

Abuse department 3 step process

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Keywords

abuse

Symptom (public)

Problem (public)

I have an abuse issue and I want it solved as soon as possible!

Solution (public)

The AllWorldIT abuse department runs independently of any business activity of the company, it has 1 sole focus and that is the security of the AllWorldIT network and users of this network. It will make decisions according to this focus.

There is a 3 step process this independent abuse team follows:

- Identification of the issue and how it occurred. Without knowing what the issue is or how it occurred means steps 2 and 3 cannot take place.

- Rectification of the issue. The issue must be rectified in a way which satisfied this department.

- Commitment by the client to ensure issue does not occur again. On the 3rd occurrence of an abuse related issue your account and all associated services will be terminated as the continued issues exhibited put our network, platforms and clients at risk. If this is the third incident you have demonstrated you are unable to deal with these issues in a satisfactory manner.

What not to do:

- Making threats

Making threats is only going to waste your time and delay the matter getting resolved. Making legal threats will have your account placed on hold, we will no longer accept any form of communication from you and you will need to have your solicitor contact our attorneys.

- Arguing

Unless you have over 25 years of security experience, arguing with people that do and who deal with security related issues every day of their life and sometimes for more than 12 hours a day is pointless and is only going to waste your time and delay the matter getting resolved.

What to do:

- Work with us

Work with us to move through our 3 step process. Try provide as much information as you can in response to our questions and consider the advice we give. Our goal is to ensure that security incidents are kept to a minimum and we're sure that's in your best interest too.

- Be patient

We will answer you. Security is not a simple topic and sometimes this departments members discuss evidence, information and course of action internally.