



Connections Cloud End-of-Service FAQ

IBM and HCL completed the transaction under which [HCL acquired](#) select IBM collaboration, commerce, digital experience, AppScan and BigFix products and solutions on June 30, 2019.

Effective July 16, 2019 HCL announced end-of-service for the Connections Cloud offerings inclusive of but not limited to Verse on Cloud, SmartCloud Notes, S1, S2, Social Cloud, Connections Engagement Center, Connections Chat, Connections Meetings, Dual Entitlement, and Domino Applications on Cloud. Effective July 16, 2020, HCL will end service for all part numbers related to Connections Cloud.

[HCL EOS Announcement](#)

If you have a contract with IBM and if you are actively using the Connections Cloud services, IBM has created a dedicated team to address your contract related questions. Please contact SaaSHCL@us.ibm.com.

HCL has released the following guidance for customers as they plan for their migrations off the Connections Cloud platform:

<https://www.cwpcollaboration.com/blogs/digital-solutions-cloud-strategy-update>

The Connections Cloud [Service Description](#) describes the terms and conditions associated with Connections Cloud.

The [General Terms of Use](#) describes terms and conditions for associated SaaS offerings.

A complete list of products, part numbers, and offerings included in HCL's acquisition are available here:

<https://www.ibm.com/products/hcl-divestiture>

Frequently Asked Questions

- Q1. I have a contract containing Connections Cloud offerings, and I'm actively using the Cloud. Can I renew or extend my term?
- A1. Yes, you can execute a one-time contract extension up until the end-date of July 15, 2020. You can also request to end your contract earlier, if you have completed your migration off the Connections Cloud platform.

Q2. Who do I contact to complete the contract extension?
A1. IBM is fulfilling one-time contract extensions for companies actively using the Cloud service, under a managed service agreement with HCL. Please send an email to SaaS@us.ibm.com to work with a contract specialist regarding the details of your contract.

Q3. My contract expires on December 31, 2020, can I continue to use Connections Cloud until that date?

A3. No. The Connections Cloud service will be shut down on July 16, 2020. You should complete your migration off Connections Cloud before the end-of-service.

Please contact SaaS@us.ibm.com to amend your contract to end July 15, 2020 (or earlier). We will relieve future billings scheduled after the end-of-service date, or refund your pre-paid contract for the unused portion of the term pending verification and approval by our contracts team. If you complete your migration off Connections Cloud earlier than July 15, 2020, we will adjust your contract and payments, accordingly.

Q4. I have Dual Entitlement licenses, but I do not actively use the SaaS portion of the license. Do I need to change my contract?

A4. Please contact your HCL sales representative or customersuccess@hcl.com to discuss your licensing needs

Q5. How do I know if I'm actively using the Cloud / SaaS offerings?

A5. You are considered active on email if you have created cloud email accounts for users. For collaboration services offered in the cloud, you are considered active if you log in and use the collaboration services such as Profiles, Blogs, Communities, Wikis, etc. on a monthly basis.

Q6. How do I get support for Connections Cloud through the end-of-service date?

A6. Support for Connections Cloud is provided by HCL. Please contact HCL Support by Phone:

https://hclpnpsupport.hcltech.com/csm?id=kb_article&sysparm_article=KB0010151

HCL Support Ticket Guest Form:

https://hclpnpsupport.hcltech.com/csm?id=guest_csm_creation

HCL Customer Support Portal: <https://support.hcltech.com/csm>

Q7. How do I cancel my service?

A7. If you have completed your migration off Connections Cloud, or if you are not actively using Connections Cloud, please send an email to SaaSHCL@us.ibm.com to request termination of the SaaS portion of your contract. We will review your request.

If you would like to cancel your SaaS / Cloud service, but you would like to transition to on-premises offerings, please contact your HCL sales representative, or customersuccess@hcl.com

Q8. Can I cancel or terminate my cloud service earlier than my contract end-date?

A8. If you have completed your migration off Connections Cloud, or if you are not actively using Connections Cloud, please send an email to SaaSHCL@us.ibm.com to request termination of the SaaS portion of your contract. We will review your request.

Q9. Can you recommend an alternative to Connections Cloud?

A9. HCL has released the following guidance for customers as they plan for their migrations off the Connections Cloud platform:

<https://www.cwpcollaboration.com/blogs/digital-solutions-cloud-strategy-update>

If you would like to speak to an offboarding coordinator, who specializes in answering questions related to planning for migrations, please send an email to: offboarding@us.ibm.com

Q10. I need to understand how much data I need to migrate. Who can help?

A10. If you would like to speak to an offboarding coordinator, who specializes in answering questions related to planning for migrations, please send an email to: offboarding@us.ibm.com

Q11. Where can I get more information?

A11. For contract questions: SaaSHCL@us.ibm.com

For offboarding questions: offboarding@us.ibm.com

HCL's Cloud Strategy Update: <https://www.cwpcollaboration.com/blogs/digital-solutions-cloud-strategy-update>

HCL Customer Portal: <https://www.hcltechsw.com/wps/portal/about/welcome>

HCL Entitlements and License Management Help:

https://hclpnpsupport.hcltech.com/csm?id=kb_article&sysparm_article=KB0041552# Entitlements, License Management

HCL Customer Success Team: customersuccess@hcl.com