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LUCKY 7 ENTERTAINMENT LLC

ROBLOX DEVELOPMENT & INTERACTIVE ENTERTAINMENT · LUCKY7ENTERTAINMENT.COM

PUBLIC REDACTED VERSION · CASE FILE · REFERENCE L7-RBLX-2026-001-PUB

Roblox Platform Access & Support Case File

*Documentation of account termination, successful appeal and restoration,
continuing community restrictions, support escalation, and business impact.*

SUBMITTING PARTY	Lucky 7 Entertainment LLC
RESPONDING PARTY	Roblox Corporation · 3150 S. Delaware St., San Mateo, CA 94403, USA
PRIMARY ACCOUNT	Snowzbunz, Vice President & Creative Director, Lucky 7 Entertainment LLC
PRIMARY SUPPORT CASE	Roblox Support Case #176870385
RELATED CASES	#176867091 · #176869965 · #177211675 · #178670032
MATTER STATUS	Unresolved. Six Roblox communities remain locked
PERIOD COVERED	July 20, 2026 to August 13, 2026
DATE OF RECORD	August 13, 2026
DOCUMENT VERSION	Revision 1, August 13, 2026, public redacted issue
REDACTION STATUS	Redacted for publication. See the Notice on Redaction at page 2.
CONTACT	snowzbunz@lucky7entertainment.com · subject line: [RBLX-L7] Group Support

Published by Lucky 7 Entertainment LLC as part of its public legal record. This is the redacted public issue of a case file submitted in unredacted form to Roblox Corporation and the Better Business Bureau.

§ Notice on Redaction

This is the public issue of a case file that was served on Roblox Corporation in unredacted form. It is published by Lucky 7 Entertainment LLC as part of its public legal record. Material has been removed to protect individuals. No substantive content has been altered, softened or withdrawn.

WHAT HAS BEEN REDACTED

- 1. Names of individual Roblox support staff.** Roblox agents signed several of the messages reproduced here using their first names. Those names have been removed and the messages are attributed to the team that sent them. These are individual employees carrying out their jobs, they are not parties to this dispute, and Lucky 7 Entertainment does not want them identified or contacted. The company asks readers of this document not to attempt to identify them.
- 2. Personal identifiers of Lucky 7 Entertainment personnel.** Personal email addresses, personal profile images and an internal company address have been removed. The published business contact address is retained, because the purpose of this record includes being reachable.
- 3. Third parties.** The friends list shown on a profile screenshot, and the name of an unrelated community member appearing in a group activity log, have been removed. Those people have no connection to this matter.
- 4. Payment details.** The card issuer and the last four digits shown on the certified mail receipt have been removed.
- 5. Account balances.** Virtual currency balances visible in platform screenshots have been removed as irrelevant to the dispute.
- 6. The certified mail article number.** The tracking number for the notice served on Roblox Corporation has been removed, because publishing it would allow any reader to track the item and to view delivery details. The dispatch is otherwise fully documented at Exhibit N, and the article number is retained in the unredacted file held by the company and served on Roblox and the Better Business Bureau.

WHAT HAS NOT BEEN REDACTED

Everything that bears on the substance of the dispute remains intact and unaltered: all Roblox support ticket numbers, all community names and group IDs, all asset IDs, every date and timestamp, the company's own correspondence, and every statement made by Roblox reproduced verbatim. The exhibits are otherwise the same images and transcripts served on Roblox Corporation.

METHOD OF REDACTION

Redactions in this file are destructive rather than cosmetic. Redacted text was removed from the document source before this file was generated, so no hidden text layer exists beneath any black box. Redacted regions of images were overwritten in the image data itself, not covered with an overlay. Nothing removed from this document can be recovered from it by copying, text extraction or image editing.

The complete unredacted case file has been served on Roblox Corporation by certified mail and provided to the Better Business Bureau. It is available to Roblox, to a regulator, or to legal counsel on request through the contact route at Section 20.

A REQUEST TO READERS

Lucky 7 Entertainment publishes this record so that its position is documented and open to scrutiny, not to invite action against Roblox Corporation or anyone who works there. The company has stated in every message on this record that it would prefer to resolve the matter directly with Roblox. Please do not contact Roblox staff, moderators or support agents about this matter on the company's behalf.

§ Notice on Evidence and Terminology

This case file is a business record. It is intended to be verifiable rather than persuasive, and it distinguishes throughout between what the documentary record establishes and what Lucky 7 Entertainment asserts on its own knowledge.

DOCUMENTED

Statements marked in this way are supported by an exhibit in the Appendix: a Roblox platform screenshot, a Roblox-authored email, or correspondence sent by Lucky 7 Entertainment. The supporting exhibit is cited in each case, and the underlying files are retained in original form.

COMPANY STATEMENT

Statements marked in this way are made by Lucky 7 Entertainment on its own knowledge and are not independently verifiable from the exhibits alone. They are included because they are material to the dispute, and they are identified as company statements so that the reader can weigh them accordingly.

DOCUMENTATION GAP

Where the company is aware that a document that would ordinarily exist is not in its possession, that gap is disclosed rather than papered over.

VERSION RECORD

The copy of this case file dispatched to Roblox Corporation on August 13, 2026 by certified mail, certified mail [article number redacted], was the original issue of that date, comprising fifty-three pages, Sections 1 to 22 and Exhibits A to M. **This is Revision 1.** It is identical to that copy except that it adds Exhibit N, which evidences the dispatch itself and could not have been included in the document it evidences. No other content has been altered. **This particular file is the public redacted issue of Revision 1,** prepared for publication on the company's website; see the Notice on Redaction above.

CONVENTIONS USED IN THIS FILE

Timestamps	Times quoted inside Roblox-authored messages are reproduced in UTC, as Roblox states them. Times taken from email delivery headers are in America/New_York (UTC−4 during the period covered). Each timestamp is labelled.
"Community" / "group"	Roblox has renamed groups to "communities." Both terms appear in the source correspondence and are used interchangeably here; they refer to the same objects.
Quotations	Text in indented quotation blocks is reproduced verbatim from the source, including any original spelling or punctuation. Nothing has been added.

Redactions

No substantive redactions have been applied. One Roblox message reproduced at Exhibit G was partially redacted by the sender of the screenshot to obscure a personal first name.

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1 Executive Summary

Roblox terminated the Roblox account of the Vice President of Lucky 7 Entertainment LLC over an asset that Roblox subsequently confirmed had been approved. The account was restored. The six Roblox communities that the same enforcement action locked have not been restored, and in the twenty-four days since Roblox stated the matter had been escalated to a specialist, the company has received no substantive response.

On **July 20, 2026**, Roblox moderated a sequence of animation-frame decals uploaded to the Deltarune: Tower Defense development community and permanently terminated the Roblox account **Snowzbunz**, held by the Vice President & Creative Director of Lucky 7 Entertainment LLC, for "Directing Users Off-Platform" (Exhibits A, B).

Lucky 7 Entertainment appealed the same evening under case **#176867091**. The appeal succeeded and the account was restored. Roblox's own Violations and Appeals page records the status "**Appeal accepted**" against each moderated image, and Roblox issued appeal-outcome notifications for each affected asset (Exhibit D). On **July 21, 2026**, Roblox Appeals confirmed in writing that the specific asset cited in the termination notice, asset ID 88802029450648, "has already been approved by our moderation team" (Exhibit C). The account remains live and in ordinary use as at the date of this file (Exhibit D). The underlying basis for the enforcement therefore no longer stands, and **the original moderation decision is not what this case file disputes**.

What remains unresolved is that **six Roblox communities locked by that same enforcement action were never restored with the account**. Lucky 7 Entertainment reported this within the hour under Support case **#176870385** (Exhibit F), supplied every item of information Roblox requested, including screenshots, group IDs and experience URLs (Exhibit G), and on **July 24, 2026** was told by Roblox Support that its appeal had been "forwarded to a specialist who will be able to assist you further" (Exhibit I).

No specialist has since contacted the company. Lucky 7 Entertainment followed up on the primary case on July 30 and again on August 5 (Exhibit J), opened two further support requests referencing **#176870385** (Exhibit K), and had its President write directly to Roblox on August 11 and 12 (Exhibit M). The last substantive reply on the record, dated **August 12, 2026**, states that Roblox is "unable to provide you with any further information or response regarding this inquiry."

The affected communities are operational infrastructure rather than social groups: they hold the development, testing, moderation and project-management functions for five active Roblox experiences. While they remain locked, Lucky 7 Entertainment cannot publish updates, manage group-owned assets or administer its teams, and internal release dates have been moved.

THE CENTRAL QUESTION PUT TO ROBLOX

Why do six communities remain locked after the account enforcement that caused them to be locked was itself reversed and the flagged asset was confirmed approved, and why, after Roblox stated the matter had been escalated to a specialist on July 24, 2026, has Lucky 7 Entertainment been unable to obtain any substantive review or response?

Lucky 7 Entertainment's stated preference, repeated in every message on the record, is a direct resolution with Roblox. This file is submitted to give Roblox a complete, dated record from which to conduct that review, and to document the company's attempts to resolve the matter through ordinary channels first.

2 Company Information

FIELD	DETAIL
Legal entity	Lucky 7 Entertainment LLC
Business	Development and operation of interactive experiences on the Roblox platform
Website	https://lucky7entertainment.com
Contact form	https://lucky7entertainment.com/contact
Primary contact	snowzbunz@lucky7entertainment.com (preferred subject line: [RBLX-L7] Group Support)
Primary Roblox account	Snowzbunz
Account holder's role	Vice President & Creative Director, as stated on the Snowzbunz Roblox profile (Exhibit D)
President	Luci
Legal representative	Matt
Primary Roblox community	Lucky 7 Entertainment (56 members, owned)
Related Roblox accounts	DeltaruneTD, Lucky7Entertainment, Burger_Park. Used for development, testing, publishing and group management

COMPANY STATEMENT

Lucky 7 Entertainment states that the three related accounts listed above were also terminated on July 20, 2026 as part of the same enforcement action, and that none of them had engaged in off-platform promotion or in any independent violation connected to the flagged asset. This was raised with Roblox in the appeal at Exhibit C. Roblox has not addressed those accounts individually in any message on the record.

3 Active Roblox Projects

Lucky 7 Entertainment operates five active projects on the Roblox platform. Each depends on the affected communities for development, testing, moderation or team administration.

#	PROJECT	DEPENDENCY ON THE AFFECTED COMMUNITIES
01	DELTARUNE: Tower Defense	Published under the Deltarune: Tower Defense Community (ID 35657757). The community holds the experience, its 93-member team and the asset library. Experience URL: roblox.com/games/118685753399038/DELTARUNE-Tower-Defense
02	Zombie Cells	Developed and tested through Lucky 7 Entertainment - Development & Testing (ID 34541785)
03	High Stakes Vegas	Developed and tested through Lucky 7 Entertainment - Development & Testing (ID 34541785)
04	Battleship: RIMPAC Games	Developed and tested through Lucky 7 Entertainment - Development & Testing (ID 34541785)
05	Chernobyl: Industrial Hell	Published under the Chernobyl: Industrial Hell Community (ID 140124523)

Moderation, legal and policy functions for all five projects are administered through Lucky 7 Entertainment - Legal & Moderation (ID 33790598), which is also locked.

4 Chronological Timeline

Every entry below is drawn from a dated exhibit in the Appendix. No entry has been reconstructed from memory. Where a Roblox message states its own timestamp in UTC, that timestamp is used and labelled; email delivery times are given in America/New_York and labelled ET.

DATE & TIME	EVENT	EXHIBIT
Jul 20, 2026 5:58–5:59 PM ET	Roblox moderates a sequence of decal assets named CH3_INTRO_sheet_004 through CH3_INTRO_sheet_038 in the Deltarune: Tower Defense community. The community activity log records each event as "was moderated for Directing Users Off-Platform," changed by Roblox.	B
Jul 20, 2026 5:58 PM ET	Review date recorded on the termination notice for asset ID 88802029450648. The Snowzbunz account is permanently terminated; reason given: "Directing Users Off-Platform."	A
Jul 20, 2026 6:12 PM ET	Roblox acknowledges receipt of an appeal under case #176867091.	C
Jul 20, 2026 6:16 PM ET	Lucky 7 Entertainment submits the substantive appeal, identifying the asset as a sequence of 4×4 animation frames intended for 30 fps playback inside Roblox, containing no links, URLs, QR codes, invites or handles, and requesting manual review.	C
Jul 20, 2026 6:18 PM ET	The company supplements the appeal, reporting that the accounts DeltaruneTD, Lucky7Entertainment and Burger_Park were terminated by the same action.	C
Jul 20, 2026 6:22 PM ET	Screenshot captured showing the Deltarune: Tower Defense community returning "This community has been locked."	E
Jul 20, 2026 6:48–6:51 PM ET	Case #176869965 opened regarding the subscription cancelled by the termination. The company's message of 6:51 PM ET states that the account had by that time been restored. This is the earliest record in this file establishing the restoration.	L
Jul 20, 2026 6:53–6:54 PM ET	Case #176870385 opened. This is the primary case. The company reports that six communities remain locked following restoration and lists each by name, URL and group ID.	F
Jul 20, 2026 evening	Roblox issues a continuous series of "Your appeal on Image (ID: ...) is updated" notifications to the account holder. Roblox's Violations and Appeals page records the status "Appeal accepted" against each moderated image.	D
Jul 21, 2026 4:40 PM UTC	Roblox Appeals writes: the asset 88802029450648 "has already been approved by our moderation team."	C
Jul 22, 2026 12:50 PM UTC	On the subscription case, Roblox Appeals directs the company to the Violations & Appeals page.	L
Jul 22, 2026 1:27 PM UTC	After the company clarifies that the matter is a billing question rather than an appeal, Roblox replies that it is "unable to provide you with any further information or response regarding this inquiry."	L
Jul 23, 2026 5:02–5:11 PM ET	Case #177211675 opened, expressly cross-referencing #176870385 and repeating the six group IDs.	K

Jul 24, 2026 10:32 AM UTC	Roblox Appeals states that Appeals cannot assist and has forwarded the message to Customer Support.	H
Jul 24, 2026 10:50 AM UTC	Roblox Customer Support requests the error message, when it occurs, a screenshot, and experience URLs.	G
Jul 24, 2026 8:42 AM ET	The company answers every question in turn and attaches five screenshots, restating all six group IDs and the primary experience URL.	G
Jul 24, 2026 2:34 PM UTC	Specialist escalation. Roblox Support writes: "Your group has been moderated for activity against our Terms of Use. We have forwarded your appeal to a specialist who will be able to assist you further."	I
Jul 24, 2026 9:31 PM ET	The company acknowledges the escalation and asks the specialist to consider whether the group restrictions can be lifted given that the account action was reversed.	I
Jul 30, 2026 5:09 PM ET	First written follow-up: six days after escalation, no contact from any specialist. The company asks for a status update or confirmation the case is active, and offers further documentation.	J
Aug 5, 2026 8:12 PM ET	Final follow-up on #176870385, requesting a status update, confirmation of active investigation, or an estimated timeframe.	J
Aug 5, 2026 8:15 PM ET	Case #178670032 opened, stating that the escalated case has produced no response after multiple follow-ups over several weeks.	K
Aug 11, 2026 10:51 PM UTC	Roblox Appeals asks the President of Lucky 7 Entertainment to supply a link to the moderated group.	M
Aug 12, 2026 (morning, local)	The President supplies links to Deltarune: Tower Defense, Development & Testing, Legal & Moderation and Chernobyl: Industrial Hell.	M
Aug 12, 2026 3:57 PM UTC	Roblox Appeals replies that the group link provided "does not belong to you," that privacy rules prevent discussion with anyone other than the account owner, and asks that the owner contact Roblox directly, which the owner had been doing continuously since July 20.	M
Aug 12, 2026 (evening, local)	The President responds that the ticket numbers for the owner's own requests were supplied at the outset, that those requests received no response, and that the group operates under his company. He restates ticket number 176870385.	M
Aug 12, 2026 8:05 PM UTC	Roblox Appeals replies: "We're sorry but we're unable to provide you with any further information or response regarding this inquiry." This is the last substantive Roblox message on the record.	M
Aug 13, 2026 5:07 PM ET	The Snowzbunz profile is captured, confirming the account is signed in, fully accessible and in ordinary use, and that its stated role is Vice President & Creative Director of Lucky 7 Entertainment LLC.	D
Aug 13, 2026 5:51 PM ET	Formal written notice dispatched to Roblox Corporation by certified mail , addressed to the Legal Department at 3150 S. Delaware St., San Mateo, CA 94403, enclosing this case file. Certified article number [article number redacted]. A substantive response is requested by September 14, 2026.	N

Aug 13, 2026

This case file compiled. All six communities remain locked. No specialist has contacted Lucky 7 Entertainment. n/a

5 Original Account Enforcement

The enforcement action of July 20, 2026 is the origin of every restriction described in this file. It is set out here for context only; it has already been reversed and is not in dispute.

DOCUMENTED: EXHIBITS A AND B

At 5:58 PM ET on July 20, 2026, Roblox moderated a sequence of decal assets in the Deltarune: Tower Defense community. The community activity log lists them individually: sheets 004, 005, 007, 008, 010, 011, 012, 013, 014, 015, 016, 017, 018, 019, 024, 025, 026, 029, 030, 032, 033, 034, 035, 036, 037 and 038. The majority are annotated "**was moderated for Directing Users Off-Platform,**" and each is attributed to **Roblox** in the "Changed By" column.

The Snowzbunz account was banned in the same minute. The termination notice records the reason as "**Directing Users Off-Platform,**" cites asset ID **88802029450648** with a review date of July 20, 2026 at 5:58 PM, and carries the moderator note that Roblox does not permit off-site links of any kind. The account state is shown as deleted.

COMPANY STATEMENT: AS SET OUT IN THE APPEAL

Lucky 7 Entertainment stated in its appeal that the flagged material was an introductory decal sequence for a Roblox experience: individual 4×4 square frames extracted from a video and uploaded as decals, intended to be played back sequentially at 30 frames per second inside Roblox to produce a short animated intro. The company stated that the uploads contained no external links, URLs, QR codes, Discord invites or social media handles, and no attempt to redirect users off the platform, and that the classification appeared to be an automated moderation error.

The company asked for manual review of the flagged asset, the moderation reason, the source video and extracted frames, and the context of the upload, and requested that the termination be reversed, the strike removed, and affected assets and permissions restored (Exhibit C).

6 Appeal and Account Restoration

The appeal succeeded on the same day it was filed. Roblox's own systems record the appeals as accepted, Roblox subsequently confirmed in writing that the asset underlying the termination had been approved, and the account remains live today. This is the pivot on which the remainder of the case turns.

DOCUMENTED: EXHIBIT C

On July 21, 2026 at 4:40 PM UTC, Roblox Appeals wrote in case #176867091:

"Thank you for contacting us. The provided asset "88802029450648" has already been approved by our moderation team. You can check it in your asset library and also the item is visible for sale."

ROBLOX APPEALS · CASE #176867091 · JULY 21, 2026, 4:40 PM UTC

DOCUMENTED: EXHIBIT L

The restoration of the account itself is established by the company's own correspondence of July 20, 2026 at 6:51 PM ET, sent roughly half an hour after the appeal and describing the restoration as an accomplished fact: "My account was recently terminated due to an incorrect moderation action. After submitting an appeal and providing supporting evidence, the account was restored." Every subsequent Roblox message in this file treats the account as active.

DOCUMENTED: EXHIBIT D

The reversal is confirmed on Roblox's own systems. The Violations and Appeals page for the Snowzbunz account records each moderated image under the heading "Your image broke the rules" with the status "**Appeal accepted**" against every entry. Roblox also issued a series of automated "Your appeal on Image (ID: ...) is updated" notifications to the account holder on July 20, 2026, each directing him to that page. The Snowzbunz profile remains fully accessible as at the date of this file.

The appeals against the July 20 enforcement therefore succeeded on Roblox's own record, and did so on the day the enforcement was applied.

The consequence is narrow and specific. The enforcement was found to be wrong, the account came back, and the asset cited in the notice was confirmed approved. The communities that the same enforcement action locked did not come back with it.

7 Continuing Community Restrictions

Six Roblox communities remained locked after the account was restored and remain locked as at the date of this file.

DOCUMENTED: EXHIBIT E

Screenshots taken from three separate surfaces (the Roblox mobile application, the Roblox website while signed in, and the Roblox Creator Hub) show the affected communities returning **"This community has been locked"** with no action available other than "Leave Community," and the Creator Hub returning **"Some group features are blocked"** above the line **"Access to certain features has been restricted for all group members."** One capture carries a visible system clock of July 20, 2026 at 6:22 PM.

DOCUMENTED: EXHIBIT I

Roblox has confirmed in writing that the groups are under moderation. On July 24, 2026 at 2:34 PM UTC, Roblox Support wrote: "Your group has been moderated for activity against our Terms of Use." No further particulars were given. The message does not identify which group, which activity, which term, or on what date.

DOCUMENTATION GAP: THE POINT AT ISSUE

Nothing in the record identifies any basis for the community restrictions that is independent of the July 20 account enforcement. Roblox has never asserted one. If such a basis exists, Lucky 7 Entertainment has not been told what it is; if it does not, the restrictions appear to be residue of an action Roblox has already reversed. Resolving that question is the primary relief sought in Section 18.

8 Affected Communities and Group IDs

The six communities below were listed by Lucky 7 Entertainment in its first message on case #176870385 on July 20, 2026, and have been restated in identical form in every subsequent request.

#	COMMUNITY	GROUP ID	MEMBERS	OPERATIONAL FUNCTION
1	Deltarune: Tower Defense Community	35657757	93	Hosts DELTARUNE: Tower Defense, its development team and asset library
2	Chernobyl: Industrial Hell Community	140124523	3	Hosts Chernobyl: Industrial Hell
3	Lucky 7 Entertainment - Development & Testing	34541785	28	Development and QA across all active projects
4	Lucky 7 Entertainment - Legal & Moderation	33790598	6	Moderation, policy and compliance administration
5	Fiesta Fantastica	32042167	n/a	Archived; owned by a related company account
6	Coingrinders	16968784	n/a	Archived; owned by a related company account

Member counts are taken from the Roblox interface as captured in Exhibit E. Community URLs follow the pattern roblox.com/communities/<ID> and were supplied to Roblox in full in Exhibits F, G, K and M.

COMPANY STATEMENT

Lucky 7 Entertainment states that these communities are operational infrastructure rather than social groups, and that they are used for development, testing, moderation, project management, community organisation and the administration of group-owned assets and permissions across the company's five active projects.

9 Roblox Support Case #176870385

The primary case was opened within an hour of the restoration and has been the reference point for every subsequent request.

DOCUMENTED: EXHIBIT F

Case #176870385 was acknowledged by Roblox at 6:53 PM ET on July 20, 2026. The company's opening message, sent at 6:54 PM ET, states that although the account termination was successfully appealed and reversed, several Roblox groups associated with its development work remain locked or inaccessible as a result of the original enforcement action, and lists all six communities with full URLs.

INFORMATION SUPPLIED TO ROBLOX ON THIS CASE

ITEM REQUESTED OR VOLUNTEERED	SUPPLIED	WHERE
Names of the affected communities	Yes	Opening message, July 20
Group IDs and full community URLs	Yes	Opening message and every follow-up
Description of the error condition	Yes	Response of July 24 (Exhibit G)
When the condition occurs	Yes	Response of July 24 (Exhibit G)
Screenshots of the issue	Yes, 5 files	Attached to the July 24 response (Exhibit G)
Experience URL	Yes	Response of July 24 (Exhibit G)
Account-restoration context	Yes	Opening message and every follow-up
Offer of further verification of ownership	Yes	Made repeatedly; never taken up

DOCUMENTED: EXHIBITS G AND H

On July 24, 2026 the case moved between two Roblox teams within eighteen minutes. At 10:32 AM UTC Appeals stated that it specialises in moderated accounts and assets, could not assist, and had forwarded the message to Customer Support. At 10:50 AM UTC Customer Support asked four questions: the error message, when it happens, a screenshot, and the experience URL. The company answered each in turn the same morning and attached five screenshots.

10 Specialist Escalation

Roblox escalated the matter to a specialist on July 24, 2026. As at the date of this file, twenty days later, no specialist has contacted Lucky 7 Entertainment.

"Thank you for your response about this issue. We understand your concern regarding the moderation of your groups, and we know how important it is for you to be able to resolve this. Your group has been moderated for activity against our Terms of Use. **We have forwarded your appeal to a specialist who will be able to assist you further.**"

ROBLOX SUPPORT · CASE #176870385 · JULY 24, 2026, 2:34 PM UTC · EXHIBIT I

Lucky 7 Entertainment replied the same evening, thanking Roblox for the escalation, accepting that the groups had been moderated as part of the original enforcement action, and asking the specialist to review whether the remaining restrictions could be lifted given that the action against the account had already been appealed and reversed (Exhibit I).

DOCUMENTED: WHAT FOLLOWED

No message from a specialist appears anywhere in the record. Between July 24 and August 12, 2026 the company sent follow-ups on the primary case on July 30 and August 5, opened two further tickets on July 23 and August 5, and had its President write on August 11 and 12. The only Roblox replies in that period were the request for a group link at Exhibit M, the privacy refusal at Exhibit M, and the closing message of August 12, 2026 stating that Roblox was unable to provide any further information or response.

WHAT LUCKY 7 ENTERTAINMENT DOES NOT ASSERT

The company does not assert that no specialist review occurred internally, and it cannot know whether one did. What it records is that no specialist has communicated with it, and that no outcome of any such review has ever been conveyed.

11 Follow-Up Attempts on the Primary Case

Two written follow-ups were sent on case #176870385 after the escalation. Both were measured in tone, both restated the full group list, and both offered further documentation.

DOCUMENTED: EXHIBIT J · JULY 30, 2026, 5:09 PM ET

Six days after the escalation, the company wrote noting that it had received no update or correspondence regarding the status of the investigation, restated all six communities with IDs and URLs, described the operational consequences, and closed: "I understand that these reviews may require additional time, but I would greatly appreciate an update on the status of the specialist's review or confirmation that the case is still actively being investigated. If there is any additional information, documentation, or verification I can provide to assist with the review, I would be happy to do so."

DOCUMENTED: EXHIBIT J · AUGUST 5, 2026, 8:12 PM ET

Sixteen days into the escalation, the company sent a final follow-up headed "Final Follow-Up – Escalated Group Lock Case," restated the six communities, and narrowed its request to three alternatives, any one of which would have sufficed: an update on the status of the specialist review; confirmation that the case was still actively being investigated; or any estimated timeframe for resolution. It added: "If additional documentation or verification is required, we are ready to provide it immediately."

Neither message received a reply. The record also shows the July 30 message being forwarded internally to the company's President and to the snowzbunz@lucky7entertainment.com address on August 2, 2026, and the August 5 message forwarded internally on August 7, 2026. That was the point at which the matter passed from operational support to company leadership.

12 Additional Support Requests

Two further tickets were opened. Each cross-referenced #176870385 expressly so that Roblox would have the prior case history, and neither was an attempt to circumvent the existing case.

TICKET	OPENED	CONTENT AND OUTCOME
#177211675	Jul 23, 2026 5:11 PM ET	Headed "Follow-Up on Support Ticket #176870385 – Development Groups Remain Locked Following Account Restoration." States expressly that the matter "is not related to my account appeal, as that matter has already been resolved," lists all six group IDs, and requests either an update on #176870385 or confirmation that it has reached the internal team responsible for restoring locked development groups. No substantive reply on the record.
#178670032	Aug 5, 2026 8:15 PM ET	Headed "Follow-Up Request: Escalated Group Lock Issue Remains Unresolved." Records that the previous case has received no response after being escalated to a specialist, lists all six group IDs, asks that the matter be reviewed or forwarded to the appropriate team, and offers immediate provision of any further documentation or verification. No substantive reply on the record.

COMPANY STATEMENT

Lucky 7 Entertainment states that it also attempted a Roblox bug-report route and a Roblox Developer Forum discussion during this period. The Developer Forum discussion was not a support request: its purpose was to ask other developers what legitimate escalation options might remain after normal support and specialist escalation had been exhausted. The company did not ask any developer to contact, pressure or harass Roblox, or to circumvent moderation. Neither route produced a resolution. Documentation of these two routes is not included in this file and would be supplied on request.

13 Communication by Company Leadership

On August 11 and 12, 2026 the President of Lucky 7 Entertainment, Luci, wrote to Roblox directly. The exchange is set out in full at Exhibit M because it illustrates the structural difficulty the company has encountered.

WHEN	WHAT HAPPENED
Aug 11, 2026 10:51 PM UTC	Roblox Appeals replies to the President: "Thank you for contacting Roblox Appeals about your moderation concern. Please provide a link to the moderated group on Roblox.com so that we can assist you further."
Aug 12, 2026 morning, local	The President supplies the links, identifying Deltarune: Tower Defense as the most important, and listing Development & Testing, Legal & Moderation and Chernobyl: Industrial Hell.
Aug 12, 2026 3:57 PM UTC	Roblox Appeals replies: "The group link you have provided does not belong to you, thus privacy rules prevent us from discussing assets with anyone other than the owner of the account in question or their parents. If someone is having an issue with their account, please have them contact us directly so that we can provide further assistance."
Aug 12, 2026 evening, local	The President responds that he understands the group is not registered to his account; that he gave Roblox the ticket numbers of the owner's own requests at the outset of the ticket; that the owner "has made multiple tickets and he received no response"; that he wrote only to speed matters up after weeks without progress; and that the group nonetheless operates under his company. He restates the ticket number: 176870385.
Aug 12, 2026 8:05 PM UTC	Roblox Appeals replies: "We're sorry but we're unable to provide you with any further information or response regarding this inquiry. We encourage you to review the previous information sent to you as we have provided you with all that we can at this time."

THE DIFFICULTY THIS EXCHANGE ILLUSTRATES

Roblox invited the President to supply a group link, then declined to discuss the matter with him because he is not the account owner, and directed that the owner contact Roblox directly. The account owner had been contacting Roblox directly and continuously since July 20, 2026, across four ticket numbers, and had been told on July 24 that a specialist would assist him. Between the two positions, no route to a substantive review has remained open to the company.

DOCUMENTATION GAP

Correspondence from Matt, the company's legal representative, is not included in this file. It is held separately and would be supplied on request or under separate cover.

14 Difficulty Obtaining Substantive Responses

This section is stated with deliberate care, because the company can describe what it has observed but cannot see inside Roblox's systems.

WHAT THE RECORD ESTABLISHES

Lucky 7 Entertainment has experienced repeated failures to obtain substantive responses from Roblox through both existing and newly submitted support requests. Across four ticket numbers and a period of twenty-four days, the company received one request for further information, which it answered in full; one statement that the matter had been escalated to a specialist; two transfers between internal Roblox teams; and two messages stating that Roblox was unable to provide any further information or response. It received no communication from any specialist, no explanation of the basis for the community restrictions, and no decision.

COMPANY STATEMENT AND ITS LIMITS

The company has become concerned that its communications may be receiving special or restricted handling. **Lucky 7 Entertainment does not have visibility into Roblox's internal systems and cannot independently verify this, and it is not asserted here as fact.** The company does not allege that any Roblox employee acted in bad faith, and it does not allege that its email address was placed on any internal list. What it records is the pattern of outcomes set out above, and it invites Roblox to confirm from its own records whether the company's requests were received and reviewed.

CHANNELS ATTEMPTED

CHANNEL	DOCUMENTED HERE	OUTCOME
Primary support case #176870385	Exhibits F–J	Escalated to a specialist; no specialist response
Appeals case #176867091	Exhibit C	Account restored; asset confirmed approved
Support case #177211675	Exhibit K	No substantive reply
Support case #178670032	Exhibit K	No substantive reply
Support case #176869965 (subscription)	Exhibit L	Closed without resolution
Correspondence from the President	Exhibit M	Declined on privacy grounds; inquiry closed
Correspondence from legal representative	Held separately	No meaningful communication reported
Roblox Developer Forum discussion	Not included	Peer advice sought; no resolution
Roblox bug-report route	Not included	No useful resolution

15 Collateral Effects of the Reversed Enforcement

The locked communities are the principal unresolved issue, but they are not the only consequence of the reversed enforcement that has gone unaddressed.

SUBSCRIPTION CANCELLED BY THE TERMINATION: CASE #176869965

DOCUMENTED: EXHIBIT L

The account holder's paid subscription was cancelled automatically when the account was terminated. The company opened case #176869965 on July 20, 2026, explaining that the billing period had already been paid for and that the cancellation resulted from an enforcement action later overturned, and asked that automatic renewal be reinstated so that continuous subscription status and accrued loyalty benefits would not be lost.

Roblox Appeals directed the company to the Violations & Appeals page. The company clarified that the request was a billing and subscription matter rather than a moderation appeal, and asked that it be routed to the team responsible for subscriptions. Roblox replied on July 22, 2026 at 1:27 PM UTC that it was "unable to provide you with any further information or response regarding this inquiry." The matter was not routed onward and remains unresolved.

RELATED ACCOUNTS

COMPANY STATEMENT

The company reported to Roblox on July 20, 2026 that the accounts DeltaruneTD, Lucky7Entertainment and Burger_Park, used for development, testing, publishing and group management, were terminated by the same action, and requested manual review of each. No message on the record addresses those accounts.

MODERATED ASSETS

DOCUMENTED: EXHIBITS B AND C

Roblox confirmed on July 21, 2026 that asset 88802029450648 had been approved. The community activity log at Exhibit B records approximately twenty-six further assets from the same upload sequence moderated in the same two minutes. The record does not show that the remainder of the sequence has been reviewed.

16 Business and Development Impact

The affected communities are not social groups. They are the containers in which Lucky 7 Entertainment's experiences, teams, permissions and assets actually live, and while they are locked the company cannot operate normally.

DOCUMENTED: EXHIBIT E

The Roblox Creator Hub returns "Some group features are blocked" on the affected communities, with the explanatory line "Access to certain features has been restricted for all group members." The restriction therefore applies not only to the account holder but to every member of each team: 93 members on Deltarune: Tower Defense, 28 on Development & Testing and 6 on Legal & Moderation.

FUNCTIONS IMPAIRED

FUNCTION	EFFECT WHILE THE COMMUNITIES REMAIN LOCKED
Publishing and updates	Updates to group-owned experiences cannot be published normally
Asset management	Group-owned assets and the shared asset library cannot be managed
Development and testing	Development and QA workflows that run through the group are interrupted
Team administration	Roles, permissions and membership cannot be administered
Moderation	Community moderation functions administered through Legal & Moderation are unavailable
Project management	Coordination across five active projects is disrupted

COMPANY STATEMENT

Lucky 7 Entertainment states that it has been required to move internal development and release dates as a direct consequence of the restrictions, and that it is losing or delaying revenue because updates and releases cannot proceed on schedule. This was raised with Roblox contemporaneously: the company's messages of July 20 and July 23, 2026 describe "significant disruption to our development workflow," "substantial revenue loss due to halted updates and restricted access to our development infrastructure," and "ongoing operational issues, delayed development, and financial losses."

DOCUMENTATION GAP: QUANTIFICATION

No monetary figure is asserted in this file. Lucky 7 Entertainment has deliberately not estimated a dollar amount, because the supporting evidence for a specific figure (internal release schedules, revenue reporting from the affected experiences for the period before and after July 20, 2026, and the record of postponed release dates) is not reproduced here. That material is retained by the company and can be supplied to Roblox, the Better Business Bureau or counsel on request. Any figure stated later will be supported by those records rather than estimated.

17 Formal Written Escalation and BBB Complaint

Having exhausted ordinary support and escalation routes, Lucky 7 Entertainment has moved to formal written correspondence. It has done so to create a documented business record and to give Roblox a further, clearly identified opportunity to review the matter, not to escalate the dispute for its own sake.

FORMAL WRITTEN NOTICE TO ROBLOX CORPORATION

DOCUMENTED: EXHIBIT N

Formal written notice was dispatched by **certified mail** on **August 13, 2026**, under certified article number [**article number redacted**]. The mailing comprised the notice itself (3 pages) and this case file (53 pages), 29 sheets in total, and was addressed to the Legal Department at Roblox Corporation's principal executive offices. The notice carries reference L7-RBLX-2026-001, sets out the seven actions requested of Roblox, and asks for a substantive response no later than **September 14, 2026**. Delivery confirmation and the recipient's signature will be added to this record when available.

The correspondence was addressed to:

ADDRESSEE

Roblox Corporation
3150 S. Delaware St.
San Mateo, CA 94403
United States of America

Roblox's principal executive offices are stated as 3150 South Delaware Street, San Mateo, California 94403 in the company's 2026 proxy statement and 2025 annual report, and the notice was addressed accordingly. The notice asks for a low threshold of response: a reply acknowledging receipt and naming a contact would be sufficient to open a dialogue, and the notice states expressly that Lucky 7 Entertainment does not require a final determination within the response period.

BETTER BUSINESS BUREAU COMPLAINT

Lucky 7 Entertainment has also brought the matter to the Better Business Bureau. The scope of that complaint is defined narrowly and deliberately:

THE COMPLAINT CONCERNS

THE COMPLAINT DOES NOT
CONCERN

- The six communities that remain locked after the account enforcement was reversed
- The handling of Support case #176870385 following the July 24, 2026 specialist escalation
- The absence of any substantive response across four ticket numbers over twenty-four days
- The absence of any functioning point of contact capable of resolving the matter
- The resulting disruption to an operating business
- Whether the original moderation decision of July 20, 2026 was correct. That decision was already reversed by Roblox and Lucky 7 Entertainment does not ask the BBB to revisit it.
- Any request that the BBB adjudicate Roblox's Terms of Use or Community Standards.
- Any request for a finding against Roblox on the merits of its moderation systems.

POSITION ON LEGAL PROCEEDINGS

No legal proceedings have been commenced. Lucky 7 Entertainment has discussed the possibility of a civil claim should Roblox continue to decline to communicate, and it is documenting the matter thoroughly for that reason. Its stated and repeated preference, however, is a direct resolution with Roblox, and this file is submitted in service of that outcome rather than in place of it. Nothing in this document should be read as a claim that proceedings have been filed, or as a legal claim of any kind.

18 Requested Resolution

Lucky 7 Entertainment asks Roblox Corporation to take the following steps. Each is specific, each is within Roblox's ordinary powers, and none requires Roblox to concede anything about the original moderation decision.

1. **Conduct a manual review of all six affected communities**, group IDs 35657757, 140124523, 34541785, 33790598, 32042167 and 16968784, rather than an automated one.
2. **Determine why each remains locked** following the reversal of the July 20, 2026 enforcement action against the Snowzbunz account and Roblox's confirmation on July 21, 2026 that the flagged asset had been approved.
3. **Restore the communities** to normal operational status where no basis for restriction exists that is independent of the reversed enforcement action.
4. **Provide a clear written explanation** where Roblox concludes that a restriction must remain, identifying the community, the activity, the term relied on and the date, so that the company can address it or appeal it on an informed basis.
5. **Provide a functioning point of contact** with the authority to review and resolve the matter, and a route by which the company can reach that contact.
6. **Review the history of Support case #176870385**, including the specialist escalation recorded on July 24, 2026, and confirm whether that escalation was received, actioned and concluded.
7. **Address the outstanding collateral items**: the subscription cancelled by the reversed termination (case #176869965), the status of the related accounts DeltaruneTD, Lucky7Entertainment and Burger_Park, and the remaining assets from the July 20 upload sequence.
8. **Permit Lucky 7 Entertainment to resume normal development operations** across its five active projects.

Lucky 7 Entertainment remains willing to supply any further verification of ownership, documentation or information that would assist a review, as it has offered in every message since July 20, 2026.

19 Current Status

ITEM	STATUS AS AT AUGUST 13, 2026
Snowzbunz account	Restored. Appeals recorded as " Appeal accepted " on Roblox's Violations and Appeals page. Verified signed in and fully accessible on August 13, 2026 (Exhibit D).
Flagged asset 88802029450648	Confirmed approved by Roblox on July 21, 2026.
Six affected communities	Locked. Unresolved.
Primary Support case #176870385	Open since July 20, 2026. Escalated to a specialist on July 24, 2026. No specialist response received.
Support cases #177211675, #178670032	No substantive reply on the record.
Subscription case #176869965	Closed by Roblox without resolution.
Related accounts	Not addressed in any Roblox message on the record.
Last substantive Roblox message	August 12, 2026, 8:05 PM UTC. Unable to provide further information or response.
Elapsed time since escalation	20 days.
Elapsed time since enforcement	24 days.
Business impact	Development, testing, moderation and release schedules disrupted across five active projects; revenue delayed or lost.
Formal written notice	Dispatched August 13, 2026 by certified mail, article number [article number redacted], to Roblox Corporation, Attn: Legal Department. Delivery confirmation pending.
Response requested by	September 14, 2026.
BBB complaint	Submitted, limited to the unresolved restrictions and the failure of communication.
Legal proceedings	None commenced. Direct resolution with Roblox remains the company's stated preference.

SUMMARY OF THE UNRESOLVED MATTER

The Snowzbunz account was terminated on July 20, 2026 and successfully restored the same day. Roblox's own Violations and Appeals page records the appeals as accepted, and the account is verified live as at the date of this file. Roblox confirmed the following day that the asset cited in the termination had been approved. Six Roblox communities locked by that enforcement action were not restored with the account. Lucky 7 Entertainment reported this immediately under case #176870385, supplied everything Roblox asked for, and was told on July 24, 2026 that a specialist would assist. No specialist has made contact. Four ticket numbers, two approaches from company leadership and twenty-four days later, the communities remain locked, no explanation has been given, and the last message from Roblox states that no further information or response can be provided.

20 Contact Information

Lucky 7 Entertainment invites any Roblox representative, business or legal contact, or Better Business Bureau caseworker to use the details below. The company will respond promptly and will make its President and Vice President available.

ROUTE	DETAIL
Preferred email	snowzbunz@lucky7entertainment.com
Preferred subject line	[RBLX-L7] Group Support. Using this subject routes the message directly to the Vice President, who is handling this matter
Contact form	https://lucky7entertainment.com/contact
Website	https://lucky7entertainment.com
Company file reference	L7-RBLX-2026-001
Roblox reference	Support case #176870385 (primary); #176867091, #176869965, #177211675, #178670032 (related)
Roblox account	Snowzbunz

Lucky 7 Entertainment will accept correspondence addressed to any of the above and will treat a reply to any open ticket as a reply to this file.

21 Evidence Index

Every exhibit reproduced in the Appendix is listed below with its source and date. Original files (full-resolution screenshots and complete email threads exported from the originating mailbox) are retained unaltered by Lucky 7 Entertainment and are available for inspection.

EX.	DESCRIPTION	DATE	SOURCE
A	Account termination notice for Snowzbunz: reason, moderator note, asset ID and review date	Jul 20, 2026	Roblox platform screenshot
B	Deltarune: Tower Defense community activity history: asset moderation events	Jul 20, 2026	Roblox Creator Hub, 4 screens
C	Appeal under case #176867091 and Roblox confirmation that asset 88802029450648 was approved	Jul 20–21, 2026	Email thread, 4 messages
D	Violations and Appeals page showing "Appeal accepted" against each moderated image; Roblox appeal-update notifications; current profile confirming the account is live	Jul 20 & Aug 13, 2026	Roblox platform and mailbox screenshots, 3 captures
E	Locked-community screenshots: mobile app, web, browser and Creator Hub	Jul 20, 2026 onward	Roblox platform screenshots, 4 captures
F	Opening of Support case #176870385 listing all six communities	Jul 20, 2026	Email thread, 12 messages
G	Roblox request for further information and the company's response with five attachments	Jul 24, 2026	Email thread and screenshot
H	Transfer of the matter from Roblox Appeals to Roblox Customer Support	Jul 24, 2026	Email screenshot
I	Specialist escalation notice and the company's acknowledgement	Jul 24, 2026	Email screenshot and thread
J	Follow-up correspondence of July 30 and August 5, 2026 on case #176870385	Jul 30 – Aug 5, 2026	Email thread

K	Additional support tickets #177211675 and #178670032	Jul 23 & Aug 5, 2026	Email threads, 2 and 3 messages
L	Subscription case #176869965 arising from the reversed termination	Jul 20–22, 2026	Email thread, 6 messages
M	Correspondence between the President of Lucky 7 Entertainment and Roblox Appeals	Aug 11–12, 2026	Email screenshots, 3 captures
N	Formal written notice to Roblox Corporation: dispatch manifest, certified mail acceptance and article number, and confirmation email	Aug 13, 2026	Carrier records and mailbox screenshots, 3 captures

MATERIAL HELD BUT NOT REPRODUCED IN THIS FILE

MATERIAL	AVAILABILITY
Correspondence from Matt, legal representative	Held separately; available on request
Roblox Developer Forum discussion and replies	Available on request
Corporate public statements regarding the disruption	Available on request
Roblox bug-report submission	Available on request
Internal development and release schedules showing postponed dates	Available to Roblox, the BBB or counsel on request
Revenue reporting for the affected experiences before and after July 20, 2026	Available to Roblox, the BBB or counsel on request
Certified mail delivery confirmation and recipient signature	Pending. To be added when the carrier posts it
BBB complaint reference and any Roblox response	To be added to the record when available

22 Certification

This case file has been prepared by Lucky 7 Entertainment LLC as a business record of an unresolved dispute with Roblox Corporation.

The exhibits reproduced in the Appendix are true copies of screenshots and correspondence in the company's possession. They have been cropped for legibility and to remove empty screen area; no text within any exhibit has been altered, added or removed. The originals are retained unaltered.

Statements presented as documented are supported by the exhibit cited. Statements presented as company statements are made on the company's own knowledge and are identified as such. Where the company is aware that supporting documentation is absent, that absence is disclosed. No dates, correspondence, ticket numbers, Roblox responses or monetary figures have been estimated or inferred beyond what the record shows.

Lucky 7 Entertainment makes no allegation of bad faith against any Roblox employee and does not ask any recipient of this file to adjudicate the correctness of Roblox's original moderation decision, which Roblox has already reversed. The company seeks a review of the restrictions that outlived that decision, an explanation if they are to remain, and a functioning route to communicate with Roblox about them.

SNOWZBUNZ

Vice President & Creative Director, Lucky 7 Entertainment LLC

Date: _____

DISTRIBUTION

Roblox Corporation, 3150 S. Delaware St., San Mateo, CA 94403, USA · Better Business Bureau · Luci, President, Lucky 7 Entertainment LLC · Matt, legal representative · Lucky 7 Entertainment LLC internal corporate records

§ Appendix: Exhibits

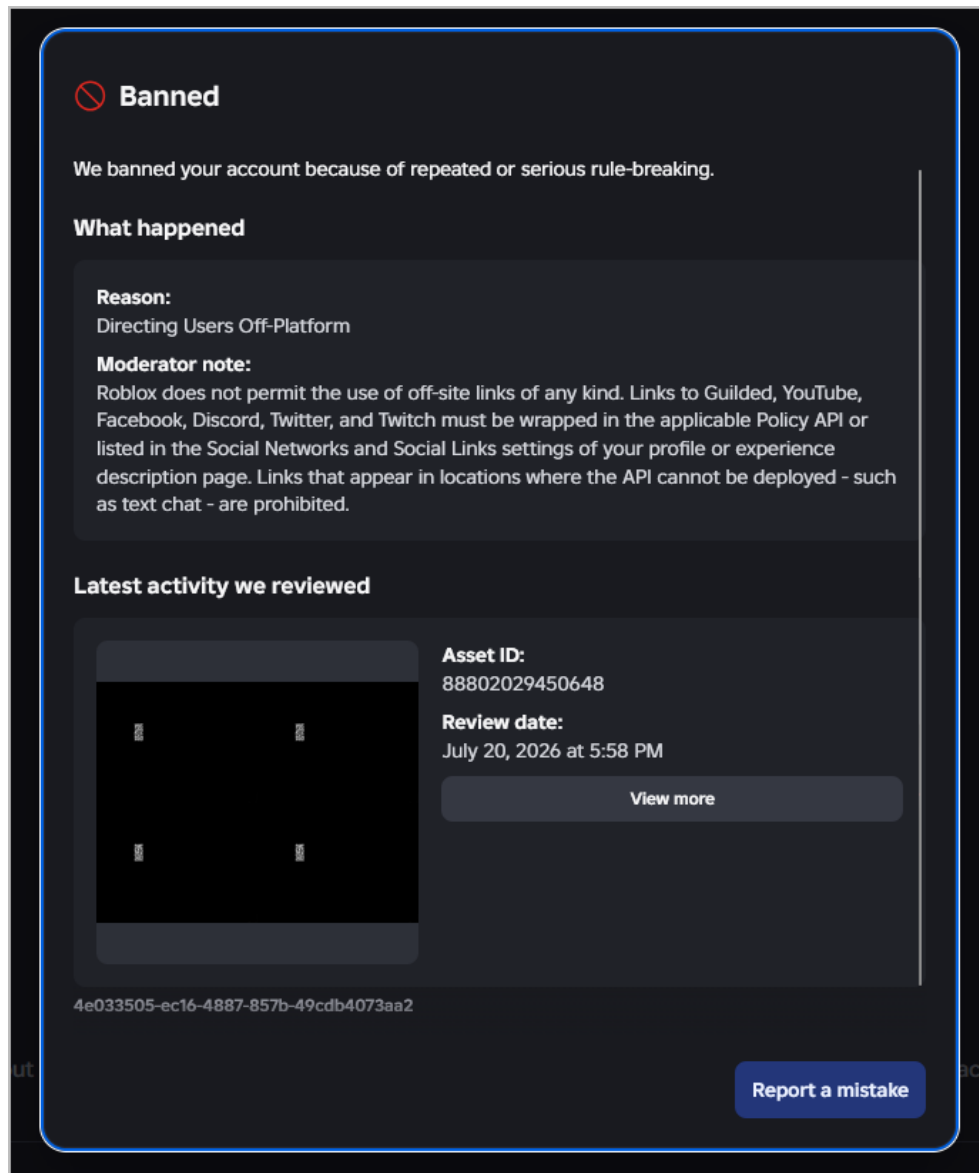
Exhibits A through N follow in the order cited in the body of this file. Each exhibit carries its source, date and a caption identifying what it shows. Screenshots have been cropped for legibility only. Correspondence is reproduced verbatim.

EX.	EXHIBIT	TYPE
A	Account termination notice for Snowzbunz	Screenshot
B	Community activity history: asset moderation events	Screenshots
C	Appeal and confirmation of asset approval, case #176867091	Transcript
D	Account restoration and appeal outcomes on Roblox's own systems	Screenshots
E	Locked-community screenshots	Screenshots
F	Opening of Support case #176870385	Transcript
G	Roblox information request and company response	Screenshot & transcript
H	Transfer from Appeals to Customer Support	Screenshot
I	Specialist escalation notice	Screenshot & transcript
J	Follow-up correspondence on case #176870385	Transcript
K	Additional tickets #177211675 and #178670032	Transcript
L	Subscription case #176869965	Transcript
M	Correspondence by the President of Lucky 7 Entertainment	Screenshots
N	Formal written notice and certified mail dispatch	Screenshots

EXHIBIT A

Account Termination Notice for Snowzbunz

Roblox platform screenshot · July 20, 2026 · Cited at Sections 1, 5 and 20



A-1. The Roblox moderation notice served on the Snowzbunz account. The notice reads "We banned your account because of repeated or serious rule-breaking." The reason is given as "**Directing Users Off-Platform.**" The moderator note states that Roblox does not permit the use of off-site links of any kind. Under "Latest activity we reviewed," the notice cites **Asset ID 88802029450648** with a review date of **July 20, 2026 at 5:58 PM**, and displays the asset thumbnail, a dark animation frame. The account state is shown in the sidebar as "Account Deleted." Case identifier visible at the foot of the notice: 4e033505-ec16-4887-857b-49cdb4073aa2.

NOTE

Roblox subsequently confirmed on July 21, 2026 that this same asset "has already been approved by our moderation team" (see Exhibit C). The enforcement recorded in this exhibit was appealed and reversed and is reproduced here for chronological completeness only.

EXHIBIT B

Community Activity History: Asset Moderation Events

Roblox Creator Hub, Deltarune: Tower Defense community (ID 35657757) · Filter period Jul 9 – Aug 8, 2026 · Cited at Sections 5 and 15

Activity History

Jul 9 - Aug 8, 2026

Filter By

Event	Changed By
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_033" was moderated for Directing Users Off-Platform	Roblox
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_013" was moderated	Roblox
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_019" was moderated for Directing Users Off-Platform	Roblox
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_030" was moderated for Directing Users Off-Platform	Roblox
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_024" was moderated for Directing Users Off-Platform	Roblox
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_036" was moderated for Directing Users Off-Platform	Roblox
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_035" was moderated for Directing Users Off-Platform	Roblox
JULY 18, 2026 AT 8:31 PM was assigned the role Tester	Bunz

B-1. Activity history for the Deltarune: Tower Defense community. Entries timestamped **July 20, 2026 at 5:58 PM** record sheets 033, 013, 019, 030, 024, 036 and 035 as moderated, the majority annotated **"for Directing Users Off-Platform."** The "Changed By" column attributes every one of these events to **Roblox**. The final visible row, dated July 18, 2026 and attributed to a company administrator, shows ordinary team activity two days before the enforcement.

Activity History			🔍	🔔	👤
Jul 9 - Aug 8, 2026			Filter By		
Event	Changed By				
JULY 20, 2026 AT 5:59 PM "CH3_INTRO_sheet_006" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:59 PM "CH3_INTRO_sheet_015" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:59 PM "CH3_INTRO_sheet_016" was moderated	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_026" was moderated	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_025" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_037" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_008" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_011" was moderated	Roblox		...		

B-2. Continuation, showing sheets 006, 015 and 016 at 5:59 PM and sheets 026, 025, 037, 008 and 011 at 5:58 PM, all attributed to Roblox.

Activity History			🔍	🔔	👤
JULY 20, 2026 AT 5:59 PM "CH3_INTRO_sheet_015" was moderated for Directing Users Off-Platform	KODIOX		...		
JULY 20, 2026 AT 5:59 PM "CH3_INTRO_sheet_016" was moderated	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_026" was moderated	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_025" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_037" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_008" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_011" was moderated	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_007" was moderated	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_038" was moderated for Directing Users Off-Platform	Roblox		...		
JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_018" was moderated for Directing Users Off-Platform	Roblox		...		

B-3. Continuation, showing sheets 015, 016, 026, 025, 037, 008, 011, 007, 038 and 018.

Activity History			
	"CH3_INTRO_sheet_012" was moderated	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_004" was moderated for Directing Users Off-Platform	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_014" was moderated for Directing Users Off-Platform	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_034" was moderated for Directing Users Off-Platform	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_005" was moderated	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_032" was moderated for Directing Users Off-Platform	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_010" was moderated for Directing Users Off-Platform	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_029" was moderated	Roblox	...
	JULY 20, 2026 AT 5:58 PM "CH3_INTRO_sheet_017" was moderated for Directing Users Off-Platform	Roblox	...
< 1 >			
©2026 Roblox Corporation. All rights reserved. Terms · Privacy · Accessibility · Support · Your Privacy Choices			     English

B-4. Final page of the activity history, showing sheets 012, 004, 014, 034, 005, 032, 010, 029 and 017. Pagination confirms this is the complete record for the filter period.

WHAT THIS EXHIBIT ESTABLISHES

Approximately twenty-six assets from a single upload sequence were moderated inside a two-minute window on July 20, 2026, by Roblox, under the same classification applied to the account. The termination notice at Exhibit A cites one of them. The record does not show that the remainder have been reviewed since Roblox confirmed that asset 88802029450648 was approved.

EXHIBIT C

Appeal and Confirmation of Asset Approval, Case #176867091

Email thread, 4 messages · July 20–21, 2026 · Cited at Sections 1, 5, 6 and 15

ROBLOX SUPPORT <support-en@roblox.com> · Mon, Jul 20, 2026 at 6:12 PM ET · automated acknowledgement

"Thank you for contacting Appeals. This is an automated message to notify you that your request has been received. Our Appeals Team will get back to you as soon as possible. [...] After 30 days, moderation actions against an account are ineligible for review."

LUCKY 7 ENTERTAINMENT · Mon, Jul 20, 2026 at 6:16 PM ET · appeal submitted

"We are submitting this appeal on behalf of Snowzbunz, Vice President & Creative Director of Lucky 7 Entertainment LLC, regarding the permanent termination of the account on July 20, 2026."

"The account was terminated for the reason 'Directing Users Off-Platform.' However, the asset that triggered this moderation action was not intended to direct users off-platform, nor does it violate Roblox's Community Standards."

"The asset in question was a DELTARUNE introductory decal sequence used for one of our Roblox experiences. The uploaded assets did not contain external links, URLs, QR codes, Discord invites, social media handles, or any attempt to redirect users away from Roblox. Based on the moderation notice, it appears this asset may have been incorrectly classified by the automated moderation system."

"The images are individual 4x4 square frames extracted from the video and uploaded as decals. They are intended to be played back sequentially at 30 frames per second within Roblox to simulate a short animated video intro."

"We respectfully request that a human moderator manually review: The flagged asset (Asset ID: 88802029450648). The moderation reason of 'Directing Users Off-Platform.' The attached video and extracted frame images demonstrating the intended use of the asset. The context in which the decal sequence was uploaded and used."

"If these animation frames unintentionally triggered automated moderation, we are more than willing to make any necessary adjustments once we understand the specific concern."

LUCKY 7 ENTERTAINMENT · Mon, Jul 20, 2026 at 6:18 PM ET · supplemental, related accounts

"Additionally, Roblox's enforcement action appears to have extended to several other accounts under my ownership that are used exclusively for development and publishing. The following accounts were also permanently terminated despite not engaging in any off-platform promotion or policy violations related to the flagged asset: **DeltaruneTD**, **Lucky7Entertainment**, **Burger_Park**."

"These accounts serve legitimate development, testing, publishing, and group management purposes for Lucky 7 Entertainment LLC. We respectfully request that these accounts also receive a manual review."

ROBLOX APPEALS · Jul 21, 2026, 4:40 PM UTC · **KEY MESSAGE**

"Hello there,"

"Thank you for contacting us. The provided asset '88802029450648' has already been approved by our moderation team. You can check it in your asset library and also the item is visible for sale."

"Sincerely, [agent name redacted] / Appeals / Roblox Support"

WHAT THIS EXHIBIT ESTABLISHES

The asset cited on the face of the termination notice at Exhibit A was approved by Roblox's moderation team. The factual basis for the July 20 enforcement therefore does not stand, and the community restrictions that flowed from that enforcement have no stated basis independent of it.

EXHIBIT D

Account Restoration and Appeal Outcomes on Roblox's Own Systems

Roblox Violations and Appeals page, Roblox notification emails, and current account profile · July 20 and August 13, 2026 · Cited at Sections 1, 6 and 19

ROBLOX

Home

Charts

Marketplace

Create

Search

Bunz

Home

Profile

Roblox Plus

Messages

Friends

Avatar

Inventory

Trade

Redeem

Transactions

Communities

Blog

Official Store

Buy Gift Cards

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 8:35 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 8:32 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 8:23 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 8:22 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 8:16 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 5:59 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 5:59 PM

Your image broke the rules

Appeal accepted

Jul 20, 2026 | 5:59 PM

Your image broke the rules

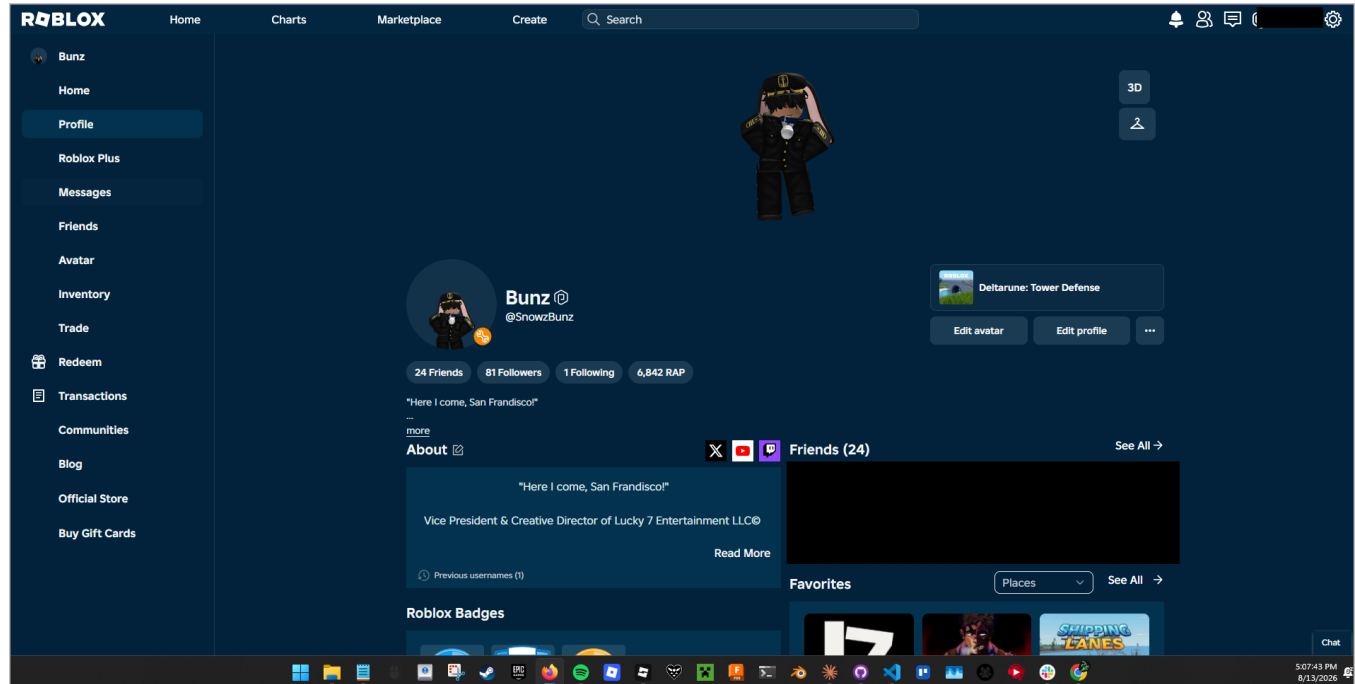
Appeal accepted

Jul 20, 2026 | 5:58 PM

D-1. The Violations and Appeals page for the Snowzbunz account. Each entry is headed **"Your image broke the rules"** and each carries the status **"Appeal accepted."** The visible entries are dated July 20, 2026 at 8:35 PM, 8:32 PM, 8:23 PM, 8:22 PM, 8:16 PM, 5:59 PM, 5:59 PM, 5:59 PM and 5:58 PM; the 5:58 and 5:59 PM entries correspond to the moderation wave recorded in the community activity log at Exhibit B. The list continues below the visible area. This is Roblox's own record of the outcome, and it shows every appeal against the July 20 enforcement as accepted.

☐ ☆ Roblox no-reply 32	Terms of Service Violation - Hi, You violated Roblox Community Standards. Check the status of your violations here: https://www.roblox.com/report-appeals . The Roblox Team Sent by Roblox ...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 89104259121256) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 8910...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 97998507332030) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 979...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 84337477667334) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 8433...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 104810167466682) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 104...	Jul 20
☐ ☆ Roblox no-reply 2	Your appeal on Image (ID: 136075155702184) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 136...	Jul 20
☐ ☆ Roblox no-reply 2	Your appeal on Image (ID: 75573153080130) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 7557...	Jul 20
☐ ☆ Roblox no-reply 2	Your appeal on Image (ID: 83948554943588) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 8394...	Jul 20
☐ ☆ Roblox no-reply 2	Your appeal on Image (ID: 121399746516033) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 1213...	Jul 20
☐ ☆ Roblox no-reply 2	Your appeal on Image (ID: 109133287779507) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 109...	Jul 20
☐ ☆ Roblox no-reply 2	Your appeal on Image (ID: 106747826091766) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 106...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 130074023613679) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 130...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 132898043490369) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 132...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 70971871632865) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 7097...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 109863315744972) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 109...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 125887163635913) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 1258...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 86920091088946) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 869...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 102833808734351) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 102...	Jul 20
☐ ☆ Roblox no-reply	Your appeal on Image (ID: 77295541050045) is updated - Hi SnowzBunz, You have a new update waiting for you here: https://www.roblox.com/report-appeals . Appeal request: Image ID: 772...	Jul 20

D-2. The account holder's mailbox on July 20, 2026. The first message, from Roblox no-reply, is headed **"Terms of Service Violation - Hi, You violated Roblox Community Standards. Check the status of your violations here: <https://www.roblox.com/report-appeals>."** It is followed by a continuous series of Roblox notifications headed **"Your appeal on Image (ID: ...) is updated - Hi SnowzBunz, You have a new update waiting for you here: <https://www.roblox.com/report-appeals>,"** each citing a distinct image asset ID, including 89104259121256, 97998507332030, 84337477667334, 104810167466682, 136075155702184, 75573153080130, 83948554943588, 121399746516033, 109133287779507, 106747826091766, 130074023613679, 132898043490369, 70971871632865, 109863315744972, 125887163635913, 86920091088946, 102833808734351 and 77295541050045. The volume of separate appeal updates corroborates the scale of the moderation wave shown at Exhibit B.



D-3. The Snowzbunz account profile, captured on **August 13, 2026 at 5:07 PM** (system clock visible at lower right). The account is signed in and fully accessible: display name **Bunz**, username **@SnowzBunz**, 24 friends, 81 followers, 6,842 RAP, an active Roblox Plus subscription and a Robux balance. The About section reads **"Vice President & Creative Director of Lucky 7 Entertainment LLC@,"** corroborating the account holder's stated role. The DELTARUNE: Tower Defense experience is displayed on the profile. **The account is restored; the communities are not.**

WHAT THIS EXHIBIT ESTABLISHES

Three things, each on Roblox's own systems rather than on the company's account of events. First, the appeals against the July 20, 2026 enforcement were **accepted**. Roblox's Violations and Appeals page says so in terms, against every entry. Second, Roblox generated and sent appeal-outcome notifications for a large number of individual image assets, confirming both the scale of the original action and the fact that it was revisited. Third, the account itself remains live and in ordinary use as at August 13, 2026.

Taken with Exhibit C, in which Roblox confirmed that the asset named on the termination notice "has already been approved by our moderation team," the position is that **Roblox has accepted the appeals, approved the assets and restored the account, and the six communities locked by the same action remain locked.**

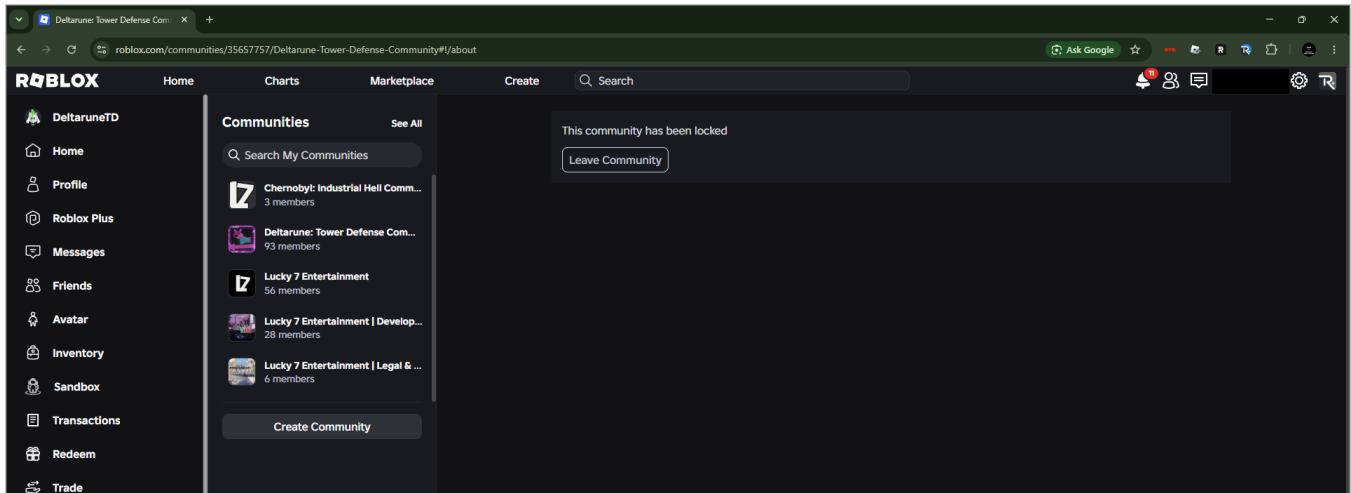
A NOTE ON THE TIMESTAMPS AT D-1

The Violations and Appeals page displays a single date and time against each entry. It is not apparent from the face of the page whether that timestamp records the moderation of the image or the disposal of the appeal, and Lucky 7 Entertainment does not assert either reading. What the page states without ambiguity is the status of each entry: **Appeal accepted**.

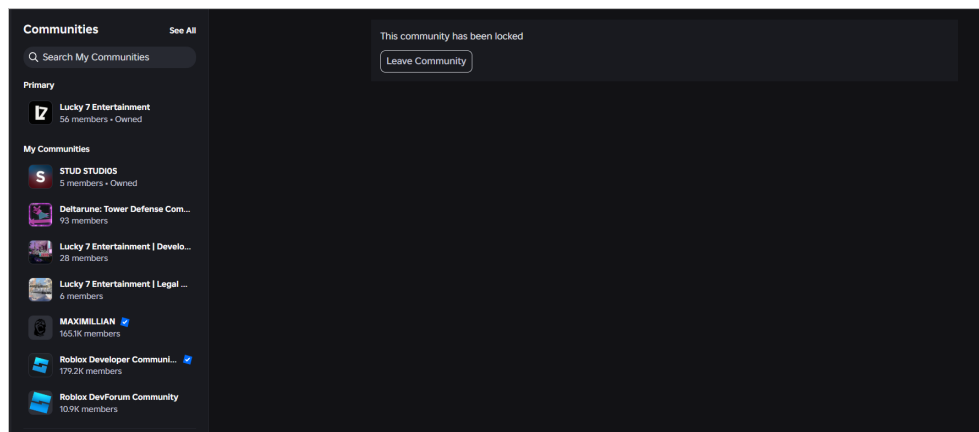
EXHIBIT E

Locked-Community Screenshots

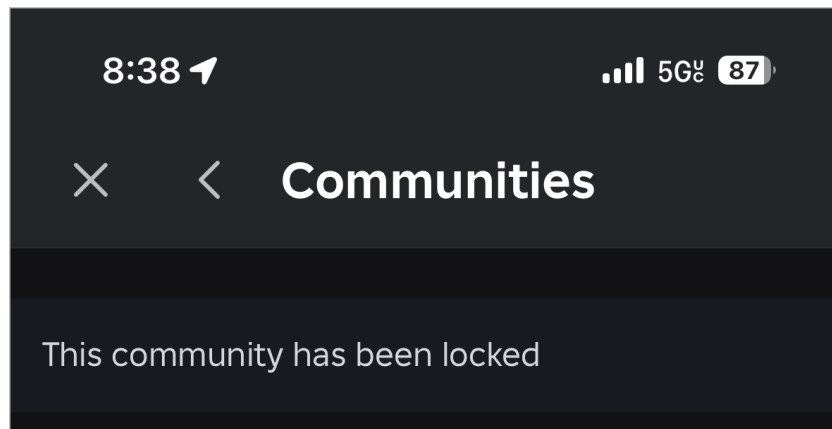
Roblox mobile application, website and Creator Hub · July 20, 2026 onward · Cited at Sections 7, 8 and 16



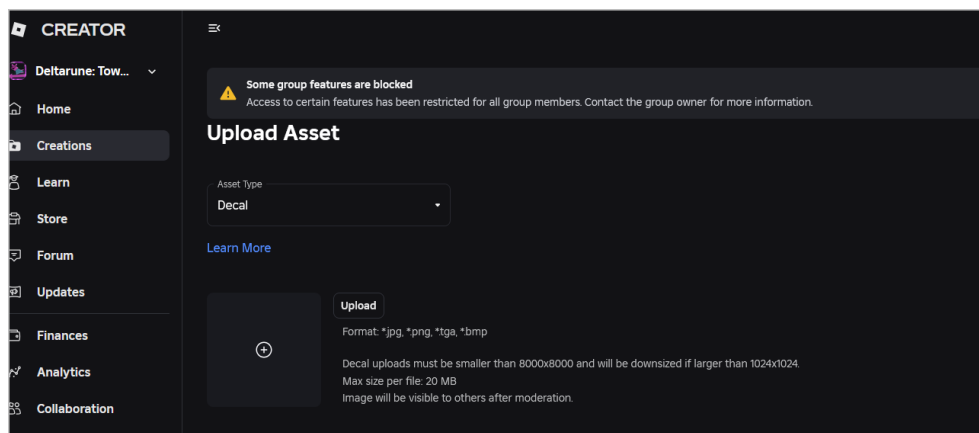
E-1. The Deltarune: Tower Defense community viewed in a desktop browser. The address bar confirms the URL `roblox.com/communities/35657757/Deltarune-Tower-Defense-Community#!/about`. The page returns **"This community has been locked"** and offers no action other than "Leave Community." The sidebar lists the affected communities together with their member counts: Chernobyl: Industrial Hell (3), Deltarune: Tower Defense (93), Lucky 7 Entertainment (56), Development & Testing (28), Legal & Moderation (6). The system clock reads **7/20/2026, 6:22:21 PM**. The session is signed in to the company account DeltaruneTD.



E-2. The same locked state shown from a second session, with the Lucky 7 Entertainment community (56 members, owned) listed as the primary community.



E-3. The Roblox mobile application returning **"This community has been locked"** on the Communities screen. The restriction is not confined to the web interface.



E-4. The Roblox Creator Hub, Deltarune: Tower Defense workspace, Upload Asset screen. The banner reads **"Some group features are blocked"** above the line **"Access to certain features has been restricted for all group members. Contact the group owner for more information."** This capture establishes that the restriction extends to every member of the team, not only to the account that was moderated, and that it blocks the ordinary development function of uploading assets.

WHAT THIS EXHIBIT ESTABLISHES

The communities present Roblox's locked state across three separate client surfaces, the restriction applies to all group members, and it blocks core development functions. The instruction shown to members, "Contact the group owner for more information," cannot be satisfied, because the group owner has been seeking that information from Roblox since July 20, 2026 without result.

EXHIBIT F

Opening of Support Case #176870385

Email thread, 12 messages · Opened July 20, 2026 · Cited at Sections 1, 9 and 20

ROBLOX SUPPORT · Mon, Jul 20, 2026 at 6:53 PM ET · case #176870385 acknowledged

Automated acknowledgement of receipt. Internal reference shown on the thread: [6GDP57-Y5L52].

LUCKY 7 ENTERTAINMENT · Mon, Jul 20, 2026 at 6:54 PM ET · opening message

"I am contacting you regarding an issue that remains unresolved following the restoration of my account, Snowzbunz."

"Although my account termination was successfully appealed and reversed, several Roblox groups associated with my development work remain locked or inaccessible as a result of the original enforcement action."

"The affected groups include: Chernobyl: Industrial Hell Community [...] Deltarune: Tower Defense Community [...] Lucky 7 Entertainment - Development & Testing [...] Lucky 7 Entertainment - Legal & Moderation [...] Additionally, two archived groups owned by one of my alternate accounts were also affected: Fiesta Fantastica [...] Coingrinders [...]" (each listed with its full roblox.com/communities URL)

"These groups are essential to the operation of Lucky 7 Entertainment LLC. They are used for development, testing, project management, moderation, and community organization. Since they remain locked, our team has been unable to continue normal development or manage our communities."

"The original moderation action that caused these restrictions has already been overturned, so I respectfully request that all affected groups be reviewed and restored to their normal operational state."

"The inability to access these groups has caused significant disruption to our development workflow and has resulted in substantial revenue loss due to halted updates and restricted access to our development infrastructure."

"I would greatly appreciate a manual review of these groups and the removal of any restrictions that remain from the reversed enforcement action."

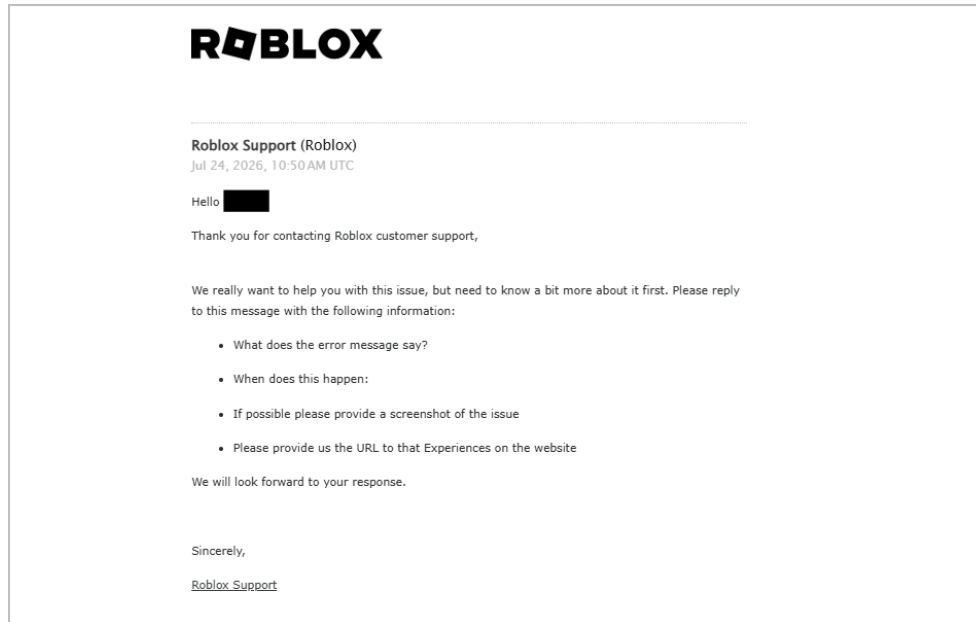
WHAT THIS EXHIBIT ESTABLISHES

The issue was reported to Roblox within approximately one hour of the account being restored, was framed accurately from the outset, identified all six communities by name and group ID, and asked only for a manual review. Every element of the request has been repeated without variation in each subsequent message on the record.

EXHIBIT G

Roblox Information Request and the Company's Response

Case #176870385 · July 24, 2026 · Cited at Sections 9 and 14



G-1. Roblox Customer Support, **July 24, 2026 at 10:50 AM UTC**: "We really want to help you with this issue, but need to know a bit more about it first. Please reply to this message with the following information: What does the error message say? · When does this happen: · If possible please provide a screenshot of the issue · Please provide us the URL to that Experiences on the website." The recipient's first name was obscured by the sender of this screenshot.

LUCKY 7 ENTERTAINMENT · Fri, Jul 24, 2026 at 8:42 AM ET · response, with 5 attachments

What does the error message say? "There is no specific error message displayed. The issue is that several Roblox groups remain locked following the temporary termination of my account (Snowzbunz), even though the termination has since been successfully appealed and my account has been fully restored. These groups cannot be managed normally and continue to have restrictions that were applied during the original enforcement action."

When does this happen? "The issue has persisted continuously since my account was restored. The account itself is fully accessible, but the associated groups remain locked."

Screenshot of the issue. "I have attached screenshots demonstrating the issue." (Five image files attached: IMG_3472.png, IMG_3473.png, IMG_3474.png, IMG_3475.png, IMG_3476.png)

Experience URLs. Deltarune: Tower Defense Community, group ID 35657757, with the primary experience URL roblox.com/games/118685753399038/DELTARUNE-Tower-Defense; followed by Chernobyl: Industrial Hell Community (140124523), Development & Testing (34541785), Legal & Moderation (33790598), and the archived Fiesta Fantastica (32042167) and Coingrinders (16968784).

"For reference, this issue stems from the moderation action that was later reversed. While my account has been restored, these groups continue to remain locked, preventing Lucky 7 Entertainment LLC from accessing development infrastructure, managing group-owned assets, and continuing normal development operations."

"If additional screenshots, group IDs, ownership verification, or other information would assist your investigation, I would be happy to provide them."

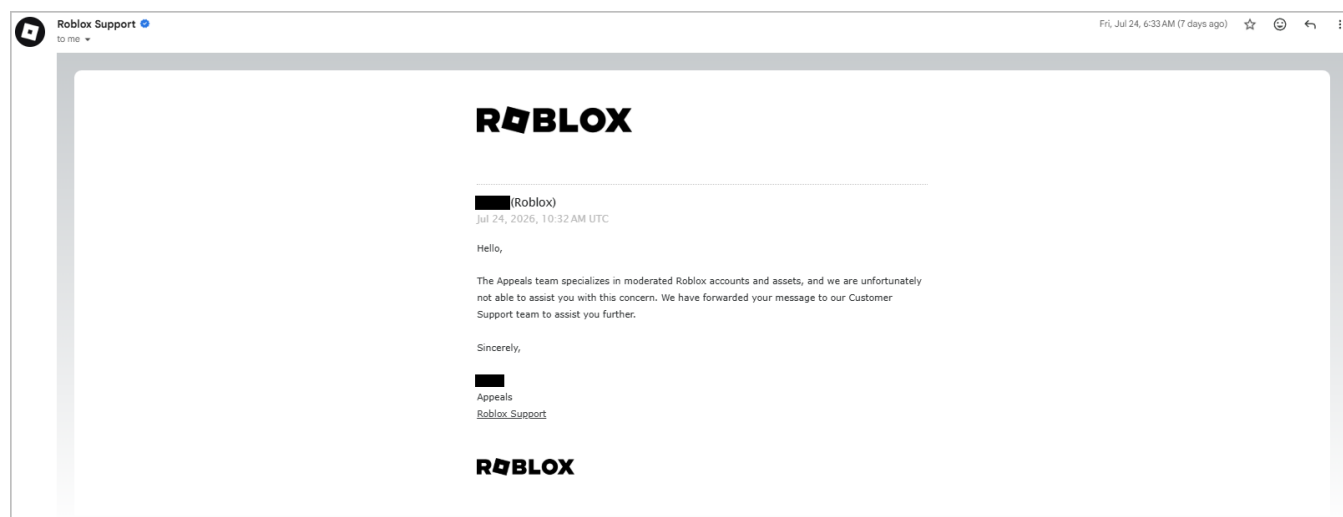
WHAT THIS EXHIBIT ESTABLISHES

Roblox asked four questions. All four were answered the same morning, in order, with supporting screenshots and complete URLs, together with an open offer of further verification. No further information has been requested of the company at any point since.

EXHIBIT H

Transfer from Roblox Appeals to Roblox Customer Support

Case #176870385 · July 24, 2026, 10:32 AM UTC · Cited at Section 9



H-1. Roblox Appeals, July 24, 2026: "The Appeals team specializes in moderated Roblox accounts and assets, and we are unfortunately not able to assist you with this concern. We have forwarded your message to our Customer Support team to assist you further." The email delivery header shows Friday, July 24 at 6:33 AM in the recipient's local time.

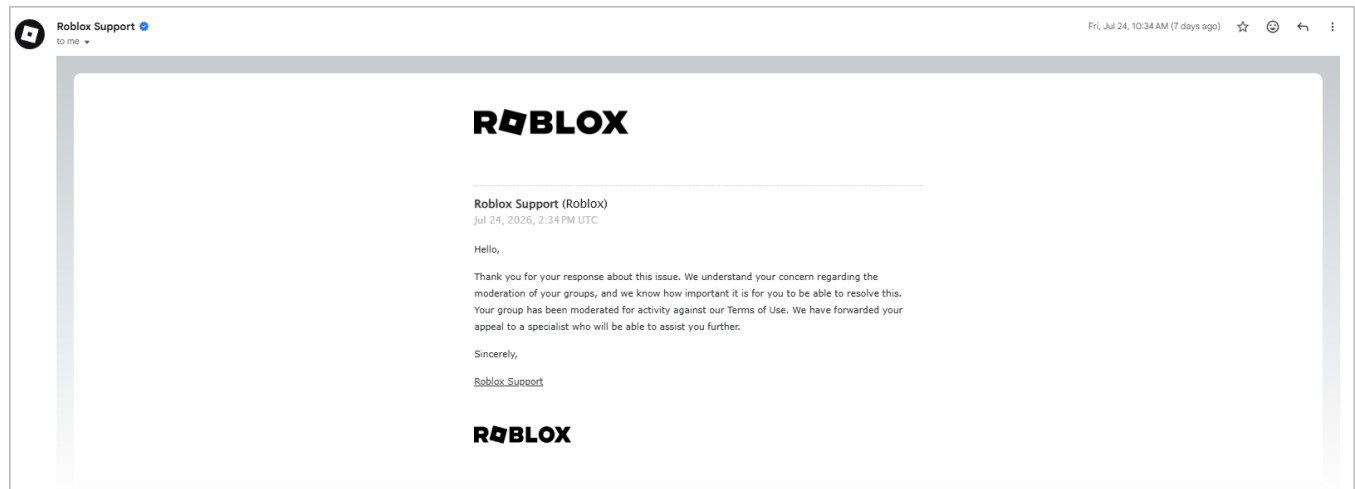
NOTE

This message is included because it marks the first of several handovers between Roblox teams. Eighteen minutes later Customer Support requested further information (Exhibit G); by the same afternoon the matter had been passed on again, to a specialist (Exhibit I). Roblox Appeals would later decline to assist the company's President on the separate ground that he is not the account owner (Exhibit M).

EXHIBIT I

Specialist Escalation Notice

Case #176870385 · July 24, 2026, 2:34 PM UTC · Cited at Sections 1, 7, 10 and 20



I-1. Roblox Support, July 24, 2026: "Thank you for your response about this issue. We understand your concern regarding the moderation of your groups, and we know how important it is for you to be able to resolve this. **Your group has been moderated for activity against our Terms of Use. We have forwarded your appeal to a specialist who will be able to assist you further.**" This is the only message on the record in which Roblox states a reason for the community restrictions, and it identifies neither the group, the activity, the term relied on, nor the date.

LUCKY 7 ENTERTAINMENT · Fri, Jul 24, 2026 at 9:31 PM ET · acknowledgement

"Thank you for the update. I appreciate you forwarding this matter to a specialist."

"I understand the groups were moderated as part of the original enforcement action. However, because the moderation action against my account (Snowzbunz) has already been successfully appealed and reversed, I respectfully request that the specialist review whether the remaining restrictions on the affected groups can also be lifted."

"These groups are essential to the operation of Lucky 7 Entertainment LLC and our active development projects, and restoring them would allow our team to resume normal development."

"Thank you for your assistance. I look forward to hearing from the specialist."

WHAT THIS EXHIBIT ESTABLISHES

Roblox undertook in writing that a specialist would assist. The company accepted that undertaking, acknowledged the original moderation of the groups, and asked only that the specialist consider the effect of the reversal. As at the date of this file, twenty days later, no specialist has made contact.

EXHIBIT J

Follow-Up Correspondence on Case #176870385

Email thread · July 30 and August 5, 2026 · Cited at Sections 1, 10 and 11

LUCKY 7 ENTERTAINMENT · Thu, Jul 30, 2026 at 5:09 PM ET · first follow-up

"I am writing to follow up regarding my previously escalated case concerning the Roblox groups that remain locked following the restoration of my account (Snowzbunz)."

"On July 24, 2026, I was informed that my case had been forwarded to a specialist for further review. It has now been six days, and I have not yet received an update or any correspondence regarding the status of the investigation."

"As a reminder, my account moderation was successfully appealed and reversed. However, the following groups continue to remain locked as a result of the original enforcement action:" (all six communities listed with group IDs and URLs)

"These groups are essential to the continued operation of Lucky 7 Entertainment LLC. Their continued lock has prevented our team from managing group-owned experiences, publishing updates, accessing development resources, and carrying out normal development and moderation activities. This ongoing restriction has resulted in project delays and operational disruption."

"I understand that these reviews may require additional time, but I would greatly appreciate an update on the status of the specialist's review or confirmation that the case is still actively being investigated. If there is any additional information, documentation, or verification I can provide to assist with the review, I would be happy to do so."

INTERNAL · Sun, Aug 2, 2026 at 8:30 PM · forwarded to the President and to snowzbunz@lucky7entertainment.com

The July 30 message was forwarded internally to the President and to the company address, marking the point at which the matter was escalated within Lucky 7 Entertainment.

LUCKY 7 ENTERTAINMENT · Wed, Aug 5, 2026 at 8:12 PM ET · "Final Follow-Up – Escalated Group Lock Case"

"I am writing to follow up one final time regarding my previously escalated case concerning the Roblox groups that remain locked following the successful restoration of my account (Snowzbunz)."

"Over the past several weeks, we have worked through the appropriate support channels, provided all requested information, and were informed that our case had been escalated to a specialist. Since then, despite multiple follow-up attempts, we have not received any further updates or correspondence regarding the status of the investigation."

"For reference, the affected groups include: Chernobyl: Industrial Hell Community (ID: 140124523); Deltarune: Tower Defense Community (ID: 35657757); Lucky 7 Entertainment - Development & Testing (ID: 34541785); Lucky 7 Entertainment - Legal & Moderation (ID: 33790598); Fiesta Fantastica (ID: 32042167); Coingrinders (ID: 16968784)."

"We respectfully request one of the following: An update on the status of the specialist review; Confirmation that the case is still actively being investigated; or Any estimated timeframe for resolution."

"If additional documentation or verification is required, we are ready to provide it immediately."

"We appreciate that investigations can take time. However, because this matter has now remained unresolved for an extended period while significantly impacting our development operations, we would greatly appreciate a response so we can understand the current status of our case."

INTERNAL · Fri, Aug 7, 2026 at 6:36 AM · forwarded to company leadership

The August 5 message was forwarded internally two days later. No Roblox reply to either follow-up appears anywhere in the thread.

EXHIBIT K

Additional Support Tickets #177211675 and #178670032

Two email threads · July 23 and August 5, 2026 · Cited at Sections 12 and 14

TICKET #177211675, OPENED JULY 23, 2026

LUCKY 7 ENTERTAINMENT · Thu, Jul 23, 2026 at 5:11 PM ET

Subject: "Follow-Up on Support Ticket #176870385 – Development Groups Remain Locked Following Account Restoration"

"I am writing to follow up on support ticket #176870385, as I have not yet received a response regarding the Roblox groups that remain locked following the restoration of my account."

"As noted in my original request, my account (Snowzbunz) was successfully appealed and fully restored after the moderation action against it was reversed. However, the associated development groups affected by that enforcement action remain locked or inaccessible, despite the underlying moderation decision no longer being in effect."

"Because they remain locked, our development team continues to experience significant disruption. We are unable to properly manage our communities, access group-owned development resources, perform administrative tasks, publish updates, or continue normal development workflows."

"This issue is not related to my account appeal, as that matter has already been resolved. Rather, it concerns the remaining restrictions on these groups that appear to have persisted after the account restoration."

"The continued inability to access these groups has resulted in ongoing operational issues, delayed development, and financial losses due to halted updates and restricted access to our development infrastructure."

"I respectfully request an update on the status of ticket #176870385 or confirmation that it has been escalated to the appropriate internal team responsible for restoring locked development groups. If any additional information is required to verify ownership or assist with the investigation, I would be happy to provide it."

The thread contains two messages: Roblox's automated acknowledgement and the company's request. No substantive Roblox reply appears.

TICKET #178670032, OPENED AUGUST 5, 2026

LUCKY 7 ENTERTAINMENT · Wed, Aug 5, 2026 at 8:15 PM ET

Subject: "Follow-Up Request: Escalated Group Lock Issue Remains Unresolved"

"I am opening this support request because my previous case regarding several locked Roblox development groups has not received a response after being escalated to a specialist."

"My previous support ticket(s), including #176870385, concern several Roblox groups that remain locked following the successful restoration of my account (Snowzbunz). The moderation action against my account was appealed and reversed, and my account has since been fully restored. However, the associated development groups remain restricted as a result of the original enforcement."

(all six communities listed with group IDs and URLs)

"During the previous support conversation, I was informed that my case had been forwarded to a specialist. Unfortunately, despite multiple follow-up emails over the past several weeks, I have not received any further updates or communication regarding the status of the case."

"I completely understand that these investigations may require time. However, given the continued impact on our development operations and the lack of communication after the escalation, I am respectfully requesting that this matter be reviewed or forwarded to the appropriate team for assistance."

"If the previous case is still active, I would appreciate confirmation that it is being worked on. If not, I kindly ask that this ticket be used to continue the investigation."

"If there is any additional documentation, verification, or information required from my side, I would be happy to provide it immediately."

The thread contains three messages: Roblox's automated acknowledgement, the company's request, and an internal forward to company leadership on August 7, 2026. No substantive Roblox reply appears.

EXHIBIT L

Subscription Case #176869965: Collateral Effect of the Reversed Termination

Email thread, 6 messages · July 20–22, 2026 · Cited at Sections 6 and 15

LUCKY 7 ENTERTAINMENT · Mon, Jul 20, 2026 at 6:51 PM ET · opening message

"I am contacting you regarding my Roblox Premium subscription associated with my account, Snowzbunz."

"My account was recently terminated due to an incorrect moderation action. After submitting an appeal and providing supporting evidence, the account was restored. However, during the termination, my active Roblox Premium subscription was canceled."

"I had already paid for my monthly Premium subscription before the account was terminated. Since the termination was ultimately reversed, I would like to request that my Premium subscription be restored for the remainder of the billing period, rather than requiring me to purchase another month."

"Because the interruption resulted from an enforcement action that was later overturned, I believe restoring the remaining subscription time would be an appropriate resolution."

ROBLOX APPEALS · Jul 22, 2026, 12:50 PM UTC

"We've received your request. Unfortunately, this moderation decision can only be appealed through the Violations & Appeals page under the Recent violations section. You can appeal violations and monitor your appeal status on this page."

"Please note that submitting an appeal for this specific moderation decision through any of our forms may result in delayed review and a similar response."

LUCKY 7 ENTERTAINMENT · Wed, Jul 22, 2026 at 9:02 AM ET · clarification

"I believe there has been a misunderstanding. **My support request is not an appeal of a moderation action.**"

"My issue is that, after my account termination was reversed and my account was restored, my Plus subscription was automatically canceled. I can still access my current Plus benefits because the subscription remains active until the end of the billing period, but it is no longer set to renew."

"This means that, unless the cancellation is reversed, I will lose my continuous Plus subscription status and any loyalty benefits that accumulate from maintaining an uninterrupted subscription over multiple months. The automatic cancellation occurred as a result of the termination, not because I chose to cancel it myself."

"Since this is a subscription and account issue rather than a moderation appeal, the Violations & Appeals page is not applicable. Could you please forward this ticket to the appropriate team that handles Plus subscriptions or billing so they can restore my automatic renewal and preserve my continuous subscription history?"

ROBLOX APPEALS · Jul 22, 2026, 1:27 PM UTC · closing message

"We're sorry but we're unable to provide you with any further information or response regarding this inquiry. We encourage you to review the previous information sent to you as we have provided you with all that we can at this time. However, if you need further assistance with a different matter, please don't hesitate to let us know."

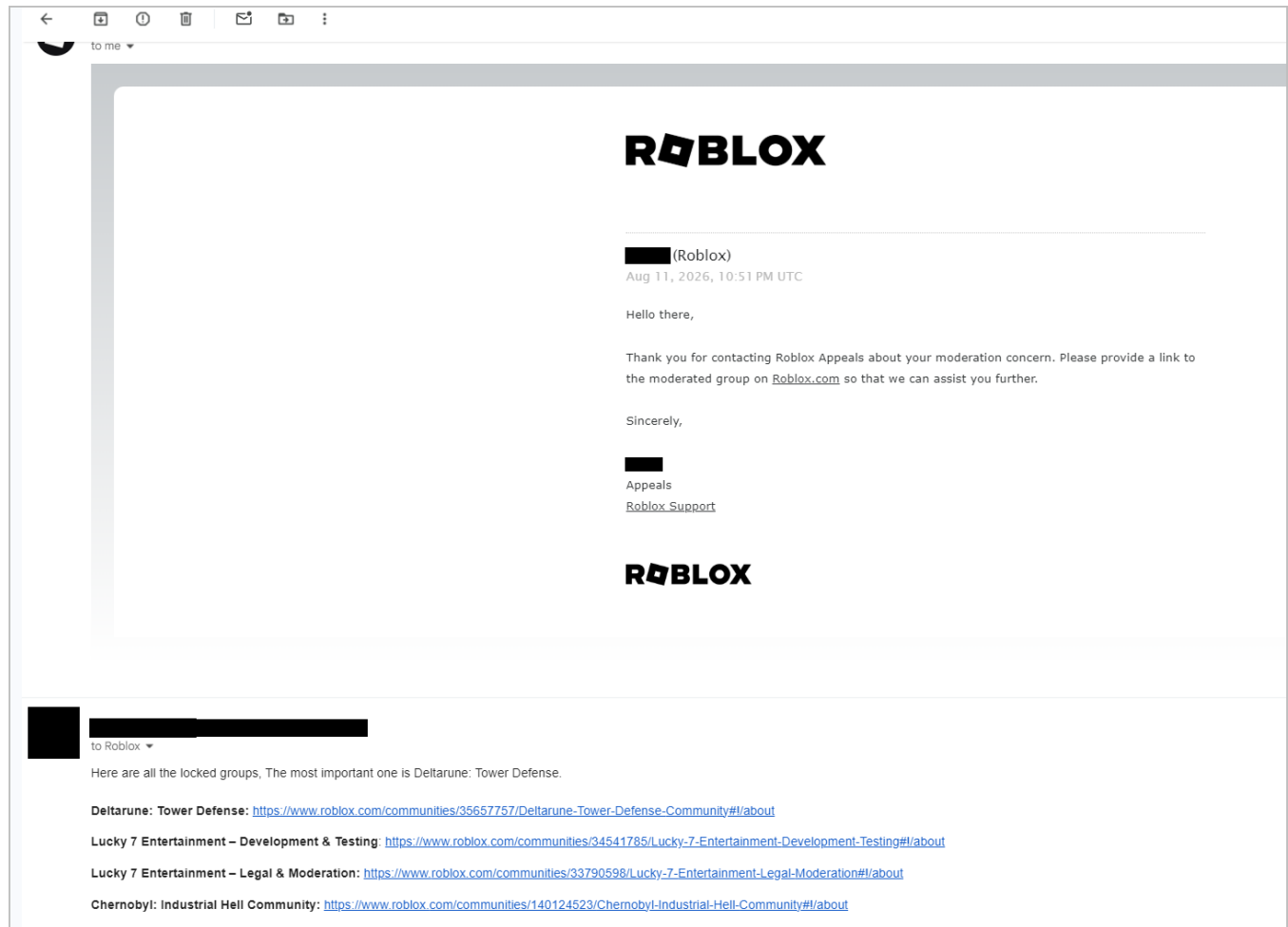
WHY THIS EXHIBIT MATTERS TO THE PRIMARY CASE

First, the company's message of July 20, 2026 at 6:51 PM ET is the earliest document in this file recording that the Snowzbunz account had been restored, and it places the restoration on the same day as the termination. Second, the exchange shows the same pattern later seen on the primary case: a request is routed to a team that says it cannot help, the company clarifies and asks to be routed onward, and the matter is closed without being routed or resolved. Third, the request itself remains outstanding.

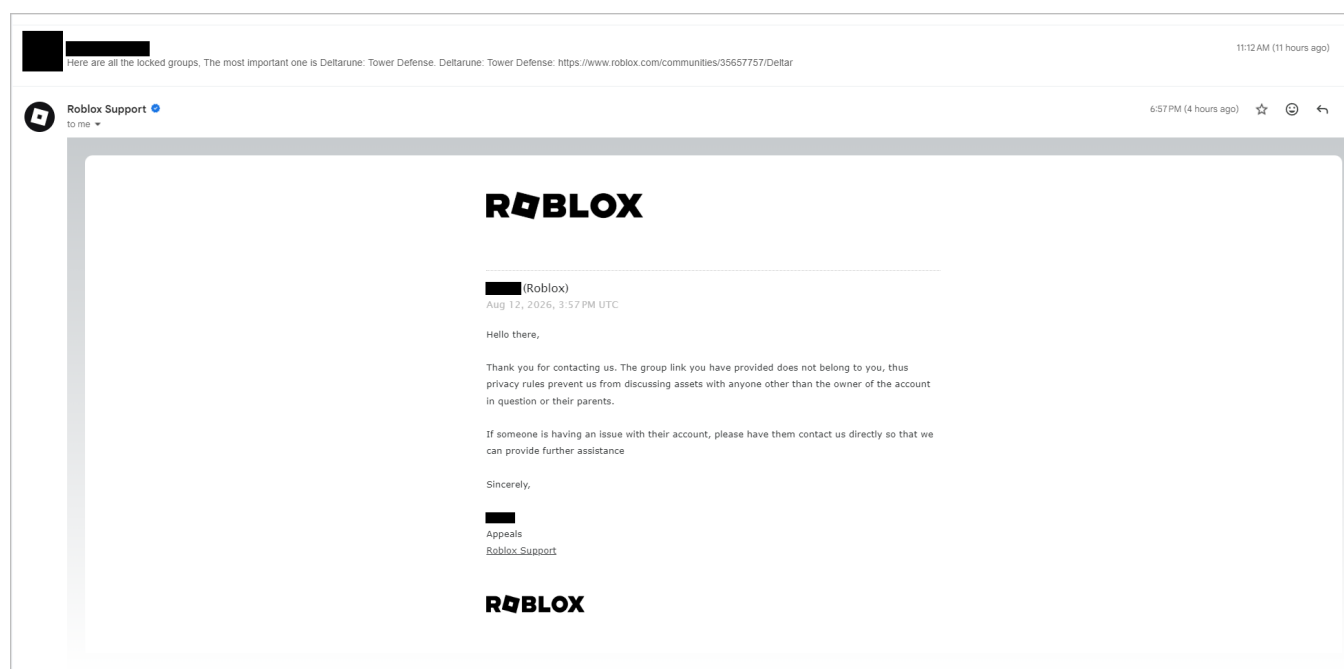
EXHIBIT M

Correspondence by the President of Lucky 7 Entertainment

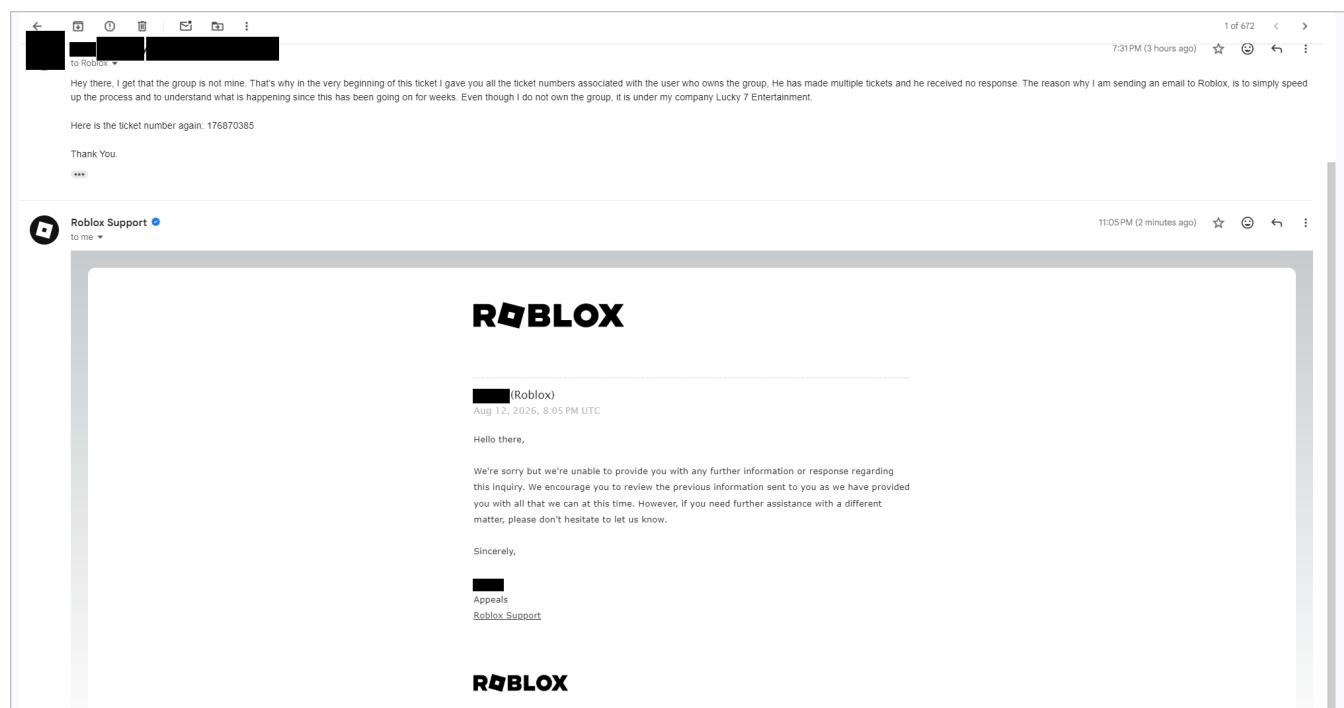
Email screenshots, 3 captures · August 11–12, 2026 · Cited at Sections 1, 10, 13 and 14



M-1. Roblox Appeals, **August 11, 2026 at 10:51 PM UTC:** "Thank you for contacting Roblox Appeals about your moderation concern. Please provide a link to the moderated group on Roblox.com so that we can assist you further." Below, the President's reply supplying the links: "Here are all the locked groups, The most important one is Deltarune: Tower Defense," followed by Deltarune: Tower Defense (35657757), Lucky 7 Entertainment – Development & Testing (34541785), Lucky 7 Entertainment – Legal & Moderation (33790598) and Chernobyl: Industrial Hell Community (140124523).



M-2. Roblox Appeals, **August 12, 2026 at 3:57 PM UTC**, replying to those links: "Thank you for contacting us. **The group link you have provided does not belong to you, thus privacy rules prevent us from discussing assets with anyone other than the owner of the account in question or their parents.** If someone is having an issue with their account, please have them contact us directly so that we can provide further assistance."



M-3. The President's reply, and Roblox's closing message. The President writes: "Hey there, I get that the group is not mine. That's why in the very beginning of this ticket I gave you all the ticket numbers associated with the user who owns the group. **He has made multiple tickets and he received no response.** The reason why I am sending an email to Roblox, is to simply speed up the process and to understand what is happening since this has been going on for weeks. Even though I do not own the group, it is under my company Lucky 7 Entertainment. Here is the ticket number again: 176870385." Roblox Appeals replies at **August 12, 2026, 8:05 PM UTC**: "We're sorry but we're unable to provide you with any further information or response regarding this inquiry. We encourage you to review the previous information sent to you as we have provided you with all that we can at this time."

WHAT THIS EXHIBIT ESTABLISHES

Roblox asked the President for a group link, received it, and then declined to discuss the matter with him because he does not own the account, directing that the owner contact Roblox instead. The owner had been doing exactly that, continuously, since July 20, 2026, across four ticket numbers, and had been told on July 24 that a specialist would assist him. This exchange is the last substantive contact on the record and is the reason Lucky 7 Entertainment has moved to formal written correspondence.

EXHIBIT N

Formal Written Notice to Roblox Corporation and Certified Mail Dispatch

Carrier records and mailbox screenshots · August 13, 2026 · Cited at Sections 4, 17 and 19

Please review your letter details thoroughly.
You may [go back](#) if you need to make corrections.

Send This Letter Letter Name: L7-RBLX-2026-001 Roblox Case File 1.) File: Lucky7FormalNoticetoRobloxL7RBLX2026001.pdf Document Page Count: 3 Printed Sheets: 2 Duplex: Yes Documents to Send: 2.) File: Lucky7RobloxCaseFileL7RBLX2026001.pdf Document Page Count: 53 Printed Sheets: 27 Duplex: Yes Total Sheets: 29	To This Address #1: Roblox Corporation Attn: Legal Department 3150 S. Delaware St. San Mateo CA 94403
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From This Address

Return Mail Processing Center
8551 East Anderson Dr #108
Scottsdale AZ 85255

With This Payment

Base Amount:	\$11.49
Large Flat Envelope Upgrade and Additional Pages:	\$5.00
Return Mail Processing:	\$1.95
Discount Code:	Apply Code
Amount to be Paid:	\$18.44

N-1. The dispatch manifest, confirming the contents and addressee of the mailing. Two documents were sent, in order: the formal notice (Lucky7FormalNoticetoRobloxL7RBLX2026001.pdf, 3 pages) followed by this case file (Lucky7RobloxCaseFileL7RBLX2026001.pdf, 53 pages), printed duplex, 29 sheets in total. The addressee is recorded as **Roblox Corporation, Attn: Legal Department, 3150 S. Delaware St., San Mateo CA 94403**. The total charge was \$18.44.

[SEND A LETTER](#) [MY ACCOUNT](#) [HISTORY](#) [LOGOUT](#)

 [WHAT IS CERTIFIED MAIL?](#) [FAQ](#) [HOW IT WORKS](#) [HELP](#)

Process Complete!

Thank You! Your letter has been Accepted!

[Print this page](#)

A copy of this message has been emailed to snowzbunz@lucky7entertainment.com

Your [REDACTED] card ending in [REDACTED] was charged \$18.44 on 08/13/2026
Thank you for your payment!

Job IDs: 14644776
Your unique certified mail tracking number(s):

[REDACTED] - Roblox Corporation (Attn: Legal Department)

You will be able to track the status of your letters anytime at www.OnlineCertifiedMail.com.

When the signature becomes available it will also be posted on the website for your access.

Thank you again!

Production Department
www.OnlineCertifiedMail.com

N-2. Acceptance confirmation from OnlineCertifiedMail.com. Job ID **14644776**. The **certified mail article number** is redacted in this public issue; it is recorded against "Roblox Corporation (Attn: Legal Department)." Payment of \$18.44 was taken on 08/13/2026. The page states that the recipient's signature will be posted when it becomes available.



SnowzBunz <snowzbunz@lucky7entertainment.com>

Certified Mail Accepted

1 message

Online Certified Mail Website <production@letterstream.com>
To: snowzbunz@lucky7entertainment.com

Thu, Aug 13, 2026 at 5:51 PM

Thank you for using OnlineCertifiedMail.com for your certified mail needs.

Your [REDACTED] card ending in [REDACTED] was charged \$18.44 on 08/13/2026
Thank you for your payment!

Job IDs: 14644776

Your unique certified mail tracking number(s):

[REDACTED] - Roblox Corporation (Attn: Legal Department)

N-3. The corresponding confirmation email, received at snowzbunz@lucky7entertainment.com from Online Certified Mail Website <production@letterstream.com> on **Thursday, August 13, 2026 at 5:51 PM**, independently recording the job ID, the certified article number and the addressee.

WHAT THIS EXHIBIT ESTABLISHES

Lucky 7 Entertainment gave Roblox Corporation formal written notice of this dispute on **August 13, 2026**, by certified mail, addressed to the Legal Department at Roblox's principal executive offices, enclosing the complete evidentiary record. The dispatch is traceable under article number retained in the unredacted file, and the carrier will record the recipient's signature on delivery.

The notice sets out the seven actions described at Section 18 and requests a substantive response no later than **September 14, 2026**. It sets a deliberately low threshold: a reply acknowledging receipt and identifying a named contact would be sufficient, and the notice states expressly that the company does not require a final determination within that period.

WHAT REMAINS OUTSTANDING ON THIS EXHIBIT

Delivery confirmation and the recipient's signature had not been posted by the carrier as at the time this revision was prepared. Both will be added to this exhibit when available. Their absence at this stage reflects only the elapsed time since dispatch and should not be read as any indication of non-delivery.

§ End of Case File

This is the end of case file **L7-RBLX-2026-001**, comprising the body of the report at Sections 1 to 22 and Exhibits A to N.

File reference	L7-RBLX-2026-001
Prepared by	Lucky 7 Entertainment LLC
Date of record	August 13, 2026
Period covered	July 20, 2026 – August 13, 2026
Primary Roblox reference	Support case #176870385
Status	Unresolved. Six Roblox communities remain locked
Formal notice	Served by certified mail, August 13, 2026. Article number retained in the unredacted file
Contact for resolution	snowzbunz@lucky7entertainment.com · subject line [RBLX-L7] Group Support

STANDING OFFER

Lucky 7 Entertainment repeats the offer it has made in every message since July 20, 2026: it will supply any further verification of ownership, documentation, screenshots or information that would assist a review, promptly and in whatever form is most useful. The company's preference is, and has consistently been, a direct resolution with Roblox Corporation.