

## Admin policy

This document was created to give players an idea of what to expect of our staff team, what each level can and cannot do. Everyone who is a part of the staff team, has accepted this and has to abide by this policy.

The Plan B staff team consists of 3 levels: **mods (level 3)**, **admins (level 4)** and **head admins (level 5)**.

**Mods (level 3)** are staff members that are chosen to keep the server free of the most common and simple hacks. The mod team is evaluated every 3 months and the decision of adding and removing people from the team is made at this time. Mods are only allowed to ban unregistered and newly registered (with less than 10 hours of playing time) players, after gathering a proof against them. Bans that are made by mods are handled by head admins, who will act as a neutral party. Mods will have to show their proof at this time, if they fail to produce this proof (and there are also no AntiCheat indications of the player that was banned), the ban will be lifted. Mods do not have access to any personal information of players. Due to this, they also can't ban for ban evasion, as they don't have access to the necessary information to make a decision about this. Another restriction is about aimbot, no recoil and damage mods. Mods are not allowed to ban for these, as this requires a lot more experience and a lot more information they don't have access to. If a player that's not within their scope is breaking the rules, they will have to make a report against them and provide the necessary proof, just like any other player would have to do. A higher level admin can then investigate and handle this report. As for other types of rule breaking (such as death evasion or ignoring /duty), they have commands to warn and inform people about certain rules, but they cannot punish for it. These types of warnings they give are only informational, and carry no consequences. Exceptions to this are spawn shooting and team shooting, where they have commands to warn people, and the system will issue punishments based on the warning level of the player, with the highest warning level resulting in a kick.

**Admins (level 4)** are responsible for most of the day-to-day administration of the server. They are more experienced players who have already proven themselves as mods in the past. They serve the community by enforcing the rules as described here (<https://planbserver.com/forum/index.php?topic=136.0>). Admins have a lot more information about players, such as detailed connection information, players' history, etc. in order to support their decisions. This data is kept secure and cannot be shared outside of the admin team, doing so is considered admin abuse (as described below). They are also responsible for taking the forum reports, and handling their own ban appeals. They have a wide array of commands to test for different kind of hacks. In-game, admins can view the players' personal messages and team chats. This is done to allow admins to detect hackers at a faster rate. Sharing this information is not tolerated and is considered as an admin abuse. Admins can also view the commands that players type in-game, including PMs, and other data that SAMP provides. However, they cannot see login information or any other piece of sensitive data. They can also change your name.

**Head admins (level 5)** are the managers of the server. They have a wide array of responsibilities. First of all, they manage the staff team. They make the final decisions on promoting or demoting mods and admins. They also handle abuse reports against admins and mods. They handle rangebans, bans given by the AntiCheat, and bans given by mods. In the case of a ban by a mod, the mods will have to provide proof to the level 5, so they can hear both sides of the story and act as a judge in the ban appeal. Level 5s also make decisions about implementing suggestions. Level 5s take care of reports that require more information than admins have access too, such as reports requiring the server logs to make a judgement. In-game, head admins can also view the players' personal messages and team chats. This is done to allow admins to detect hackers at a faster rate. Sharing this information is not tolerated and is considered as admin abuse.

Level 5 contacts:

- Jonne (<https://planbserver.com/forum/index.php?action=profile;u=1>)
- Fimpen (<https://planbserver.com/forum/index.php?action=profile;u=8>)
- Friauf (<https://planbserver.com/forum/index.php?action=profile;u=9>)

## Admin abuse

No one from the staff team is allowed to use their admin commands or status in order to gain any advantage over other players during their gameplay. It is also forbidden to abuse the staff commands to annoy, impact, disrupt or to complicate a gameplay of any player. Every mod and admin can use their commands to perform only a single, sensible, specific and required action to keep the server clean of rulebreakers. To prevent any abuse from the staff team, every command they type is being logged and can be reviewed by the higher level authorities during an investigation.

If you see a staff member abusing their commands, it's a good idea to try to get some proof. The best evidence for it will be a recording of it happening. In some cases, a screenshot or a chat log will be sufficient as well. If you didn't manage to gather any proof but have information about it happening, report it anyway, as we can mostly check what exactly happened in the logs. Here are few options how to do it:

1. Post an official report on the PTP: Plan B forums, in the Reports section. Keep in mind that after picking this method, everyone will be able to see and read your report. Even the defendant. To add a report you need an active forum account.
2. Send an information about this situation to a head admin privately, using the PTP: Plan B forums Private Messages system. You will need a forum account to perform this action. No one except for the addressed will be notified of your report.
3. Notify the head admins using the PTP: Plan B IRC channels. To do this you don't need a registered account. After receiving a message, a head admin will not notify anyone about it. Alternatively, if you have a Discord account, you can join our server and contact a head admin on there.
4. Send an anonymous email with a report on [abuse@planbserver.com](mailto:abuse@planbserver.com). Head admins will discreetly investigate the reported situation.

All information of a staff member abusing their commands or the information they are given access to will be treated seriously and thoroughly checked. An answer from a head admin should be not given later than 7 days after the date of sending a report.

## Handling ban appeals

This section contains more information about how we handle ban appeals. There are several ways a ban appeal can go.

Level 4s (admins) will take your ban appeal only if you were banned by said level 4, so they handle their own ban appeals.

Level 5s (head admins) will take your ban appeal in all other cases:

- Banned by a level 3 (mod): The level 5 will act as a judge in this case, meaning the banned player can tell his side of the story in the ban appeal, and the mod will have to provide proof they were banned rightfully. If a mod fails to do so (and there are also no AntiCheat indications of the player that was banned), the player will be unbanned.
- Banned by the AntiCheat: Depending on the type of hack the player was banned for, a proper punishment will be given from a level 5. In case it was a wrongful ban due to a bug, the player will be unbanned.
- Caught in a rangeban: In this case, a level 5 will try to find a solution (in most cases a whitelist on your name), given the player is not the reason for the rangeban in the first place.
- If an admin (level 4) doesn't respond to a ban appeal within 48 hours, a level 5 will take over the ban appeal.

You might sometimes see one of these bans being handled by a level 4, in that case it's because a level 5 gave them permission to take care of said ban.

For most rules, such as hacking, death evasion, team blocking, we have a default list of ban lengths which the admins have to follow, based on the number of times the player broke this particular rule. This is to make sure every player is punished equally. Based on your banning history (if you were banned for a number of different rules), we might deviate from these default punishments, and give an appropriate punishment taking your history into account.

## Unbanning

The admin who has been handling your ban appeal will unban you on the date specified providing you have not evaded your ban. You can be unbanned at anytime during the day on the specified date and the time the day starts and ends is determined by the admin's timezone. You may only join the server if the admin has replied in your ban appeal stating you're unbanned, trying to join before this is not tolerated and you may be punished. If the date of your unban has passed, you may post a reminder on your ban appeal that you should be unbanned. Again, this date is dependent on the admin's timezone.

## Mod applications

This section will describe how you can be part of the Plan B staff team, and what we base ourselves on to make these decisions. If you want to be part of the staff team, you have to make a mod application. You can do this only when the applications are open, this is usually every 3 months. When we are holding mod applications, a special board will be opened on the main section of the forum. You will find it under the General Discussion board. If the board is not there, that means mod applications are currently closed. The mod applications will stay open for 1 week, during which you will have the time to post your application on that board. Detailed instructions on how to do this will be available in there.

After this week, we will compile a list of everyone that has made a mod application, and generate an activity report for each one of the applicants. This activity report will reflect your activity for the past 3 months (since the last mod selections). This gives us a better idea of who's active and who's not, and how active people are. This is one of the main criteria we will base our decision on. Of course, it's not the only one, and other factors such as your ability to detect hackers (knowing how to spot what is possible in the game, and what are hacks), maturity, being unbiased, timezone, language skills and a whole range of other factors are considered. For this, we also look at the reports you made in the past both ingame and on the forums. Out of the list of applicants, the admins will first suggest people who they think are best fit to be a mod. Out of this shortlist of the people the admins suggested (although it's not always limited to this list), level 5s will then make a final decision of who to promote.

## Aimbot

In this section, we'll describe how exactly we investigate someone for aimbots and how we come to a conclusion. Before banning for aimbot, all three sources of proof: videos, logs and AC reports, must all show significant evidence towards the player using aimbot. After that, at least 3 admins must also check the evidence to confirm the sightings and allow the ban to be carried out. As all of our evidence contains sensitive material and the workings of our system cannot be given away, the proof cannot be shown to anyone. The only exception to this rule is when it is very clear and obvious from spying and AC reports, basically when the AC is sending a lot of continuous warnings and there's no room for any doubt. In that case, the admin doesn't need confirmation from additional admins in order to ban the suspected player.