

Dune Awakening: Rules of Conduct

At Funcom, we strive for all our players to have a good time playing our games. We believe mutual respect is necessary to ensure this goal. To demonstrate this respect, obey the law, don't cheat, don't be offensive, don't hack our software, don't spam or bot, don't lie to Funcom or our players.

When you access or use a Funcom Game or Service, you agree that you will not:

- Violate any law, rule or regulation.
- Interfere with or disrupt any Funcom Game or Service or any server or network used to support or provide a Funcom Game or Service, including any hacking or cracking into a Funcom Game or Service.
- Interfere with or disrupt another player's use of a Funcom Game or Service. This includes disrupting the normal flow of game play, chat or dialogue within a Funcom Game or Service by, for example, using vulgar or harassing language, being abusive, excessive shouting (all caps), spamming, flooding or hitting the return key repeatedly.
- Harass, threaten, bully, embarrass, spam or do anything else to another player or any Funcom employee or representative that is unwanted, such as repeatedly sending unwanted messages or making personal attacks or statements about race, sexual orientation, religion, heritage, etc. Hate speech is not tolerated. We won't tolerate any unwanted conduct against any Funcom employee and representative because of their affiliation with Funcom in Funcom Games and Services or anywhere else.
- Contribute User Generated Content (UGC) or organize or participate in any activity, group or guild that is inappropriate, abusive, harassing, profane, threatening, hateful, offensive, vulgar, obscene, sexually explicit, defamatory, infringing, invades another's privacy, or is otherwise reasonably objectionable.
- Publish, post, upload or distribute UGC or content that is illegal or that you don't have permission to freely distribute.
- Publish, post, upload or distribute any content, such as a topic, name, screen name, avatar, persona, or other material or information, that Funcom (acting reasonably and objectively) determines is inappropriate, abusive, hateful, harassing, profane, defamatory, threatening, obscene, sexually explicit, infringing, privacy-invasive, vulgar, offensive, indecent or unlawful.

- Post a message for any purpose other than personal communication. Prohibited messages include advertising, spam, chain letters, pyramid schemes and other types of solicitation or commercial activities.
- Impersonate another person or falsely imply that you are a Funcom employee or representative.
- Improperly use in-game support or complaint buttons or make false reports to Funcom staff.
- Attempt to obtain, or phish for, a password, account information, or other private information from anyone else on Funcom Games and Services.
- Use any robot, spider or other automated device or process to access Funcom Games and Services for any purpose such as scraping data, abuse Funcom Games and Services, account creation, or copying material.
- Modify any file or any other part of the Funcom Game or Service that Funcom does not specifically authorize you to modify.
- Use or distribute unauthorized software programs or tools (such as "auto", "macro", hack or cheat software), or use exploits, bugs or problems in a Funcom Game or Service to gain unfair advantage.
- Engage or assist in cheating or other anticompetitive behavior (such as collusion and match or matchmaking manipulation).
- Use or distribute counterfeit software or Funcom Content, including Funcom Virtual Currency.
- Engage in any other activity that significantly disturbs the peaceful, fair and respectful gaming environment of a Funcom Game.
- Use information about users publicly available in any Funcom game for any purpose unrelated to the Service, including to attempt to identify such users in the real world.
- Promote, encourage or take part in any prohibited activity described above.

To enforce these rules, we may monitor your activity and remove any UGC. If you don't follow these rules, we may remove your UGC, warn you, mute you, suspend you, ban you permanently or place other restrictions on your account, games, or related services.

Chat Mute

In the event there is an infraction of our Rules of Conduct through our in-game chat, a player or account may be temporarily muted to prevent further infractions. Muting is always temporary and may be issued automatically or through Customer Service intervention.

Account Suspensions and Bans

An Account Suspension is a temporary status we place on a Funcom Account which removes access to our game's online services. Violations of our [Terms of Service] and Rules of Conduct can result in an Account Suspension. Suspensions are temporary and will be removed automatically when the time has expired. While shorter suspensions can not be appealed, lengthier suspensions(30 days or longer) may be appealed through [Customer Service].

An Account Ban is generally a permanent status we place on a Funcom account which removes access to our game's online services. We only issue bans in the event of repeated or extreme violations of our [Terms of Service] or Rules of Conduct. All bans are open to an appeal investigation through [Customer Service].

Suspension and Ban Appeals

To appeal a suspension or ban, please submit a ticket through our [Customer Service Portal] with key information such as your account name, character name, Funcom ID, any details about the suspension or appeal you are aware of, and any other tickets you have submitted concerning the incident. Customer Service may request additional information from you to assist in our investigation.

An appeal investigation may take up to 30 days to be completed due to the volume of tickets we receive and the time necessary to conduct a proper investigation. We will update your ticket directly when the investigation has been completed. We may consolidate several tickets down to a single ticket in the event we have been contacted several times concerning the same suspension or ban.

Basic Infractions

Reason for Penalty	Maximum Penalty Duration
Spamming	7 Day Suspension
Non-Consensual Offensive Behavior	7 Day Suspension
Commercial Advertisement	7 Day Suspension
False Reports	7 Day Suspension

Online Harm Infractions

Reason for Penalty	Maximum Penalty Duration
Discriminatory Harassment	Permanent Ban
Abusive Language	Permanent Ban
Hate Speech	Permanent Ban
Threatening Behavior	Permanent Ban
Promoting Prohibited Behavior	Permanent Ban
Impersonating Funcom Staff	Permanent Ban

Disruptive Behavior Infractions

Reason for Penalty	Maximum Penalty Duration
Using 3 rd Party Software	Permanent Ban
Using Exploits to Trivialize Content	Permanent Ban
Duplicating Items or Resources	Permanent Ban
Account Phishing	Permanent Ban
Doxxing	Permanent Ban
Disrupting Funcom Services	Permanent Ban