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, 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.