

# Processing procedures forwarded to the Abuse department

In accordance with existing European regulations, OVH makes it possible for anyone to signal any non-compliance to these regulations.

## **What is the function of the Abuse Team?**

The Abuse team aims to track spammers within our network, block detected phishing pages, and/or contact external companies (RBL) such as SORBS, TrendMicro, Spamhaus and others, in order to manage the deblacklisting of our IPs.

## **How can you contact our Abuse Team?**

We have set up a form on our website, so that all requests submitted via this form generate optimized ticket processing by our Abuse Team. In addition, an e-mail address has been made available to our customers, [abuse@ovh.net](mailto:abuse@ovh.net), which is public and included on our website and is also included in our Whois contacts.

Upon receipt of any complaint, our team analyses the Abuse report created, a follow-up is then made according to the veracity of the information provided, crime committed, the frequency of incidents reported... Sanctions may vary from a simple warning to total termination of services and customer accounts.

## **Typology abuse complaints**

There are several categories:

- Copyright (DMCA violation)
- Phishing
- Spam
- Malware
- Attack: Network Attack
- Intrusion
- Illegal
- Other infringements

## **Ticket support**

### ***Mail from a trusted source***

- Automatic and immediate creation of the Abuse ticket
- Automatic support according to category and/or by a member of the Abuse department

Example: In case of phishing, a suspension of services can be carried out automatically according to the volume of complaints received.

### ***Mail from a non-trusted source***

- Creating a report
- Automatic creation of the Abuse ticket if the services are identified as being hosted at OVH.

In the event that our tool is not able to automatically open a ticket, a human check and validation is made before the complaint is processed.

In any case you can send a registered letter to OVH's legal department at the following address: OVH SAS, Legal Department, 2 rue Kellermann - 59100 Roubaix - France.