

WEBROOT®

WEB SECURITY SERVICE

WEBROOT
Smarter Cybersecurity®

END OF LIFE NOTIFICATION

Webroot is starting the end of life (EOL) process for the Webroot® Web Security Service. Closedown is planned for midnight GMT on October 1, 2018.

The cybersecurity landscape has evolved since we launched Webroot Web Security Service in 2007. Webroot remains committed to advancing our cybersecurity solutions to stay ahead of cybercriminals.

Based on our customers and extensive market research, an effective alternative way to combat network layer threats is with the recently released, cloud-based Webroot SecureAnywhere® DNS Protection service. More information about DNS Protection can be found [here](#).

How will the EOL impact you?

- If your existing contract expires *after* midnight GMT, October 1, 2018, your Webroot Account Manager will contact you to discuss service options.
- If your contract expires *before* midnight GMT, October 1, 2018, you will not be able to renew it. We will provide assistance to smooth your transition away from the Web Security Service, and will work with you to determine if DNS Protection would be suitable for your needs.
- You will continue to receive full product support until the end of your contract or the EOL date, whichever occurs first.
- To receive Webroot® Web Security Service product support click [here](#) to open a ticket. Please note that a change in the ticket creation and interaction process has now been implemented. More information and detailed instructions are available [here](#).

- As part of the end of life for WSS, Webroot will be retaining log data for active customers for a six month period following the EOL date, October 1, 2018. If you would like a copy please reach out to Webroot support. After April 1, 2019 all log data will not be available and will be destroyed.