If a user kicked off for insulting a person or a group, it will both impact on the Internet user who published an insulting post and the person or a group who were attacked. It will cause tension between both parties in a short-term, if group who was attacked saw the posts. In long-term, I think it will affect both parties less intensely, gradually forgotten because the user was kicked off for the insult posts.

Most country around the world, the social media are controlled by the government and religion. It will most likely an internet user will be kicked off by saying something they shouldn’t say about government or religion, such it will cause conflict of interests to these parties. Besides that, the user posts aggressive or insulting languages to a person or a group due to race, religion, etc. It is not appropriate because might hurt their feelings. My point of view is based on Social Contract Theory.

From the ethical theories, I learned that cases are different between each regions. So I will assume that the scenario is happen in America. America is a developed country so its people basically are free to express their opinion on government, religion, race, or sexual orientation as long as they are not attacking a person or a group with insulting or mean languages. I feel like it is reasonable that ISP will kick off the user if violating the code by insulting another party.