Offboarding procedure

We appreciate the time you've spent with us, and we're sorry to see that you decided to offboard one of your instance(s). If you have decided to offboard one or more instances, we are here to make the process as hassle-free as possible. Below are the steps to guide you through the offboarding procedure.

Step 1: Open a Support Ticket

Please initiate the offboarding process by opening a support ticket through our dedicated support platform at (https://support.cloud68.co. In your ticket, kindly mention the specific instance and package you wish to get offboarded from.

Step 2: Verify Main Contact Person

To ensure the security of your offboarding request, make sure the request comes from the main contact person we have on record. Typically, this person is the one who filled in the instance request form.

Step 3: Confirmation and Billing Cycle

Once our support team receives your offboarding request, we will inform you about when your billing cycle will end. We'll also acknowledge that we have received the request and are initiating the offboarding procedure for your instance.

Step 4: Data Backup

As part of the offboarding process, we will send you a backup of your instance data up to the date of your offboarding request. This backup will include all materials necessary for you to reinstall the instance elsewhere or self-host.

Please note that we do not offer specific data extraction services (e.g., calendars from your Nextcloud instance or specific chats from a Mattermost channel) as a standard part of the offboarding process. However, we can provide this service at an additional cost, billed per hour. If you require such specific data extraction, please specify this in your support ticket.

Step 5: Data Retention Period

Upon sending you the backup data, we will inform you that the data will be available for a period of 10 calendar days. After this period, all data associated with your instance will be permanently deleted from our servers.

If you have any further questions or require additional assistance during the offboarding process, feel free to reach out to our support team through the existing support ticket.

Thank you for choosing our services, and we wish you the best.

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