

Denis M.

🕒 21.11.2025 18:15:03 Additional comments

Hello Akash,

Thank you for contacting OVHcloud technical support concerning service renewals.

Upon reviewing your case, the service you had on your account from what I can tell is a Public Cloud project (ID: [REDACTED]) therefore I believe this is the service you are referring to?

If so note that this project has been terminated due to no payments made on your end. If you were to look into the OVHcloud control panel under emails section or the emails sent to you, you would notice the emails regarding debt. Here is a link that redirects you to the OVHcloud email section once logged into your control panel click on the following link:



<https://ca.ovh.com/manager/#/account/useraccount/emails>

On this page you will see numerous notifications regarding renewals etc:

[REDACTED]: Services suspended following a payment issue"

[REDACTED] Invoice pending payment"

Please note in a majority of cases after 5 to 7 business days of a service being suspended due to no payments made the service is then deleted. It is important our clients pay the invoices or renew their services on time to prevent such occurrences from happening, all the data is wiped in the process due to following our security and privacy policies.

Unfortunately, at this point in time it is not possible to revert the process, as the deletion task was already completed on 2025-10-03 which was ample amount of time for renew or pay any pending debts (~1 month compared to the usual 5-7 business days) for the service as it was suspended on 2025-09-03 due to an existing debt. If you have backed up your data off-site following backup best practices prior from the service being deleted you can always resort to creating a new project and purchasing a new server and migrating your data over to the new server.

However if you have not performed any backups of your data there is nothing we can do seeing as backups are our clients responsibilities along with making sure any invoices, renewals are paid on time, any debts on the account will otherwise cause the service to be suspended then deleted after some time being in a suspended state and unpaid.

I apologize for the inconvenience this may have caused you & thank you for your cooperation and understanding on the delicate matter.