

# DoubleCheck Email Security End of Life

## Overview

eFolder is building *the* cloud platform for our partners' mission critical business applications. This requires focus on the solutions that most greatly satisfy our partner needs. In order to ensure that we use our resources most effectively to achieve this goal, eFolder is announcing the End of Life for DoubleCheck.

## Important Dates

**1/1/16****End of Sale**

There will be no new sales of DoubleCheck after this date.

**12/31/16****End of Support**

There will be no support of DoubleCheck after this date.

## Further Information:

**The end of sale date for DoubleCheck is January 1, 2016, and its end of support date is December 31, 2016.** DoubleCheck will be supported for 1 year following the end of sale date, provided there is a valid and uninterrupted support contract. Partners will be allowed to extend existing support contracts to no later than December, 2016.

## What is Affected?

This affects DoubleCheck and all of its components, including:

- DoubleCheck Cloud
- DoubleCheck Appliances
- DoubleCheck Warranty / Service Plans

## When is the End of Sale Date?

The end of sale date for DoubleCheck is January 1, 2016. After this date, eFolder will no longer:

### Corporate Headquarters

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- Sell licenses to new customers or additional licenses to existing customers
- Offer a free trial or NFR of DoubleCheck functionality

Existing customers can continue to use DoubleCheck until the end of their license period.

### When is the End of Support Date?

eFolder will continue to support existing DoubleCheck deployments until **December 31, 2016**. After this date, eFolder will no longer:

- Assure that DoubleCheck deployments will operate as expected
- Provide software updates or patches for DoubleCheck, including any potential critical security patches
- Provide support for customers using DoubleCheck
- Provide DoubleCheck functionality in the eFolder cloud

Customers who continue to use DoubleCheck past its end-of-support date do so at their own risk.

### What is the Action Plan?

- Anyone who has already agreed to migrate to the cloud, we will continue to bill the cloud rate. This system is on a monthly billing cycle and is already in place for these partners. We will not force them to physically migrate if they have not yet done so.
- Expired: (These partners are billed annually). Bill once to bring them current and extend service to June 2016 or December 2016. We will provide the partner a choice to either be billed until June 2016 or December 2016 depending on their needs. This would be a one time billing, not a monthly billing, so our staff would not be spending time every month generating paperwork.
- Expiring soon: (Billed annually). Quote to extend service to June 2016 or December 2016, with a one time billing as above.
- AM's to cater to individual partners needs / concerns and allow for concessions as needed.

### Will Partners Who do Nothing Still Get Their Service and Continue to be Billed Throughout 2016?

eFolder will continue to support existing DoubleCheck deployments until December 31, 2016 provided the partner continues to pay for the service during this time.

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