

# TRANSPARENCY REPORT

**Date: June 20th, 2024 - 9:57 PM**

on June 20, 2024, [hostinger notified](#) us that "Sathia Francesco Musso" had contacted them and accused the research articles written by us of "defamation." Hostinger asked us to remove the articles and send them information about our investigation within 3 days. 2 hours later they disconnected the server and suspended access to the website. Despite warning us that this could happen in 3 days if we did not answer, they did it in 2 hours.

Then they removed the suspension of our hosting plan and then suspended us again but now due to "[scam](#)" without detailed notification of this. [Then they lifted our suspension again and apologized for this](#). The hostinger staff also [tweeted](#) about this. After removing our suspension for the second time, confirming that the 2 suspensions were by mistake.

They also notified us that again we have 3 days to give explanations, Claudia responded to the hostinger team and we assume that they accepted the explanation but now they wanted to know the methods we used to obtain the research information since they probably saw that some methods were related to hacking. Here we realized that this server provider was simply trying to find an excuse for us to stop using the service, no matter how valid the arguments were they would always find an excuse. so we stopped using hostinger and moved to AlexHost.

some time before this bad experience with hostinger happened to us, we repeatedly reported about a [pedophile forum](#) called "No Limit" that used hostinger's servers to host CSAM. It took 2 days to 1 week for the hosting abuse team to respond. Even the hostinger employees who knew about this [did not suspend the service](#) of this pedophile forum because they did not have authorization. Due to bureaucracy and negligence on the part of hostinger this happened

For this reason, Claudia [sent repeated emails](#) to the hosting abuse team that took a while to respond to and when they suspended the pedophile's service, the pedophile created another account again and hosted another website with another domain. Despite being a serious crime that affects children, hostinger does not take it with too much priority.

That's why we find it strange that hostinger treats us so badly and quickly suspends us, when with real criminals they simply acted negligently. There is not even a mention of CSAM or "illegal pornography" on hostinger's [abuse report form](#), even after these events.

We assume that for hostinger an activist against pedophilia is more problematic than pedophiles. This disappoints us because if we had known about it from the beginning, we would never have been Hostinger customers.