

## Overview

The REDACTED Removals and Terminations (ART) team handles requests to remove offers or publisher accounts from the commercial marketplace. The removal may be requested by either the publishers themselves or by REDACTED.

There are three main actions that can be taken on offers or accounts:

- Offer Stop-Sell
- Resource removal and order cancellation
- Account Termination

The term "removal" is a generic term that means any of those actions. We use this term in communications with external teams, and for any scenarios that covers one of the actions.

### Cloudy says:

For urgent or emergency Stop-Sell: see Urgent or Emergency Stop-Sell



For more information on the commercial marketplace offer types, see the [Offer Type Map](#).

## Scope

The ART team owns the removals of offers, accounts, and customer reviews from the marketplace.

Offers published on other storefronts (such as REDACTED) aren't in scope for the ART team.

## Offer Stop-Sell

**Offer Stop-Sell** means the offer is removed from the commercial marketplace. New customers can't find and buy the offer. However, existing customers who already own the offer can continue to use it. If a current customer deletes the offer after we remove it, they won't be able to purchase it again.

## Resource Removal and Order Cancellation

Resource removal means the offer is removed from the commercial marketplace and from customers who currently own it. New customers won't be able to find and acquire the offer. Existing customers

who already own the offer can no longer use it or see it in their portal. REDACTED also stops billing the customers by cancelling any active subscriptions or orders.

**Cloudy says:**

Virtual Machine (VM) can't be removed from existing customers.



## Account Termination

**Account Termination** is when the publisher account is removed from the commercial marketplace. This means all the publisher's offers are Stop-Sold and removed from customers.

**Cloudy says:**

VM can't be removed from existing customers.

