REFERENCE APPENDIX

Editorial contact and request handling

ENGLISH

Gaspard Joly · November 2026

U02

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Requests and incident accounting

Requests and incident accounting

ID	Hours / language	Sending CET	Auto-reply	Substantive reply	Correction and outcome
SUP-FR-R01	Support queue 09:00–21:00, fr-FR	08.11 17:41:00	17:41:08	17:49:00, round and acceptance stage reconciliation	18:03:00, history restored. Financial adjustment 0,00 EUR, a single original payout.
SUP-FR-R02	Email support 09:00–18:00, fr-FR	09.11 11:10:00	11:10:24	11:32:00, second line reconciled the duplicates	11:54:00, restored 7,20 EUR exactly once in the control EUR log.
SUP-FR-R03	Editorial email channel, fr-FR / en	09.11 14:15:00	No system receipt	09.11 16:08:00, version name reconciled	Caption Tower Rush 2 corrected. No cashier credit.

The request retains ID, local time zone, chronology before and after acceptance, payout and status. Reopening uses the same ID. Card number, password and token are not included in the correspondence. For a permitted French product, a financial claim starts with the operator; the further mediation procedure is described by ANJ. The editorial team handles text corrections, not wallet operations. ANJ — mediation (https://anj.fr/joueurs/resoudre-un-litige)

Editorial specification

- Publishing role — editorial team of towerrushfrgame.com, public author and contact Gaspard Joly, support-info@towerrushfrgame.com. The form may be limited to name, email and text fields. The basic public channel is the specified address.

28 · Support

28 · Support

ID	Parameter	Scope, condition and result
28-01	Contact owner	Operator support separately from Gaspard Joly / editorial team
28-02	Channel purpose	Identification of the settlement stage or editorial correction
28-03	Channel	Support queue/email, editorial address support-info@towerrushfrgame.com
28-04	Opening hours	09:00–21:00 or 09:00–18:00 depending on scenario, CET
28-05	Communication language	fr-FR and en for the editorial team
28-06	Subject	Duplicate, history restoration, version clarification
28-07	Ticket number	SUP-FR-R01…R03
28-08	Sending time	According to the table §6
28-09	First automatic response	8 s / 24 s / absent, in order
28-10	First substantive response	8 min / 22 min / 1 h 53 min
28-11	Transfer to another employee	Second line at R02
28-12	Correction time	18:03 R01 и 11:54 R02 CET
28-13	Financial correction	0 EUR R01, 7,20 EUR R02, editorial signature R03
28-14	Reason for refusal	If the server calculation is correct and only the screen was repeated, no additional payout is credited
28-15	Outcome	R01 history restoration, R02 one credit, R03 editorial correction
28-16	Material for the dispute	ID, times, bet, gross, original status without secret
28-17	Reopening	The repeat is linked to the original ID
28-19	Transfer between Telegram and Live Chat	Telegram is not used in SUP-FR. Changing the channel preserves ID without transferring banking data
28-20	Range of the first substantive response	Substantive operator response in the profile 8–22 minutes
28-21	Time of actual correction	09.11.2026 11:54 CET y R02
28-22	Amount of the credited correction	7,20 EUR y R02
28-23	Final status of the disputed case	Closed after a one-time credit in the control log
28-24	Recipient of the external complaint	For a permitted game — the operator, then ANJ mediation under its terms
28-25	Self-exclusion stages	Operator account control and a separate French route ANJ, see §6

32 · Editorial and data

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ID	Parameter	Scope, condition and result
32-02	Editorial contact	support-info@towerrushfrgame.com
32-03	Personal data contact	support-info@towerrushfrgame.com, data subject separately
32-05	Contact form	Name, email, message in the project specification. Primary channel email
32-06	Form recipient	Editorial team
32-13	Retention of inquiries	75 days from closure
32-21	Public editorial email	support-info@towerrushfrgame.com
32-25	Site forms by purpose	Editorial questions and data requests are separated by subject of inquiry
32-33	Personal data controller	The editorial contact receives requests; the legally responsible person follows from the project's details
32-42	Route for a complaint to the publisher	Letter to the author with URL and the specific fact, §6