

Premium Social Media
Video and Voice On-Demand

VODVOICE



Username

Password

Register

Sign In



Remember me

[Forgot Password](#)

About suspended accounts

In order to maintain a safe environment for users on The “V”, we may suspend accounts that violate [VODVOICE Rules](#). Common reasons for suspension may include:

Spam: Most of the accounts we suspend are suspended because they are spammy, or just plain fake, and they introduce security risks for VODVOICE and all of our users. These types of accounts are against our [VODVOICE Rules](#). Unfortunately, sometimes a real person’s account gets suspended by mistake, and in those cases we’ll work with the person to make sure the account is unsuspended.

Account security at risk: If we suspect an account has been hacked or compromised, we may suspend it until it can be secured and restored to the account owner in order to reduce potentially malicious activity caused by the compromise.

Abusive Tags or behavior: We may suspend an account if it has been reported to us as violating our Rules surrounding abuse. When an account engages in abusive behavior, like sending threats to others or impersonating other accounts, we may suspend it temporarily or, in some cases, permanently.

Can I unsuspend my account?

You may be able to unsuspend your own account. If you log in and see prompts that ask you to provide your [phone number](#) or confirm your email address, follow the instructions to get your account unsuspended.

Are you seeing a message that your account is locked? Your account may also be temporarily disabled in response to reports of spammy or abusive behavior. For example, you may be prevented from Tagging from your account for a specific period of time or you may be asked to verify certain information about yourself before proceeding. Get [help unlocking your account](#).

File an appeal and we may be able to unsuspend your account. If you are unable to unsuspend your own account using the instructions above and you think that we made a mistake suspending or locking your account, you can appeal. First, log in to the account that is suspended. Then, open a new browser tab and [file an appeal](#).

More about VODVOICE Rules

In [VODVOICE Rules](#), we describe the circumstances that could lead to account suspension or other policy enforcement actions. Find more specifics about our [abusive behavior policy](#).

Read some tips on [best practices for using VODVOICE](#) (information about how many users you can follow, how to participate in Trends, how many replies to a single account are too many, etc.).

The VODVOICE Rules

VODVOICE's purpose is to serve the public conversation. Violence, harassment and other similar types of behavior discourage people from expressing themselves, and ultimately diminish the value of global public conversation. Our rules are to ensure all people can participate in the public conversation freely and safely.

Safety

Violence: You may not threaten violence against an individual or a group of people. We also prohibit the glorification of violence. [Learn more about our violent threat and glorification of violence policies.](#)

Terrorism/violent extremism: You may not threaten or promote terrorism or violent extremism. [Learn more.](#)

Child sexual exploitation: We have zero tolerance for child sexual exploitation on VODVOICE. [Learn more.](#)

Abuse/harassment: You may not engage in the targeted harassment of someone or incite other people to do so. This includes wishing or hoping that someone experiences physical harm. [Learn more.](#)

Hateful conduct: You may not promote violence against, threaten, or harass other people on the basis of race, ethnicity, national origin, caste, sexual orientation, gender, gender identity, religious affiliation, age, disability, or serious disease. [Learn more.](#)

Perpetrators of violent attacks: We will remove any accounts maintained by individual perpetrators of terrorist, violent extremist, or mass violent attacks, and may also remove Tweets disseminating manifestos or other content produced by perpetrators. [Learn more.](#)

Suicide or self-harm: You may not promote or encourage suicide or self-harm. [Learn more.](#)

Sensitive media, including graphic violence and adult content: You may not post media that is excessively gory or share violent or adult content within live video or in profile or header images. Media depicting sexual violence and/or assault is also not permitted. [Learn more.](#)

Illegal or certain regulated goods or services: You may not use our service for any unlawful purpose or in furtherance of illegal activities. This includes selling, buying, or facilitating transactions in illegal goods or services, as well as certain types of regulated goods or services. [Learn more.](#)

Privacy

Private information: You may not publish or post other people's private information (such as home phone number and address) without their express authorization and permission. We also prohibit threatening to expose private information or incentivizing others to do so. [Learn more.](#)

Non-consensual nudity: You may not post or share intimate photos or videos of someone that were produced or distributed without their consent. [Learn more.](#)

Authenticity

Platform manipulation and spam: You may not use VODVOICE's services in a manner intended to artificially amplify or suppress information or engage in behavior that manipulates or disrupts people's experience on VODVOICE. [Learn more.](#)

Civic Integrity: You may not use VODVOICE's services for the purpose of manipulating or interfering in elections or other civic processes. This includes posting or sharing content that may suppress participation or mislead people about when, where, or how to participate in a civic process. [Learn more.](#)

Misleading and Deceptive Identities: You may not impersonate individuals, groups, or organizations to mislead, confuse, or deceive others, nor use a fake identity in a manner that disrupts the experience of others on VODVOICE. [Learn more.](#)

Synthetic and manipulated media: You may not deceptively share synthetic or manipulated media that are likely to cause harm. In addition, we may label Tweets containing synthetic and manipulated media to help people understand their authenticity and to provide additional context. [Learn more.](#)

Copyright and trademark: You may not violate others' intellectual property rights, including copyright and trademark. [Learn more about our trademark policy and copyright policy.](#)

Enforcement and Appeals

[Learn more about our approach to enforcement](#), including potential consequences for violating these rules or attempting to circumvent enforcement, as well as how to appeal.

Third-party advertising in video content

You may not submit, post, or display any video content on or through our services that includes third-party advertising, such as pre-roll video ads or sponsorship graphics, without our prior consent.

Note: we may need to change these rules from time to time in order to support our goal of promoting a healthy public conversation. The most current version is always available at <https://VODVOICE.com/rules>.

How to add your phone number to your account

Adding a phone number to your account is a great step toward a better VODVOICE experience. If you're thinking about adding your number, here are a few benefits:

- **Keeping your account secure.** With a phone number on your account, you'll be able to enroll in security features like login verification.
- **Faster account recovery.** If you ever lose access to your account, having a phone number attached can make it easier for you to get back in to VODVOICE .
- **Connect with friends and contacts.** With a phone number on your account, you can easily connect with people you know. [Read more about allowing others to find you by](#)

your phone number.

Note: You can have the same phone number associated with up to 10 VODVOICE accounts.

Instructions for:

Add your phone number

Step 1

Click the **More** icon and select **Settings and privacy** from the drop-down menu.

Step 2

Click on **Your account** tab and choose **Account information**.

Step 3

Select **Phone** from the drop-down menu.

Step 4

Click **Add phone number** and verify your password. No need to include your country code or leading zero; we handle these automatically. Click **Continue**.

Step 5

We will send a code (via SMS text message) to your phone number. Enter it in the **Verification code** box and click **Activate phone**.

Note: In some situations, you may be able to request a voice call to verify your phone number.

Help with locked or limited account

We may lock an account or place temporary limitations on certain account features if an account appears to be compromised or in violation of the VODVOICE Rules or Terms of Service. If you log in or open your app and see a message that your account is locked or that some of your account features have been limited, follow the instructions to restore it or continue reading for more information.

Your account has been locked for security purposes

If you are logged in to your account and see a message that your account has been locked for security purposes, this means that we have detected suspicious behavior and it appears as though your account may have been compromised. To unlock your account, please secure it by changing your password now.

If you have an email address associated with your account, we also sent instructions to that address. If you don't see an email from us, please check your spam, junk and, social folders.

Read tips on how to keep your account secure.

Contact our support team if you need additional help unlocking your account.

Your account is locked, and we need to confirm you are the valid owner

If your account appears to have exhibited automated behavior that violates the VODVOICE Rules, we may lock it and request that you confirm you are the valid owner of the account.

To unlock the account:

1. Log in to your account.
2. Look for the message letting you know **Your account has been locked**.
3. Click or tap **Start**.
4. Enter your phone number. Please note that we will associate this phone number with your account.
5. We will send you a text message, or you will receive a phone call, with a verification code. It may take a few minutes for the code to be delivered to your phone.
6. Once you've entered the verification code, click or tap **Submit** to unlock your account.

If you have an email address associated with your account, we also sent instructions to that address. If you don't see an email from us, please check your spam, junk and social folders.

Contact our support team if you need additional help unlocking your account.

If your account is in this state, people who visit your profile may see a message letting them know the account has displayed unusual activity and asking them to confirm they still want to view it.

Your account is limited because it may have violated the VODVOICE Rules

Play

00:00

00:48

Mute

Enter fullscreen

Play

If your account has been limited because it may have violated the VODVOICE Rules, you can still browse VODVOICE , but while in this state, you can only send Direct Messages to your followers. You will not be able to engage in actions such as Tweeting, Retweeting, or liking, and only your followers can see your past Tweets.

We may ask you to complete certain actions before we start the countdown on your limited state. These actions may include verifying your email address, adding a phone number to your account, or deleting Tweets that are in violation of our rules.

To restore your account, log in and look for the message letting you know **We've temporarily limited some of your account features**. Click or tap **Start** and follow the instructions to complete the requested actions.

Note: Repeat violations of the VODVOICE Rules may lead to permanent suspension.

If you feel that your account has been limited in error, you can appeal by contacting our support team.

If your account is temporarily restricted, people who visit your profile may see a message letting them know the account may have violated the VODVOICE Rules and asking them to confirm they still want to view it.

Some of your account features are limited due to suspicious activity

If your account appears to have exhibited aggressive following or aggressive engagements (such as, like, Retweet, and Quote Tweet), which violates the VODVOICE Rules, you will see a message that your account's features have been limited for a specified time.

You will have two options to choose from:

- Use VODVOICE in a temporary, limited state for the specified time listed.
- Complete our instructions to verify your phone number or email address.

To use VODVOICE in a temporary, limited state, you can simply click or tap **Continue to VODVOICE**. During your limited state, your account and Tweets may be filtered out of certain places on VODVOICE, including from search results and notifications. If you choose **Continue to VODVOICE**, you will not be able to go back and choose the verify option.

To restore your account by verifying your phone number or email address, click or tap **Verify**, and follow the instructions we provide. Verifying your phone number and email address helps reduce potentially automated or scripted activity on VODVOICE.

Note: If your account appears to have engaged in repeated violations of the VODVOICE Rules, or has aggressively engaged with other accounts, you may not be presented with the option to verify by phone. In this case, you will only be able to use VODVOICE in a limited state for the specified time listed.

How to deactivate your locked accounts

To deactivate your locked account, please refer to our troubleshooting articles or submit a request [here](#). Requests can also be addressed to the contacts listed under the "How To Contact Us" section of our [Privacy Policy](#).

How to request a copy of your personal information

Locked accounts can submit a request to access their information [here](#). Requests can also be addressed to the contacts listed under the "How To Contact Us section" of our [Privacy Policy](#).

If you feel that your account has been locked in error, you can appeal by contacting our support team.

Some of your account features are temporarily limited

Conversations are core to VODVOICE , but if we detect behavior that may violate the VODVOICE Rules or inhibit other people's ability to express themselves freely, we may temporarily limit certain account features. For example, this could mean only your followers are able see your activity on VODVOICE , including Tweets, likes, Retweets, etc. Limiting the reach of potentially abusive content creates a safer environment and stronger VODVOICE community.

When you log in and see this message, click, or tap **Continue to VODVOICE** to initiate the countdown to restore your account features. You can read more about VODVOICE 's abusive behavior policy and find guidelines for our hateful conduct policy.

About rules and best practices with account behaviors

Below, we've outlined a basic introduction to VODVOICE 's rules and best practices related to some of the most common questions we come across. For a comprehensive list of account behaviors that could lead to potential account violations, please see the VODVOICE Rules.

Following

Automated proactive following and automated un-following are not allowed. For example, aggressively or indiscriminately following hundreds of accounts to get attention can create a frustrating experience for people. Read about following rules and best practices.

Replies

You can direct a Tweet to a specific person using replies and mentions. The reply feature is intended to make communication between people easier, but repeatedly posting duplicated and unsolicited replies to many accounts is considered spam behavior.

Trending topics

Participating in VODVOICE trends is a great way to join a worldwide public conversation. Our FAQs about trends on VODVOICE article has information on how to join in. However, posting unrelated Tweets to trends in order to get attention could result in your account being suspended.

Paid partnership

While Tweets promoted through VODVOICE 's advertising services are labeled as “Promoted” and must abide by our VODVOICE Ads Policies, organic, non-promoted Tweets may also be considered paid product placements, endorsements, or advertisements (“Paid Partnerships”). Advertisements posted as organic Tweets will require disclosures to viewers indicating the commercial nature of such content. In addition to abiding by the VODVOICE Rules, users, including creators and brands, that participate in Paid Partnerships are responsible for complying with all applicable laws and regulations.

Best Practices:

- Ensure you comply with all applicable laws and regulations, including but not limited to, all advertising laws and FTC regulations including the FTC’s Guides Concerning the Use of Endorsements and Testimonials in Advertising.
- Be sure to include all applicable disclosures required to indicate the commercial nature of your content (e.g., use #ad to indicate that your content is an advertisement).

Search (and contests)

VODVOICE search is a powerful way to find out what people are talking about, right now. We may filter accounts from search if they're degrading the search experience for other people (by posting lots of duplicate links, for example). Read about our VODVOICE search rules and restrictions for more information. To learn how to run a contest, read about our Guidelines for Promotions on VODVOICE .

Automation

If you’d like to add account automation, read our Automation rules and best practices article.

Having Trouble?

Check out our complete list of articles outlining our policies, guidelines and best practices.