



**ZFW ORDER
7210.9A**

SUBJ: Facility Teamspeak and Discord Policy

This document contains the rules and procedures for appropriate use of the vZFW Teamspeak and Discord servers.

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This order cancels all previous ZFW Teamspeak Policies and shall establish the Teamspeak and Discord Policy, ZFW Order 7210.9A

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Change Log

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Chapter 1. General

Section 1. Introduction

1-1-1. Purpose

This document provides the formal rules, regulations, and procedures which govern all controllers and members operating within the Fort Worth Virtual Air Route Traffic Control Center (vZFW ARTCC) facility. This document is considered a supplement to any applicable FAA, VATSIM, Executive Committee (EC), VATSIM North America Region (VATNA), and VATSIM United States of America Division (VATUSA) policies and procedures that also govern controllers and members operating within this facility.

1-1-2. Cancellation

This policy cancels the previous “ZFW ARTCC General Policy” publication.

Chapter 2. General Conduct

Section 1. Teamspeak and Discord Expectations

2-1-1. General

- a. The Teamspeak server shall be utilized by all home and visiting controllers as the primary medium for voice communications.
 - i. Non-home or visiting controllers may utilize the Teamspeak server and shall abide by this order.
- b. The Discord shall be used as a secondary medium for voice communication and primary medium for text communications and announcements.
 - i. The Discord server shall only be utilized by home and visiting controllers, neighboring controllers, other ARTCC staff, VATUSA staff, and VATSIM staff.
- c. Members must connect to our servers and use their full name as it appears on their VATSIM account.
 - i. Formatting in Discord and Teamspeak shall be as follows (use | XXXXXX for discord only)
 - 1. Fname Lname | Visiting Facility Rating/Title
 - a. John Doe | S2
 - b. Jacob Smith | ZXX S3
 - c. Santa Claus | ZXX TA

2-1-2. Behavioral Expectations

The members of vZFW are expected to act in the highest of regards. This includes candor, professional integrity, etc. While we like to have fun and enjoy ourselves, it's important to remember that we need to remain respectful of all individuals.

- a. Members must be respectful of others, regardless of any background, including sexual orientation, gender identification, etc.
- b. All VATSIM CoC, CoR, User Agreement, and VATUSA policies shall be enforced. All violations shall be reported to the ATM.
- c. The ATM shall determine the proper course of action for any behavioral violation.
- d. vZFW holds a zero tolerance policy for any hate speech.
 - i. Any incidents shall result in revocation of controlling privileges, Teamspeak/Discord permissions, and shall meet with the ATM and DATM for immediate counseling.
 - ii. Any offense of this nature may result in immediate termination from the vZFW roster in conjunction with VATUSA DP001 with referrals made to the VATSIM Supervisor Department.
- e. Prohibited behavior includes:
 - i. Threats, bullying, harassment, or any violation of VATSIM COC, COR, or ZFW Policy.
 - ii. Disruptive behavior includes, but not limited to: spamming in chat, excessive poking, excessive channel switching, soundboard usage, excessive pinging.
 - iii. Recording (or distribution thereof) or streaming the Teamspeak or Discord audio (including Twitch streams).
 - iv. Illegal activities
 - v. Unauthorized bots
 - vi. Attempting to subvert the security, integrity, and/or permissions system of the Teamspeak or Discord server.
 - vii. Attempting to connect to the Teamspeak during a disciplinary ban.

- viii. Attempting to circumvent a disciplinary timeout/ban via a separate account.

Section 2. Discord/Teamspeak Usage

2-2-1. Channel Usage

- a. Members are encouraged to interact in the general voice or text rooms at any time.
- b. Controlling or flying channels are designed for those currently controlling on the network. The use of these channels comes with the expectation of:
 - i. The ability to concentrate on controlling or flying, regardless of traffic volume.
 - ii. The ability to coordinate with other controllers or fellow pilots without delay, audio obstruction, or the need to move channels.
 - iii. The absence of distractions not directly related to network operations

Chapter 3. Discipline

Section 1. Expectations for the Member

3-1-1. Standards

- a. Failure to comply with any of the above or policy contained within this order can result in removal from vZFW, VATUSA, or the VATSIM network.
- b. All violations shall result in a minimum of a counseling session with the ATM and DATM, or any other pertinent entities, up to and including VATSIM staff.
- c. The ATM shall determine the proper course of action for any behavioral violation.
- d. Members can expect discretion to be used in determining the appropriate course of action and shall not develop an expectation of case handling based on previous experiences or dispositions.
 - i. Previous behavior, severity of infraction, and discretion will be used to determine the course of action and will be determined by the ATM or their designee.