo.com Customer Support

HOME

FAQS

SUBMIT A REQUEST

CHECK YOUR EXISTING REQUESTS

This ticket has been rated as

**Bad, I'm unsatisfied**

**With the following comment:**

It appears the person who replied is uneducated and doesnt speak english.



Diceplaya

Jun 16 17:03

I reported sex crimes on habbo and my diceplaya account was banned for trying to let you guys know you have problems with sex.. Why was I perme banned since october for this reason ?

Here are some of the emails I sent to the CEO prior to being banned for raising child safety issues

# ( EMAILS POSTED ABOVE )

( GENERIC MESSAGE )



Katharina

Habbo.com Customer Support

Hello Diceplaya,

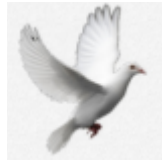
Thank you for your contacting Habbo. We've have reviewed our records and it seems that you're in luck. If the ban on your account was less than a week, it has probably expired.

Either way, **we're happy to report that your account isn't banned at this moment and that you can log in as per usual.**

Best,

Habbo.com Customer Support  
( TICKET CLOSED )  
June 20, 2012 11:27

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Diceplaya

I waited 3 days for someone to tell me that im not unbanned. when I attempt to log in i get this message "You have been banned! The reason for the ban is "Terms of Use Violation Ban: Permanent".

June 20, 2012 14:51

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( TICKET RANDOMLY CLOSED SOMETIME ON JUNE 21st - NO REPLY )

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Diceplaya

Hi I noticed you closed the ticket without a reply, its been 5 days now :/ doesnt anyone work at habbo?

June 21, 2012 14:28

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( GENERIC MESSAGE )



Yoselin  
Habbo.com Customer Support

Hello,

Thank you for contacting Habbo.

Unfortunately we are unable to assist you as we could not understand your query. Please reply with a longer explanation of your problem, so that we can provide you with support.

Yours,

Habbo.com Customer Support  
June 22, 2012 07:01

( TICKET CLOSED )

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Diceplaya

Since 2010 I have tried extremely hard to bring to your attention that children were being sexually raped within the hotel and victims of violence. I can honestly say I was also a victim of sexual violence and bullying . My account "diceplaya" was then banned after reporting these issues excessively using the Help Tool & Call For Help. I also contacted Paul Lafontaine.& Timo Soininen The reason for my ban says Violation of Terms of Service. So therefore is raising child safety issues against the Term of Service or not.

When I attempt to access my account I get the following message. "You have been banned! The reason for the ban is "Terms of Use Violation Ban: Permanent".

June 22, 2012 13:29

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Diceplaya

6 days now doesn't anyone work at habbo?

June 22, 2012 13:29

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( GENERIC MESSAGE )



Yoselin

Habbo.com Customer Support

Dear Habbo,

We've previously replied to you in regards to your banned account, and as that reply still stands, we cannot assist you further with this issue. If you have other issues, please open a ticket about it, but further tickets regarding your ban will not be replied to as we regard the issue to be closed. Otherwise we will be forced to prevent your access to our help

portal.  
Thank You,

Habbo.com Customer Support  
June 23, 2012 14:01

( TICKET CLOSED )

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Diceplaya

7 days now waiting for resolution. how can you guys moderator a hotel with 250 million users if no one is working? You have previous replied claiming I am not banned and I am clearly advising you otherwise. Preventing my access to our help portal for an unresolved issue would be a very unprofessional way of resolving a serious matter. Can you please consider me as a human and at least attempt to provide me with a minimum level of customer service.

June 23, 2012 14:28

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( GENERIC MESSAGE )



Yoselin

Habbo.com Customer Support  
Dear Habbo,

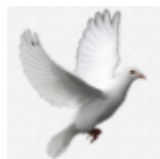
We've previously replied to you in regards to your banned account, and as that reply still stands, we cannot assist you further with this issue. If you have other issues, please open a ticket about it, but further tickets regarding your ban will not be replied to as we regard the issue to be closed. Otherwise we will be forced to prevent your access to our help portal.

Thank You,

Habbo.com Customer Support

June 23, 2012 15:58  
( TICKET CLOSED )

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Diceplaya

I've now made this conversation public

<https://docs.google.com/document/d/1xnlR92sHdg1qg2BcaI4IGATvM1KphnIZaJ2jDk1sCMw/edit>

and its been posted on my twitter account <http://www.twitter.com/diceplayahabbo>

I REPEAT.

7 days now waiting for resolution. how can you guys moderator a hotel with 250 million users if no one is working? You have previous replied claiming I am not banned and I am clearly advising you otherwise. Preventing my access to our help portal for an unresolved would be a very unprofessional way of resolving a serious matter. Can you please consider me as a human and at least attempt to provide me with a minimum level of customer service.

June 23, 2012 16:07

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( GENERIC MESSAGE )



Katharina  
Habbo.com Customer Support

Dear Habbo,

Thank you for your email.

Either your issue has already been solved to the best of our ability or you have sent in numerous emails considered to be spam and we will no longer contact you regarding this issue. You might also be receiving this response because your reply was abusive.

Remember, all areas of the hotel, including the Help Tool, are moderated and spam and abusive emails will be filtered.

If you send another email regarding this issue, you will receive this email again and your email address may be blocked from our Help Tool as well.

Thank You,

Habbo.com Customer Support

June 24, 2012 14:37

( TICKET CLOSED )

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Diceplaya

Hello can you please kindly detail the steps you took to resolve my issue? It appears that nothing has been done and your comments regarding my request being spam & abusive is very offensive. I'm kindly asking that you reply in an appropriate, non slanderous & professional manner.

Thanks so much

- Diceplaya

June 24, 2012 18:53

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( GENERIC MESSAGE )



Katharina  
Habbo.com Customer Support

· Hello,

Thank you for contacting Habbo.

This account has been banned for being consistently harassed. According to our system, this account has been constantly disrupting the gaming experience of other Habbos by excessive use of the help tool, which is why we've had to permanently ban the account.

According to our Terms & Conditions: "All Sulake user profiles, character actions and content in or on the chat boxes and message boards are created by our users and not by Sulake. If you report nasty, insulting, sexually explicit, racially disparaging, religiously disparaging or other inappropriate content we have the right (but not the obligation) to delete it from the Site without notice and to freeze or close your account (there will be no refunds of previously purchased Credits (defined below)). This rule also applies to inappropriate Habbo names. Do not create names that are nasty, insulting, sexually explicit, racist, disrespectful of religions, intended to promote illegal acts or otherwise inappropriate."

In the future, please read through the Habbo Way:

<https://help.habbo.com/entries/274612-the-habbo-way>

You can also familiarize yourself with Habbo's Terms & Conditions here:

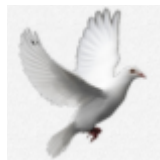
<https://help.habbo.com/entries/20106178-privacy-policies-terms-of-use>

Yours,

Habbo.com Customer Support

June 25, 2012 13:19

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Diceplaya

My Contributions to the Habbo Community exceed any other player and for you to refer to this as disrupting the gaming experience is by far the most incoherent response to date. Can you please provide a better answer?

June 25, 201

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( GENERIC MESSAGE )

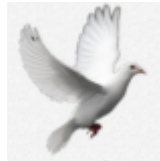


Katharina  
Habbo.com Customer Support  
Hello Diceplaya,

Thanks for contacting Habbo. We took a long, hard look at the facts and came to a the conclusion that your banned habbo's not ready to be let loose just yet. Permanent bans are really only imposed on habbos whose behaviour is so far off the Habbo Way that they may have a really negative effect on others in the Habbo community. As this is the case for your habbo, we'll keep this account banned. Feel free to review the Habbo Way by visiting this link: <https://help.habbo.com/entries/274612-the-habbo-way>

Best,  
Habbo.com Customer Support  
June 26, 2012 10:10

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Diceplaya

And what steps must I take to become unbanned?

I would like you to please consider the 11 times you banned me for Technical errors when you released the Wired furni which confused my wired furni and myself flooding. I would also like you to consider the steps I took to safeguard the community by proactively bringing spam and sexual violence to your attention.

I think its important that you understand that Habbos were spending over 15 Million minutes in my room per year and that the technical problems that ended in my account ban where damaging mentally to me as I had to put up with discrimination due to my rooms population. I would also like you to please Kindly take in consideration the free valuable advertisement I did across Facebook & Youtube that has turned generated millions of hits to the Habbo website.

Also please consider that my rooms generated over 3000 coins per month and encouraged habbos to purchase coins that in return contributed Sulake's revenue. As someone who enjoyed promoting Habbo in a positive way I find it unfitting that I have been forced to use my highly educated marketing skills to launch a campaign to bring attention to the high quality work I contributed to habbo over the span of 6 years.

If you check your records carefully you will see over 100 help.tool submissions that were never addressed that lead to overwhelming stress in my life as I was emotionally attached to the work that highlighted some of the best years in my childhood. Lets not kid anyone if you had a real hard look at the facts you would easily be able to verify the technical issues and highly abusive attacked I put up with.

I'm not stupid either, when I choose to create and control popular rooms on habbo I understood the risks involved and that with virtual fame comes trolls, haters and in my case mass abus by a few individuals using automated software.. I'm sure you can relate to the damage a few misfits can have on an entire community. I realize I'm not perfect however no one is and my positive behaviour I feel far exceeds any negative implications or concerns you might have regarding my word choices privately directed at the individuals we have both suffered massive losses from.

June 26, 2012 14:03

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**HABBO STAFF RANDOMLY CLOSE TICKET - NO RESPONSE - June 26st**

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Diceplaya

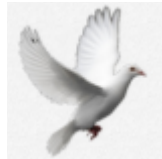
And what steps must I take to become unbanned?

June 26, 2012 15:09

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**HABBO STAFF RANDOMLY CLOSE TICKET - NO RESPONSE - June 26st**

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Diceplaya

And what steps must I take to become unbanned?

June 26, 2012 15:19

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**June 27th - Habbo Permanently bans Diceplaya's other account for using the help tool.**

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**June 28th - Diceplaya asks his mom for help who has also monitored the situation in disbelief.**

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## Request #194169

**Diceplaya's Parents**

Jun 28 04:36

Hello,

This is the mother of the Habbo who opened the Request ( Censored)

It appears that your organization is involved in illegal activity & the cause of massive child abuse based on the information I've reviewed. Please help me come to an understanding why his situation has been ignored and access to the help.tool has become unavailable.

Your accusations of my son's behaviour are unfounded and without merit.

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( GENERIC MESSAGE )



Yoselin

Habbo.com Customer Support

Hello Diceplaya's Parents ,

Thanks for contacting Habbo. We took a long, hard look at the facts and came to a the conclusion that your banned habbo's not ready to be let loose just yet. Permanent bans are really only imposed on habbos whose behaviour is so far off the Habbo Way that they may have a really negative effect on others in the Habbo community. As this is the case for your habbo, we'll keep this account banned.

Feel free to review the Habbo Way by visiting this link: <https://help.habbo.com/entries/274612-the-habbo-way>

Best,

Habbo.com Customer Support

June 28, 2012 08:05

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**Diceplaya's Parents**

Hello,

I've reviewed your reply and would like to express my dissatisfaction. We appear to be going around in circles trying to come to an understanding. As the parent of one of your tenure players, I hope you will not ignore me in a similar fashion as you have done to my son.

Please help me by answering the following 7 questions:

1) Why are the 11 bans you placed on my son account for "Wired Furniture usage" that has already been confirmed as technical issues now being used against him? I was able to confirm my son's behaviour to always be in accordance with the Terms of Service and Habbo Way. My son has gone above and beyond throughout the past 6 years proving to me you were incorrectly applying bans on his account. I advised my son to contact you in the event he was banned for these types of technical issues. Last year when you introduced a new line of furniture called "Wired Furni" he was incorrectly banned 11 times for being one of the first users to apply the message furniture to his safety room. It was confirmed by your staff that his actions were confused with flooding because you did not take the sufficient steps to label wired furniture text and player text.

2) Why were the 45 bans you placed on my son account for "Reporting sexual behaviour" and already confirmed as "Technical oversights" now being used against him? I was able to confirm that your staff were in fact banning my son's Habbo for reporting pornographic text within the community. When I decided to investigate myself by using the call for help to report someone using Habbo to sexually harassing a young girls, your staff referred to me I was "Abusive". We have reported each event and this has been confirmed by your staff as "Technical oversights" with your moderators.

3) Why were the 6 ban's you placed on his account for "Purchasing Credits" and confirmed as "Technical oversights" now being used against him? When I purchased coins for my sons account I personally was banned for "Commercial Advertisement". After reporting the issue your staff advised use these problems were simply "Technical oversights" with your automated technology.

4) Why is that when Paul Lafontaine received an email from my son asking him for an investigation into unwanted sexual behaviour, your staff decided to coincidentally permanently ban him 3 days later?

5) Why is that you are referring to these situations as negative behaviour that affects others in the community?

6) Why are you using copy and pasting generic notes to disregard your customers and parent concerns?

7) Why is my son being treated so poorly by your staff?

I look forward to you answering all 7 of my questions in full detail and within a timely manner. After you have truthfully concluded an investigation I hope you will take the necessary steps to educate your staff on child safety, improve your ability to provide customers service and issue an apology.

Thank you very much

PS. Remember 7 Questions require 7 Answers so please don't cut corners here.

- Concerned Parent

June 28, 2012 14:47

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### ( GENERIC MESSAGE )



Yoselin

Habbo.com Customer Support

Dear Habbo,

We've previously replied to you in regards to your banned account, and as that reply still stands, we cannot assist you further with this issue.

If you have other issues, please open a ticket about it, but further tickets regarding your ban will not be replied to as we regard the issue to be closed. Otherwise we will be forced to prevent your access to our help portal.

Thank You,  
Habbo.com Customer Support

June 28, 2012 15:46

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### Diceplaya's Mom

This is **now the second time you have replied to me using a generic copy** and paste note which from a moral and ethical perspective is outrageous! It's obvious you disregarded me as a parent and couldn't even politely read and respond properly to my questions.

I would like to now include an additional question to that list of unanswered questions.

1) Why are the 11 bans you placed on my son account for "Wired Furniture usage" that has already been confirmed as technical issues now being used against him? I was able to confirm my son's behaviour to always be in accordance with the Terms of Service and Habbo Way. My son has gone above and beyond throughout the past 6 years proving to me you were incorrectly applying bans on his account. I advised my son to contact you in the event he was banned for these types of technical issues. Last year when you introduced a new line of furniture called "Wired Furni" he was incorrectly banned 11 times for being one of the first users to apply the message furniture to his safety room. It was confirmed by your staff that his actions were confused with flooding because you did not take the sufficient steps to label wired furniture text and player text.

2) Why were the 45 bans you placed on my son account for "Reporting sexual behaviour" and already confirmed as "Technical oversights" now being used against him? I was able to confirm that your staff were in fact banning my son's Habbo for reporting pornographic text within the community. When I decided to investigate myself by using the call for help to report someone using Habbo to sexually harassing a young girls, your staff referred to me I was "Abusive". We have reported each event and this has been confirmed by your staff as "Technical oversights" with your moderators.

3) Why were the 6 ban's you placed on his account for "Purchasing Credits" and confirmed as "Technical oversights" now being used against him? When I purchased coins for my sons account I personally was banned for "Commercial Advertisement". After reporting the issue your staff advised use these problems were simply "Technical oversights" with your automated technology.

4) Why is that when Paul Lafontaine received an email from my son asking him for an investigation into unwanted sexual behaviour, your staff decided to coincidentally permanently ban him 3 days later?

5) Why is that you are referring to these situations as negative behaviour that affects others in the community?

6) Why are you using copy and pasting generic notes to disregard your customers and parent concerns?

7) Why is my son being treated so poorly by your staff?

8) Why were none of my original 7 questions answered?

I look forward to you answering all 8 of my questions in full detail and within a timely manner. After you have truthfully concluded an investigation I hope you will take the necessary steps to educate your staff on child safety, improve your ability to provide customers service and issue an apology.

Thank you very much

PS. Remember 8 Questions require 8 Answers so please don't cut corners here twice in a row.

**- Concerned Parent**

June 28, 2012 15:47

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**( GENERIC MESSAGE )**



Yoselin

Habbo.com Customer Support

Hello Diceplaya's Mom ,

Thanks for contacting Habbo.

We understand that you're standing up for your friend here. What else are friends for? However, we hope you can appreciate that **we only discuss accounts with the actually account owner**, so unfortunately we cannot give you any details about this ban.

Remember, all our Moderators are fully trained, and no Habbo is banned without proof.

Please get your friend to write in to us and let us know why they should be unbanned and we will review it for them.

Many thanks.

Best,

Habbo.com Customer Support

June 28, 2012 15:46

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**il est possible pourtant de contacter le  
centre d'aide par l'un des parents...**

**Diceplaya's Mom**

This is now the third time you have replied to me using a generic copy and paste note. I would like to now include two additional requests to the list of unanswered questions.

1) Why are the 11 bans you placed on my son account for "Wired Furniture usage" that has already been confirmed as technical issues now being used against him? I was able to confirm my son's behaviour to always be in accordance with the Terms of Service and Habbo Way. My son has gone above and beyond throughout the past 6 years proving to me you were incorrectly applying bans on his account. I advised my son to contact you in the event he was banned for these types of technical issues. Last year when you introduced a new line of furniture called "Wired Furni" he was incorrectly banned 11 times for being one of the first users to apply the message furniture to his safety room. It was confirmed by your staff that his actions were confused with flooding because you did not take the sufficient steps to label wired furniture text and player text.

2) Why were the 45 bans you placed on my son account for "Reporting sexual behaviour" and already confirmed as "Technical oversights" now being used against him? I was able to confirm that your staff were in fact banning my son's Habbo for reporting pornographic text within the community. When I decided to investigate myself by using the call for help to report someone using Habbo to sexually harassing a young girls, your staff referred to me I was "Abusive". We have reported each event and this has been confirmed by your staff as "Technical oversights" with your moderators.

3) Why were the 6 ban's you placed on his account for "Purchasing Credits" and confirmed as "Technical oversights" now being used against him? When I purchased coins for my sons account I personally was banned for "Commercial Advertisement". After reporting the issue your staff advised use these problems were simply "Technical oversights" with your automated technology.

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5) Why is that you are referring to these situations as negative behaviour that affects others in the community?

6) Why are you using copy and pasting generic notes to disregard your customers and parent concerns?

7) Why is my son being treated so poorly by your staff?

8) Why were none of my original 7 questions answered?

9) Why are you referring the relationship with our son as "Friends"? This is the concerned Father and mother of our son!

10) So when will we (the customer) receive the support you mention at the end of each reply?

I look forward to you answering all 10 of my questions in full detail and within a timely manner. After you have truthfully concluded an investigation I hope you will take the necessary steps to educate your staff on child safety, improve your ability to provide customers service and issue an apology.

Thank you very much

PS. Remember 10 Questions require 10 Answers so please don't cut corners here twice in a row.

- Concerned Parent

June 28, 2012 16:03

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**JUNE 29TH - Sulake falsifies results to censor Diceplaya's Habbo name.**



( GENERIC MESSAGE )



Marlon  
Habbo.com Customer Support

Dear Habbo,

Thank you for your email.

Either your issue has already been solved to the best of our ability or you have sent in numerous emails considered to be spam and we will no longer contact you regarding this issue.

Remember, all areas of the hotel, including the Help Tool, are moderated and spam and abusive emails will be filtered.

**If you send another email regarding this issue, you will receive this email again and your email address may be blocked from our Help Tool as well.**

Thank You,

Habbo.com Customer Support

July 01, 2012 11:06

**July 2nd - 2012 - As you can see from the real interactions we had with Habbo Staff they appear to be using automated bots also known as Artificial intelligence just without the intelligence part.**

**July 4th - Diceplaya's Moms account she made to contact the help.tool is banned**