

Support Centre Rules

Last revised: 21 August 2026

1. General Provisions

- 1.1. The Support Centre is the official instrument of METROCRAFT 2036 for the provision, free of charge, of qualified advisory support to Users on matters concerning the operation of the game METROCRAFT 2036. Members of the Support Service are full members of the personnel of METROCRAFT 2036, unless other information is stated on the Site.
- 1.2. The METROCRAFT 2036 Support Centre Rules are a single body of Rules governing the procedure for use of the web resources or the site metrocraft36.com and its subdomains, as well as the standards of conduct when submitting requests to the METROCRAFT 2036 Support Centre (hereinafter in the text — the "Support Centre").
- 1.3. The Support Centre Rules are an inseparable appendix to the Licence Agreement in force.
- 1.4. By visiting this resource the User automatically agrees to this body of Rules and undertakes to follow it in full. Ignorance of its clauses does not release the User from liability.
- 1.5. The clauses of this body of Rules extend to all Users, including the User themselves, members of the personnel of METROCRAFT 2036, bots and systems, and so on.
- 1.6. The management of the METROCRAFT 2036 Support Service, in the person of the Lead Agent, reserves the right to change the clauses of this body of Rules at any time, with subsequent notice to Users. Notice takes the form of a change to the date and time on the page of this body of Rules. That notice is located in the upper right-hand corner of the page interface.
- 1.7. Members of the personnel of METROCRAFT 2036 bear no liability of any kind for acts performed by the User, even where those acts were advised. Liability rests in full with the person who performed them. Nothing in this clause excludes or limits liability for bodily or moral injury, or for material injury caused through an intentional or gross fault, in accordance with article 1474 of the Civil Code of Québec, or the liability referred to in section 10 of the Consumer Protection Act (CQLR c. P-40.1).
- 1.8. The degree of gravity of a breach and the duration of the penalty for committing it are determined by members of the personnel of the METROCRAFT 2036 Support Service in accordance with this body of Rules.
- 1.9. In the event of any disputed situations concerning the work of members of the personnel of the Support Service and service in general, the final decision rests with the Head of the project.
- 1.10. The Rules do not cover every possible situation of improper use of the Support Centre or of improper conduct and operate on a precedent basis. The decision on the imposition of penalties in such situations is taken by the management of the Support Service in the person of the Lead Agent.
- 1.11. Where breaches on the part of a member of the personnel of the Support Service are discovered, the User is entitled to submit a complaint against that person by sending a message to the electronic mail address legal@igsteam.org. It will be examined by the management within 30 business days from the moment of its receipt.
- 1.12. The penalty for breach of a clause or clauses of this body of Rules is the blocking of the functional ability to submit requests to the Support Centre (hereinafter in the text — a "ban"). The block may be imposed either for a fixed period or on a permanent (indefinite) basis.
- 1.13. Members of the personnel of the Support Service are entitled not to warn the User in writing and/or orally of the application of any type of restriction in respect of the User's Account in connection with the User's breach of a clause or clauses of this body of Rules.
- 1.14. The management of the Support Service, in the person of the Lead Agent and/or the Senior Agents, reserves the exclusive right to adjust the duration of the restrictions in force at its discretion.
- 1.15. Where several breaches of this body of Rules are committed, the periods of the penalties are cumulative.

2. Moderation of Platforms in the Support Centre

- 2.1. Members of the personnel of METROCRAFT 2036 are entitled to impose a penalty for a recorded breach on the moderated platforms of the official resources.

2.2. The following platforms are subject to moderation in the Support Centre:

- The METROCRAFT 2036 Support Centre in full;
- The official METROCRAFT 2036 communities on Discord, YouTube and any other platform operated by the Rightsholder.

2.3. Private messages between Users on any resources do not fall within the scope of moderation.

3. Principal Rules of the Support Centre

3.1. It is prohibited to publish messages, descriptions, images, audio, video and similar materials that are prohibited under the laws of Canada and of the Province of Québec, including under the Criminal Code (R.S.C. 1985, c. C-46). This includes:

- a) information about controlled and/or narcotic substances prohibited under the Controlled Drugs and Substances Act (S.C. 1996, c. 19);
- b) information promoting fascism and/or nationalist movements, and any communication constituting the advocacy of genocide, public incitement to hatred or the wilful promotion of hatred within the meaning of sections 318 to 320 of the Criminal Code;
- c) information concerning entities listed under section 83.05 of the Criminal Code, as well as any reference to them;
- d) threats of any kind of physical harm in real life, contrary to section 264.1 of the Criminal Code;
- e) any other information prohibited under the laws of Canada or of the Province of Québec.

Penalty: ban of 7–30 days / permanent ban.

3.2. It is prohibited to insult anyone and/or use an abundant quantity of profanity, including in a veiled form, to publish provocations, and also to use degrading nicknames and labels on grounds of race, ethnic or national origin, religion, sex, gender identity or expression, sexual orientation, disability or any other ground listed in section 10 of the Charter of human rights and freedoms (CQLR c. C-12). Penalty: ban of 7–30 days / permanent ban.

3.3. It is prohibited to spam, go off topic or flood, that is, to send requests and messages of the same type containing little substantive information, unrelated to the specific situation and carrying no meaningful content, and also to send messages written in a transliteration style. Penalty: ban of 7–30 days / permanent ban.

3.4. It is prohibited to create identical or similar requests with the purpose of obtaining a different answer from members of the personnel of the Support Service and/or members of the personnel of the Game Security Department. Penalty: ban of 7–30 days / permanent ban.

3.5. It is prohibited to create requests and/or send messages that are of an advertising nature of any kind, or that contain links to unverified, malicious and/or suspicious sites. Penalty: ban of 7–30 days / permanent ban.

3.6. It is prohibited to resort to a disrespectful and/or offensive style of communication with members of the personnel of the Support Service and/or members of the personnel of the Game Security Department. Penalty: ban of 7–30 days / permanent ban.

3.7. It is prohibited to publish requests and/or messages containing the following:

- a) materials of a pornographic or erotic nature, including any material described in sections 163 and 163.1 of the Criminal Code;
- b) materials containing abrupt changes of colour;
- c) shocking or unacceptable content;
- d) excessively high sound volume;
- e) links to materials of that kind in any form;
- f) any other indecent information. Penalty: ban of 7–30 days / permanent ban.

3.8. It is prohibited to mislead and/or deceive, regardless of the circumstances, members of the personnel of the Support Service and/or members of the personnel of the Game Security Department. Penalty: ban of 7–30 days / permanent ban.

3.9. It is prohibited to impersonate another User and/or a member of the personnel of METROCRAFT 2036. Penalty: ban of 7–30 days / permanent ban.

3.10. It is prohibited to publish any political slogans, campaigning, statements and the like. Penalty: ban of 7–30 days / permanent ban.

3.11. It is prohibited to conceal and/or refuse to provide information, regardless of the reason, about any vulnerabilities and defects, including those of the game, the sites and/or other resources of the company. Penalty: ban of 30 days / permanent ban.

4. Additional Rules of the Support Centre

4.1. It is prohibited to circumvent a block by creating and/or using another Account. Penalty: permanent ban of the second Account.

4.2. It is prohibited to abuse the functional capabilities of the Support Centre. Penalty: ban of 7–30 days / permanent ban.

5. Personal Information and Language

5.1. Personal information provided when submitting a request to the Support Centre is processed in accordance with the Policy on the Processing of Personal Information, available at https://metrocraft36.com/legal/global/privacy_policy.pdf, and in accordance with the Act respecting the protection of personal information in the private sector (CQLR c. P-39.1).

5.2. These Rules are drawn up in English. A French version is published at https://metrocraft36.com/legal/fr/tech_support_rules.pdf; *une version française est publiée à l'adresse https://metrocraft36.com/legal/fr/tech_support_rules.pdf*. In the event of any discrepancy between the two, **the French version prevails** in respect of Users resident in Québec. The Russian-language edition, which applies to Users of the Russian-language edition of the Game, is available at https://metrocraft36.com/legal/ru/tech_support_rules.pdf.