

**David Jones:** Hi Luis, I apologize for the wait time. My name is David, how are you today?

**Luis Barona:** All the pages named "index.htm" of all sites that I have in hosted your server have been attacked, special characters were exchanged by another ones, as for example the Spanish letter "ñ" and other Spanish ones, and words are cut and pasted together eating letters and .... some hours ago I was asking here for an alert about a worm or Trojan when people were visiting my webs. I'm working to repair it ... it's a lot of work, what is happening?

**David Jones:** I apologize for any inconvenience this has caused you.

**David Jones:** May I place you on hold for 2 to 3 minutes while I review your account?

**Luis Barona:** I wait

**David Jones:** To protect your account from unauthorized changes, can you please verify for me the answer to the Security Question:

**David Jones:** Thank you for the authentication.

**David Jones:** Yes, it's very likely that your account was compromised due to this attack. This is why we took immediate and extreme action. We acted as soon as we noticed there was a problem. We are currently running scripts to repair any affected files and sites.

**David Jones:** We've sent a temporary password to allow you to log in to your account; however, you should immediately change your password to a more memorable, but not easily guessable, one. Also, if you are unable to log in to your account with the temporary password, you can immediately resend your password and ensure that you, and only you, have access to your account.

**Luis Barona:** The attack is stopped already?

**David Jones:** Yes, the attack is already stopped.

**David Jones:** If you have a backup, you can use it to restore your site. Or, if you don't mind waiting, our scripts are currently running through all affected sites and restoring the files to the proper state.

**Luis Barona:** only my webs or several webs

**David Jones:** Its the global issue, Luis.

**Luis Barona:** Aha, ok, that's all, I'll keep looking for any changes the next hours so

**David Jones:** Great!

**David Jones:** Is there anything else I can assist you with today?

**Luis Barona:** Don't, I'll be looking for more news too

**David Jones:** Thank you for chatting with us. Please feel free to contact us at any time. We are available 24x7.

**David Jones:** Bye!

**Luis Barona:** Bye