

Feature Retirement Philosophy

At salesforce.com, we know that customer success is built on trust. We are committed to providing our customers with visibility into our feature retirement philosophy to continue to build trust, and want to share how much advance notice customers should expect and what will be included in our communications to system administrators.

[Salesforce.com](https://www.salesforce.com) determines which features to retire using an extensive process that includes analysis of product usage information, listening to feedback shared via the [IdeaExchange](#), and direct conversations with customers. Our goal is to apply our resources to areas that will add the most value for customers. This may require retiring features that are consuming resources while delivering low value to customers or features that 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 feature, we will endeavor to provide customers with the following:

- **Advance Notice:** Written notice to system administrators at least 12 months before functionality is retired, and periodic reminders prior to the retirement date,
- **Recommended Alternative:** Suggestion of new features in our service, or from other sources, as successors to retired features,
- **Uninterrupted Support:** Continued support for features until the retirement date,
- **Respectful Timing:** Consolidation of significant changes, including feature or product retirement, as close to the major seasonal releases as possible.

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:** Salesforce.com 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.

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

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

We will post any updates to this document on our public website at www.salesforce.com. Updates will take effect no earlier than 30 days after posting on our website.

This document was last updated on April 9, 2012.