
Issue Framing:

I am writing to address a significant issue that has persisted for over eight months regarding my Xbox account (**Username: Xebosley**). The overarching issue is not only my personal experience but a widespread failure in Activision's support system. Many players, myself included, have been subjected to unjust bans with vague responses and no tangible evidence or explanation.

This lack of transparency violates basic consumer rights. When appealing a ban, players often receive pre-generated responses that provide no details or proof of wrongdoing, leaving customers in the dark and unable to defend themselves. This creates the impression that bans are arbitrary, undermining trust in your systems and processes.

Legal Implications:

Activision's current policy to resolve disputes through forced arbitration, combined with its lack of transparency in handling bans, raises significant legal concerns. The cases *Gentry v. Superior Court* and *McGill v. Citibank, N.A. (2017)* show that California courts have been clear in their stance against arbitration agreements that limit consumers' ability to challenge unjust practices collectively.

Activision's arbitration clause effectively denies players the ability to seek recourse in a court of law. This is an unfair practice, especially in situations where users have paid for digital goods and are then denied access with no clear explanation or appeal process. The refusal to provide evidence or a transparent appeals process could be seen as a breach of consumer protection laws in both California and federally.

The consequences of continuing this approach could expose Activision to potential legal action. A review of your arbitration policies, particularly in relation to bans, is not just recommended but legally necessary.

Community and Collective Action:

Currently, I am part of a community of over 2,700 members who are experiencing the same issues with Activision's support system. We've gathered substantial evidence of wrongful bans, automated responses, and a systemic lack of support. Based on estimates, more than 16,000

players have been falsely banned. These numbers represent only those who are actively voicing their frustrations, with the real number potentially much higher.

The collective strength of these users increases the likelihood of a class action lawsuit. As we gather more players and evidence, this movement only grows stronger. The damage to Activision's reputation is already being felt as more players turn away from your games and platforms due to fear of unjust bans.

Proposed Resolution:

In order to prevent further escalation and potential legal action, I request the following:

1. **A full and transparent review** of my account's ban, with any supporting evidence provided for review. If no concrete evidence is found, I request that the ban be overturned immediately.
 2. **Restoration of my account** and access to all content purchased or in-game progress made prior to the ban, should the review find no legitimate cause for the ban.
 3. **Compensation** for the time and inconvenience caused by the ban. This could include in-game credits, subscription extensions, or other appropriate compensation for the disruption.
 4. **Improved Anti-Cheat Measures:** Activision should commit to improving the Ricochet anti-cheat system to ensure false bans do not continue to affect users.
 5. **A more transparent ban dispute process:** Activision should create a clear, user-friendly path for players to appeal bans, with real support and a meaningful opportunity to resolve disputes.
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Call to Action for Xbox:

This issue is not isolated to Activision—it affects the entire Xbox ecosystem. As the parent company, Microsoft, through its Xbox platform, must bear responsibility for ensuring that Activision's systems do not unfairly impact Xbox players. Failing to take action on this issue tarnishes the Xbox brand, undermines confidence in your platform, and risks alienating a significant portion of your customer base.

By allowing Activision's flawed systems to persist under your ownership, Xbox is complicit in these failures. A significant number of Xbox users have been affected by wrongful bans, which is eroding trust in the Xbox Game Pass offering and your platform as a whole.

Financial and Reputational Damage:

If Activision continues its current practices unchecked, both Activision and Xbox will suffer long-term financial and reputational damage:

- **Loss of revenue:** Players who are wrongfully banned will no longer engage with the platform, leading to significant revenue loss.
 - **Diminished reputation:** As word spreads about these bans, fewer players will trust your products, and many may seek alternatives.
 - **Potential legal action:** The growing threat of class action lawsuits could escalate, exposing both Activision and Xbox to further public scrutiny and legal consequences.
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Resolution:

I hope to resolve this matter amicably and without further escalation. However, if no action is taken, I will pursue additional legal options, including participating in collective legal actions, filing further complaints with government agencies, and continuing to raise awareness through public campaigns.

I look forward to your prompt response and am open to discussing this further. Please respond by [Insert Date] to ensure a resolution before further legal steps are necessary.

Sincerely,

[Aaron Boddy]

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