

SpamExperts cancellation (bundle and single filters)

Question

How to delete a spamfilter?

Answer

SpamExperts filtering is managed via single filters or via bundled packages.

- Single filters:

To delete a SpamExperts single filter, go to [filters overview](#) and click the domain you want to delete. You can click then on "**bin icon**".

Please note that a filter will be directly deleted at Spamexperts. This action can not be reverted. A deleted filter can not be restored.



Spam filter configuration for [REDACTED]



On this page, you see the basic configuration for the domain. To view and edit the other settings, or to view and analyze the mail logs, you can navigate to the spam filter control panel.

Filter details

Products

E-mail archiving

Incoming filter

Outgoing filter

Destination mail server		
Username		
Password		
Expiration date		

Back to overview

Go to spam filter control panel

- Bundled packages:

To delete a SpamExperts bundle, remove first all the domains currently active in the bundle. Once the bundle package is empty, send an email to support@openprovider.com requesting the deletion of the bundle package.

A confirmation will be sent once the bundle is deleted.

Important Note:

A SpamExperts bundle package will always be auto-renewed (sufficient balance is required), even if there are no active filters anymore. For this reason it is recommended to send the "bundle deletion" request to support@openprovider.com at least 5 days before the renewal date, so that support team can delete the bundle account on time.

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