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## **AmericasNavy Twitch Channel Rules (VER 20-2)**

**I. Statement of Intent.** The AmericasNavy channel aims to allow open, civil discourse during streaming events (Streams). Participants are welcome to respectfully and civilly express their views, and participants will not be sanctioned for expressing a viewpoint critical of the government, military, Navy, or Navy Esports in general— provided such views are couched in temperate language—nor for expressing respectful disagreement with or criticism of the streamers, moderators, or other users. However, participants may not engage in any of the prohibited activities listed below. Any user who believes that another user has violated these rules is invited to submit a report to the channel moderators.

### **II. Prohibited User Activities.**

1. Use profanity or demeaning or obscene language. (Note: Posts containing any of these prohibited terms may be automatically blocked by AutoMod Feature using the Blocked Terms and Phrases List.) This includes, but is not limited to:
  - 1.1. Common profanity or so-called “curse words”;
  - 1.2. Sexually explicit or pornographic language and explicit references to genitalia or private areas of the body;
  - 1.3. Racial or ethnic slurs;
  - 1.4. Demeaning or insulting terms for any group defined by gender, gender identity, age, race, ethnicity, religion, or sexual orientation; or
  - 1.5. The graphic or visual equivalent of any of the above.
2. Advocate unlawful violence against any person or group of persons. While this rule will be strictly enforced to avoid circumvention, it does not prohibit comments or statements that clearly pertain purely to actions taken in a game against adversary avatars. Advocating unlawful violence includes, but is not limited to:
  - 2.1. Expressing intent to use or cause unlawful violence;
  - 2.2. Expressing a desire or wish to use or cause unlawful violence;
  - 2.3. Expressing a desire or wish that unlawful violence be used or caused; and
  - 2.4. Suggesting that it would be appropriate or desirable for unlawful violence to be used or caused.
3. Make personal attacks on any person (including posting a personal attack that is ostensibly directed at the poster themselves). Civilly expressed criticism of or disagreement with another’s opinions, choices, preferences, or actions is not a personal attack. Personal attacks include, but are not limited to:
  - 3.1. Threatening—explicitly or implicitly—to harm any person, directly or indirectly;
  - 3.2. Encouraging or suggesting that any person should be harmed or should harm themselves or any other person;



- 3.3. Wishing for harm to occur to any person;
  - 3.4. Making offensive references to or about the sexual activity or preferences any person, regardless of whether the language involved is sexually explicit; and
  - 3.5. Making demeaning or insulting comments about any person's personal appearance, physical or mental ability or disability, or clothing.
4. Harass or bully any person. Civilly expressed criticism of or disagreement with another's opinions, choices, preferences, or actions is not harassment or bullying. Harassment and bullying include, but are not limited to:
    - 4.1. Repeatedly insulting a person or calling them names;
    - 4.2. Repeated suggestions that a person leave or stop participating in the channel, stream, or chat;
    - 4.3. Repeated comments on a person's physical appearance or attractiveness;
    - 4.4. Repeated requests or suggestions that a person engage in any kind of sexual or romantic relationship or activity; and
    - 4.5. Repeated requests for a person to disclose their location, contact information, or identifying details.
  5. Spam. Spam is defined as posting or re-posting the same or substantially equivalent message three (3) or more times during a Stream. Spamming is defined by the number of same/substantially equivalent messages, rather than by the number of distinct posts, comments, or Users involved. The content or viewpoint of the repeated message is irrelevant when determining whether activity constitutes spam. Therefore, a User who repeats another's message may be violating this Rule, even if that User only posts the message once.
  6. Disclose, threaten to disclose, express an intent to disclose, or request that any third party disclose any other person's private information or personally identifying information (PII). These categories include any information that is normally kept from public disclosure and specifically include, but are not limited to:
    - 6.1. Full name;
    - 6.2. Date of birth;
    - 6.3. Social security number, driver's license number, DoD ID number, passport number, or other government-issued identification number;
    - 6.4. Telephone number or email address;
    - 6.5. Work, home, or mailing address;
    - 6.6. Medical information; and
    - 6.7. Vehicle description, VIN, or license number.



7. Post commercial advertisements or offers to sell any product or service. (Note that posting of links or URLs is automatically blocked.)
8. Post in a language other than English. English is the official language of this channel.
9. Impersonate or pose as the official account or representative of any United States Navy or other government office, unit, organization, or entity.

### **III. Abbreviated Channel Rules.**

The following synopsis of Sections I and II of these Rules will be posted to the chat feed at regular intervals. This message shall include information and/or a hyperlink that will enable any user to view the full text of Sections I and II.

#### **AmericasNavy Twitch Channel Rules**

##### DO:

1. Be civil.
2. Be respectful.
3. Express your point of view.

##### DO NOT:

1. Use profanity or demeaning or obscene language.
2. Advocate unlawful violence.
3. Make personal attacks.
4. Harass or bully any person.
5. Spam.
6. Disclose any other person's private information.
7. Advertise or offer to sell any product or service.
8. Post in a language other than English.
9. Impersonate any Navy or government entity

### **IV. Twitch Channel Settings.**

1. The AmericasNavy Twitch Channel shall, by default, use the following settings:
  - 1.1. Require Users to Agree to Channel Rules—ON
  - 1.2. Blocked Terms and Phrases Filter —ON
    - 1.2.1. Blocked terms shall consist of short (usually one- or two-word) phrases that would be prohibited under Section II, particularly Section II, Rule 1.
    - 1.2.2. Blocked terms shall be viewpoint-neutral—i.e., aimed at preventing the use of a particular profane, obscene, sexually explicit, or demeaning word or phrase, but not aimed at preventing the expression of any particular point of view.
    - 1.2.3. Any Esports Team Member, Channel Administrator, or PM/AM for any Stream may update the Blocked Terms and Phrases List as needed, but shall carefully comply with Rule 1.2.1 and 1.2.2 above.



- 1.2.4. Banned terms that consist of three words or more must be approved by the OIC or higher authority.
- 1.2.5. The OIC or higher authority shall review the Blocked Terms and Phrases List at least monthly and shall ensure that the list conforms to the intent of this rule and is not blocking terms on the basis of viewpoint.
- 1.3. AutoMod—ON, level may be set or adjusted during the Stream by the PM/AM as appropriate.
- 1.4. Require Chatters to be Email-Verified—ON
- 1.5. Delete Links—ON
- 1.6. Follower-Only Mode—ON/10 minutes
2. The Channel Administrator (Admin), Prime Moderator (PM), Esports Officer-in-Charge (OIC), or higher authority may adjust these settings as needed for a particular Stream.

#### **V. Moderator Procedures.**

1. For each Stream, the OIC shall designate a Prime Moderator (PM) and may designate Alternate Moderators (AM).
2. Before beginning the Stream, each assigned PM/AM shall familiarize themselves with these Rules. Each assigned PM/AM shall have a copy of these Rules easily accessible at all times during the Stream.
3. No Streamer, PM, or AM assigned to participate in a Stream may permanently ban a user for conduct during that Stream. (See Rule 6 and Section VI below for ban procedures.)
4. During or after each Stream, the PM/AM shall update the Channel-Banned Terms List with any additional terms that are appropriate to add under Section IV, Rule 1.2.
5. When a PM/AM identifies a violation of the Prohibited User Activities in Section II, they shall:
  - 5.1. If it is the User's first violation during the Stream (unless determined to be an egregious violation under Rule 5.2 below),
    - 5.1.1. Issue a 30-minute time-out and
    - 5.1.2. Send the User a warning by private message which shall advise the User to review the Channel Rules (Sections I & II of these Rules) and provide a URL or other directions enabling the User to access the Channel Rules.
  - 5.2. The PM/AM may determine that violations of the rules listed below are egregious violations. In making this determination, the PM/AM should consider the totality of the circumstances, including the apparent target of the violation and the context of the discussion. However, the PM/AM shall not consider the apparent viewpoint of either the offending post or the User. If a violation is determined to be egregious, it shall be handled under Rule 5.3, even if it is the User's



first violation during the Stream. Violations which may be determined to be egregious violations are:

- 5.2.1. Violations of Section II, Rules 1.2 (using sexually explicit or pornographic language) and 1.5 (using graphic or visual equivalents of sexually explicit or pornographic language);
  - 5.2.2. Violations of Section II, Rule 2 (advocating unlawful violence);
  - 5.2.3. Violations of Section II, Rules 3.1 (threatening harm) and 3.2 (encouraging or suggesting harm); and
  - 5.2.4. Violations of Section II, Rule 6 (disclosure of private information).
- 5.3. If it is the User's second violation during the Stream or if the violation is determined to be egregious under Rule 5.2,
- 5.3.1. Issue a 48-hour time-out and
  - 5.3.2. Send the User a warning by private message which shall advise the User to review the Channel Rules (Sections I & II of these Rules), provide a URL or other directions enabling the User to access the Channel Rules, and notify the User that a permanent channel ban may be considered.
6. For any violation handled under Rule 5.3 (second violations and egregious violations), the PM/AM shall consider whether it may be appropriate to permanently ban that User from the Channel. If the PM/AM believe a ban is appropriate, they shall submit a Permanent Ban Request (PBR) via the OIC for decision under Section VI (Ban Procedures) below. PBRs shall include
- 6.1. All the chat logs from the Stream that reflect the pertinent User's activity on the Channel and any communication between the User and the Streamer, PM, or AMs;
  - 6.2. Any evidence of violations by the same User during other Streams;
  - 6.3. Any previous PBR relating to the same User and all supporting information;
  - 6.4. Any evidence that indicates that the User may be circumventing a previous ban by creation of a new account;
  - 6.5. If available, the User's Viewer Card Mod Log;
  - 6.6. Any response by the User to the warning messages; and
  - 6.7. Any other relevant information necessary to give the Decision Authority a clear and accurate picture of facts and circumstances underlying the ban request. Information that was available to the PM/AM during the Stream but is no longer available should be captured in a written statement from the PM/AM.
7. The PM/AM may, at their discretion, use other available features (e.g., Slow Mode, Emote-Only Mode, Sub-Only Mode, Clearing the Chat, Chat Delay) to moderate the chat to ensure civil, respectful discussion.



## **VI. Ban Procedures.**

1. A PBR may be submitted in accordance with Section V, Rule 6.
2. No PBR may be approved by any member of the Esports Team.
3. All PBRs shall be submitted via the OIC, who shall either;
  - 3.1. Deny the PBR and file for future reference;
  - 3.2. Forward to the DA
4. A Permanent Ban Request (PBR), unless denied by the OIC, shall be ruled upon by a Decision Authority (DA) who:
  - 4.1. Is commissioned officer in the grade of O-3 or above or a government employee in the grade of GS-9 or above who is assigned to Navy Recruiting Command or a subordinate activity;
  - 4.2. Is not a current member of the Navy Esports Team; and
  - 4.3. Is designated as a DA by the Navy Recruiting Command Chief Marketing Officer or Deputy Chief Marketing Officer, or any higher authority (designations need not be by formal correspondence, but should be reflected in writing, e.g., by email or a watch bill).
5. When ruling on a PBR, the DA shall consider all information submitted with the PBR. The DA may return the PBR to the OIC without decision, requesting additional information, if the DA believes the supporting information is incomplete.
6. If a DA returns a PBR requesting additional information, the OIC may:
  - 6.1. Resubmit the PBR to the DA with the additional requested information in the most reliable form available (including submitting personal statements of witnesses, if direct evidence such as chat logs is not available);
  - 6.2. Resubmit the PBR to the DA, certifying that the additional requested information is not available;
  - 6.3. When some but not all of the requested additional information is available, resubmit the PBR with the available information and certifying the non-availability of the remainder.
  - 6.4. Deny the PBR and file for future reference.
7. When a DA receives a PBR that has complete supporting information or has been resubmitted by the OIC with a certification that any additional information is not available, the DA may approve the PBR if, in their judgment:
  - 7.1. The evidence clearly demonstrates that the User committed one of the Prohibited User Activities listed in Section II;



- 7.2. The violation was either appropriately determined to be an egregious violation under Section V, Rule 5.2, or was the User's second or subsequent violation of the Prohibited User Activities; and
- 7.3. Unless the violation was egregious, the User received sufficient warning after the first violation to be clearly on notice that their conduct violated the Prohibited User Activities.
8. The DA shall deny the PBR if they determine that the factors in Rules 7.1–7.3 are not satisfied. The DA may deny the PBR if, in the DA's judgment, the totality of the circumstances do not warrant a permanent channel ban, even if all the required factors are satisfied.
9. The DA shall communicate the ruling on each PBR to the OIC. The OIC shall:
  - 9.1. Cause each approved PBR to be implemented. Each User who is banned shall be sent a message advising them of the ban which shall include a statement of which Prohibited User Activities were violated and notice that the User may contact any moderator directly to appeal the ban.
  - 9.2. Cause all PBRs, whether approved or denied, to be filed for future reference or review on appeal.

## **VII. Ban Appeal Procedures.**

1. If a User who has been permanently banned from the Channel requests an appeal, the OIC shall cause the request to be forwarded to the Appeal Authority in the case of an Initial Appeal or to the Final Appeal Authority in the case of a Final Appeal. The OIC shall forward with the request the original PBR and all supporting documents and information, as well as any additional statement or information provided by the User.
2. Initial Appeals from permanent channel bans shall be decided by an Appeal Authority (AA) who:
  - 2.1. Is a commissioned officer in the grade of O-4 or above or a civilian government employee in the grade of GS-11 or above who is assigned to Navy Recruiting Command or a subordinate activity;
  - 2.2. Is not a current member of the Navy Esports Team;
  - 2.3. Is not currently designated as a DA for PBRs; and
  - 2.4. Is either the Navy Recruiting Command Deputy Chief Marketing Officer or is designated as an AA by the Chief Marketing Officer or higher authority (designations need not be by formal correspondence, but should be reflected in writing and, if temporary, should state the specific period of time or specific appeals that the AA has been designated to decide).
3. Final Appeals from permanent channel bans shall be decided by a Final Appeal Authority (FAA) who:
  - 3.1. Is a commissioned officer in the grade of O-5 or above or a civilian government employee in the grade of GS-13 or above who is assigned to Navy Recruiting Command or a subordinate activity;
  - 3.2. Is not a current member of the Navy Esports Team;



- 3.3. Is not currently designated as a DA for PBRs;
  - 3.4. Was not the AA who decided the Initial Appeal; and
  - 3.5. Is either the Navy Recruiting Command Chief Marketing Officer, the Deputy Chief Marketing Officer, or is designated as a FAA by the Chief Marketing Officer or higher authority (designations need not be by formal correspondence, but should be reflected in writing and, if temporary, should state the specific period of time or specific appeals that the AA has been designated to decide).
4. Before deciding a Final Appeal, the FAA shall obtain a review of the Final Appeal and a recommendation from the Office of the Staff Judge Advocate.
  5. Appeals from permanent channel bans shall be granted (i.e., the ban shall be revoked) by the Appeal Authority (AA) or the Final Appeal Authority (FAA) when:
    - 5.1. The AA or FAA determines that the DA applied Section VI, Rule 7, in a manner that was unreasonable (an Appeal should not be granted merely because the AA or FAA would have, in the DA's place, made a different decision);
    - 5.2. The AA or FAA determines that, although the DA's ruling was reasonable, under the totality of the circumstances, it appears that the Prohibited User Activities (Section II) were not enforced against this User in a viewpoint-neutral manner; or
    - 5.3. The User, in or with their request for Appeal, indicates an understanding of the Channel Rules (Sections I & II of these Rules) and their conduct which constituted the violation and clearly states a commitment to abide by the Channel Rules in the future. An Appeal may be granted on these grounds only if:
      - 5.3.1. This Appeal is from the User's first permanent channel ban; or
      - 5.3.2. Any previous permanent channel bans for this User were overturned on Appeal under Rules 5.1 or 5.2.
  6. The AA or FAA shall provide the results of the Appeal Decision to the OIC, who shall:
    - 6.1. In the case of a granted Appeal, promptly cause the ban on the subject User to be revoked and cause the User to be notified that their Appeal has been granted;
    - 6.2. In the case of a denied Initial Appeal, notify the User that the Appeal has been denied and advise the User of their opportunity to request a Final Appeal.
    - 6.3. File the Appeal Decision with the original PBR for future reference.