

Product Retirement Policy

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Description

As Clumio grows and continues to create innovative product offerings to solve evolving data challenges, there will be situations where products and features may no longer align with the goals of the company and/or our customers. And in those situations, Clumio is committed to providing our customers with visibility into those product or feature retirement plans. Part of that is communicating advance notice of the timeline to retirement, so that customers know what to expect and when.

Resolution

Clumio determines which products and features to retire using an extensive process that includes analysis of product usage information, direct conversations with customers and impact to our business. Our goal is to apply our resources to areas that will add the most value for customers. This may require retiring products and features that are consuming resources while delivering low value to customers or provide value to a limited number of customers. While we understand feature retirement may cause temporary dislocation for some customers, we believe it allows us to best serve our customer and partner community in the long run by allowing us to focus our resources on our community's highest priorities.

As general guidelines, when we retire a product or feature, we will strive to provide customers with the following:

- Advance Notice: Written notice to system administrators at least 90 days before the product or feature is made unavailable to purchase and/or renew, and a date 12-months beyond end-of-sale for when functionality is retired,
- Recommended Alternative: Suggestion of new products or features in our service, as successors to retired products or features,
- Uninterrupted Support: Continued support for products and features until the end of purchased term.



Occasionally, we may need to accelerate the retirement of functionality due to:

- Essential Changes:** Changes that are necessary or appropriate to protect the integrity of our service may occasionally be required. In these cases, it is important that those changes occur as quickly as possible. We will communicate with customers transparently with as much advance notice as possible in these situations.
- Third-party Software:** Clumio functionality that integrates with third-party software may need to be retired due to the third-party making their piece of the integration unavailable. In these situations, the pace of the retirement will be out of our control, although we will still strive to provide as much advance notice as possible.
- Regulatory or Legal Requirements:** Changes that are necessary to comply with mandated Regulation or Legal requirement may require retirement of a product or feature prior to our advanced notice goal. In these situations, the pace of the retirement will be out of our control, although we will still strive to provide as much advance notice as possible.

For more information, please contact customer support or your account team.

Clumio may change this document at any time at our sole discretion. Any such changes may decrease the length of the notice and/or support periods described above.