

## NOTICE

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### Announcement of End of Life of Managed Tipping Point Services

The following services are included in this EOL along with their respective EOL effective date:

Service	Effective EOL Date
Managed Tipping Point Firewall Services	October 31, 2019

**Please note there is no effect on Monitored Tipping Point services. Secureworks is able to continue ongoing monitoring of your Tipping Point Firewall services.**

Secureworks recommends one of the following alternative offerings:

- Upgrade Customer premise equipment to a currently supported managed device. For information on supported devices, please visit our lifecycle policy at <https://www.secureworks.com/client-support/lifecycle-policy> or submit a Helpdesk ticket in the Secureworks Client Portal.
- If Tipping Point is still required in Customer's environments, Secureworks can monitor the device(s). Customers should contact their Account Owners to exchange current contracts from a managed to a monitored agreement.

Thank you,  
Secureworks Service Lifecycle Management