Secureworks®

NOTICE

Secureworks Lifecycle Policy

Introduction and Overview

The Secureworks Lifecycle Policy is designed to protect a customer's investment by ensuring customers have appropriate hardware, software, and firmware deployed at all times in order to enable Secureworks services. The policy informs customers of their roles and responsibilities as they relate to the lifecycle policy, and provides information to help customers make upgrade and deployment decisions.

At any point in time, Secureworks' current list of supported third-party platforms or software may not reflect all versions supported by the third-party vendor themselves, particularly as Secureworks takes additional time to certify new vendor releases based on security, feature sets, and stability. Secureworks will communicate any changes in support of platforms and/or versions to Customers via the following link: https://www.secureworks.com/support/lifecycle-policy .

In order to be assured of uninterrupted service, Customers must comply with changes communicated by Secureworks by the EOL date provided to maintain managed services delivery.

Hardware and software General Availability ("GA"), End-of-Sale ("EOS") dates, and EOL dates are communicated through the Secureworks Hardware and Software Support Status matrix published at the following location: https://www.Secureworks.com/contact/client-support/lifecycle-policy . Secureworks reserves the right to alter the GA, EOS, and EOL dates at any time for any reason. Secureworks is not responsible for errors within the Hardware and Software Support Status matrix. Secureworks aims to provide notifications in conjunction with Vendor EOL notification; however, it is ultimately the Customer's responsibility to follow EOL notifications issued directly by 3rd party vendors.

Service Bundle Customers

Service bundle Customers have purchased a subscription lease from Secureworks including the needed hardware, software licensing and maintenance support. Customers do not own the hardware. Specifically, the following items are included:

- Hardware warranty services
- Hardware/software maintenance
- Security content updates
- Upgrade of the device to a similar replacement device (as defined by Secureworks) at device EOL
- Prior to the EOL date, the SOC team will contact Customer to schedule a replacement device
  - A new device will be shipped to Customer's designated shipping address and installed at Customer's convenience, with Customer's assistance

- o Note the new device must be installed prior to the EOL date in order to ensure uninterrupted service
- Failure to install new device prior to the EOL date may result in any of the following occurring:
  - o Transition to monitored only service at existing contract price
  - o Service Level Agreements will be revoked and service will continue, if possible, only at best effort
  - o Services will be restored to original managed services once hardware and/or software is brought up to date

Product Customers

Product Customers purchase the needed hardware (and therefore own it outright) and a separate maintenance contract. The maintenance contract covers warranty services, all security and software updates to the devices, and customer support. A replacement of the device at EOL is not included; Product customers are responsible for purchasing a replacement device and maintenance contract upon EOL of existing hardware. Contact your sales representative for details or options to convert to a subscription lease if applicable.

- Product customers must purchase both hardware and a maintenance contract for updated hardware prior to EOL
- Failure to purchase and install a new device prior to EOL date may result in any of the following:
  - o Degradation or loss of service
  - o Transition to monitored only service at existing contract price
  - o Service Level Agreements will be revoked and service will continue, if possible, only at best effort
  - o Services will be restored to original managed services once device is brought up to date

Please contact your Secureworks Sales representative with questions related to EOL announcements or to replace equipment with current supported versions.