

Symantec Instant Messaging Security Service EOL - Customer FAQ



FAQ: Symantec.cloud

This FAQ addresses commonly asked questions regarding Symantec's decision to End of Life (EOL) Symantec Instant Messaging Security Service.

<p>What is happening to Symantec Instant Messaging Security Service?</p>	<p>On September 1, 2014, Symantec will discontinue the sale of Symantec Instant Messaging Security Service. If you are an existing customer, you will have use of Symantec Instant Messaging Security Service until the end of service availability on August 4, 2015, or the end of your current service period, whichever is sooner.</p> <p>After August 4, 2015 the Symantec Instant Messaging Security Service and technical support will no longer be available. After September 30, 2015 you will no longer have access to the Instant Messaging Security administration and logging console.</p> <p>Please note that this end of life only impacts Symantec Instant Messaging Security Service.</p>
<p>Why was the decision made?</p>	<p>Our goal is to delight customers with our product and services offerings. Taking this into consideration and carefully evaluating the overall needs of our customer base, we will continue to focus efforts on other cloud-based services.</p>
<p>What is Symantec's strategic plan for cloud products?</p>	<p>Symantec will continue to invest in cloud offerings that enable our customers to secure their organizations as their needs grow. These offerings include Symantec Web Security.cloud and Symantec Email Security.cloud</p>
<p>What is the timeline for the EOL?</p>	<ul style="list-style-type: none"> • End of Availability (No new purchases/renewals): September 1, 2014 • End of Service Life and End of Support: August 4, 2015 • End of access to administration and logging console: September 30, 2015
<p>How can I contact Symantec Technical Support?</p>	<p>Via email: support.cloud@symantec.com</p> <p>Via telephone:</p> <ul style="list-style-type: none"> • US/Canada: +1 (866) 807 6047 • EMEA: +44 (0) 870 850 3014 • Australia: 1 (800) 088099 • Hong Kong: 1 (800) 901220 • Asia Pacific: +852 6902 1130
<p>Will I receive any kind of refund?</p>	<p>Yes, if you have made a prepayment for a service period extending beyond the End of Service Life date.</p>
<p>I'm eligible for a refund, how does the process work?</p>	<p>You are eligible for a refund if your contract's then current term goes beyond the service's End of Service Life on August 4, 2015. If you meet this eligibility requirement, please request the refund through your original point of purchase.</p> <p>If you meet this eligibility requirement, please request the refund through your original point of purchase.</p> <ul style="list-style-type: none"> • If you purchased through a reseller or partner, please contact your reseller or partner for a refund. • If you purchased directly from Symantec, Symantec will issue a refund directly to you. Please send an email that includes your order number to CLD_Cloud_Credit@symantec.com. <p>Please contact your Symantec Account Representative if you require additional information about the refund process.</p>
<p>What are my options to migrate to another instant messaging security service?</p>	<p>After the EOL of Symantec Instant Messaging Security Service, Symantec will have no offerings for instant messaging security. Symantec currently cannot recommend a different vendor for this type of service.</p>