



## Description

Webzilla maintains strict compliance with stringent laws and regulations governing the Internet. By doing so, we ensure that no illegal activity can undermine our operations as a hosting provider, and this has a profound effect for our Customers. In addition to providing the highest level of safety and security for our Customers' critical business data, Webzilla ensures that it is irreproachable in its operations by maintaining a high level of transparency.

The Webzilla support team supports the rest of the Webzilla departments and assists our Customers with questions of a legal nature that pertain to Webzilla accounts, products and services.

- ▶ To report content on our network that you believe should be removed, first refer to our Policies and then report your concerns to our Abuse team.
- ▶ To view our General Terms and Conditions, Policies and other legal documents, refer to the Legal page via [Legal](#).

The Webzilla Abuse Department actively enforces Webzilla's Policies (including Acceptable Use Policy) by processing complaints received by Webzilla Customers, non-customers and government agencies. Managing abuse ensures the best possible service and also keeps our network and bandwidth speeds running at peak performance.

Feel free to contact our Abuse Department if you have any further unanswered questions at [abuse@webzilla.com](mailto:abuse@webzilla.com)

## Contents

- ▶ How do I report abuse to Webzilla?
- ▶ What timeframe do I have to resolve an Abuse issue?
- ▶ What is the response time for Abuse tickets?
- ▶ May I host IRC services?
- ▶ May I host BitTorrent protocols?
- ▶ May I use Internet Peer-to-Peer software?

## How do I report abuse to Webzilla?

If you wish to report abuse, please mail our Abuse Department, with specific details regarding the abuse, including the IP address from which the abuse is suspected and the type of abuse you would like to report. You may either open a ticket in the Customer Web Portal or send your email to [abuse@webzilla.com](mailto:abuse@webzilla.com)

## What timeframe do I have to resolve an Abuse case?

The timeframe to resolve an open abuse case depends on the severity and priority of its subject matter. Deadlines are provided by our Abuse Department. Please keep an open line of communica-

tion with our Abuse Department to ensure that you are in the process of resolving the open case.

## **What is the response time for Abuse tickets?**

Webzilla's Abuse Department strives to ensure our Customers receive timely updates. The abuse tickets are prioritized based on their severity.

Our team receives high volumes of emails regarding suspected abuse and takes each report very seriously. Each email received is prioritized for severity, reviewed and handled according to our Policies as quickly as possible.

## **May I host IRC services?**

Webzilla allows the use of private Internet relay chat servers for communication between private parties. Webzilla does not allow the use of IRC servers connected to public IRC networks and/or servers. Violation of the IRC policy will result in methods of resolution under the Webzilla Policies.

## **May I host BitTorrent protocols?**

The use of BitTorrent protocols are allowed. Webzilla highly recommends strict oversight and management of BitTorrent environments due to the propensity to violate copyright law by sharing copyright protected material. The sharing of copyright protected material is not allowed. A possible violation of a copyright policy could result in methods of resolution under the Webzilla Policies.

## **May I use Internet Peer-to-Peer software?**

Webzilla allows the use of Internet peer-to-peer software for file sharing purposes. Webzilla highly recommends strict oversight and management of Peer-to-Peer environments due to the propensity to violate copyright law by sharing copyright protected material. The sharing of copyright protected material is not allowed. A possible violation of a copyright policy could result in methods of resolution under the Webzilla Policies.