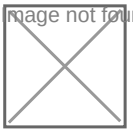
Don't State False Information - Confusing Others & Creating Headaches

When someone tries to help you such as one of our team or you are advising someone else, **don't** state false, confusing and concerning information to them which may invoke a panicked or worried response.

Doing this takes time to unravel and repair trust with the key person of the network such as the main owner, rebuild conversations and give the actual end user peace of mind again that everything is running as usual.

If you don't know the fact to be true, **DON'T SAY IT.** This should hopefully be obvious by now but don't state without actual facts. If you give speculation, you feel like you are fighting in a trial with "Objection, cause for speculation" being stated many times.

An Example



Let's take this message. This statement is **completely incorrect**. What this **actually** means is that the account had reached the bandwidth quota of the month before the next month rolls over, resetting the amount. If you check TCP Shield's website, it states you can only have 1TB on the Free plan, 2.5TB on the Pro plan, and unlimited on the Premium and Enterprise plans. https://tcpshield.com/plans

Seeing the message above is basically telling the owner "You've run out of power, go top up your card for more electricity in your home." It has nothing to do with IP capping, accounts logging in, ping or anything of the sort. It appears to **all** players and showing that your Anti-DDoS provider is TCPShield isn't going to get you attacked or taken offline. Using a provider like this is perfectly fine and doesn't actually cause you to be attacked "easier". The term "it's shows what console you are using" is also incorrect, it's a DDoS protection provider.

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