Product and Services Bulletin

External Announcement

End of R&D Support for Intelligent Gateway Solution Notification

BULLETIN ID:	697-00390-01
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Background:

The IGW Solution was introduced in August 2011 to provide highly scalable TDM-to-IP interworking. Ribbon Communications, Inc. ("Ribbon") announced the end of Product Sales of the Intelligent Gateway Solution in September 2020.

Milestone	Date
End of Product Sale Notification: Date on which Ribbon announced its intent to stop selling the solution	September 30, 2020
End of Product Availability: Date on which Ribbon stopped accepting new orders.	March 31, 2021
End of Product Delivery: Date on which Ribbon stopped shipping Product.	September 30, 2021
End of R & D Support	December 31, 2022
End of Product Support: Date on which Ribbon stops offering RibbonCare and RMA Services for the Hardware.	December 31, 2023

Analysis:

This bulletin announces the **End of R&D Support** of the Intelligent Gateway Solution, meaning no further feature development or patching for this product.

Ribbon Care remains available for purchase for 2023.

Products Affected

Effected Product Code	Description
700-01553	ARTESYN PACKET PROCESSING CARD, PCIE
7100-PLAT-SVR-AC2	T7100 SERVER PLATFORM, PER SERVER, AC POWER, KR4
7100-PLAT-SVR-AC4-B	T7100 SERVER PLATFORM, PER SERVER, AC POWER, KR4 B-STOCK
7100-PLAT-SVR-AC-D1	T7100 SERVER PLATFORM, PER SERVER, AC POWER, R720T
7100-PLAT-SVR-AC-D2	POWEREDGER730T V2 AC W/GPU (SERVER) - WITH SINGLE PPE
7100-PLAT-SVR-AC-D2-DUAL	POWEREDGER730T V2 AC W/GPU (SERVER) - WITH DUAL PPES
7100-PLAT-SVR-AC-D2-LAB-D	POWEREDGER730T V2 AC W/GPU (SERVER) - LAB WITH DUAL PPES
7100-PLAT-SVR-DC2	7100 SERVER PLATFORM, PER SERVER, DC POWER, KR5
7100-PPE-DV-B	PCIE CARD, - - 12 OCT2224M VOCALLO MGW DEVICES (B-STOCK)
7100-PPE-SESS-LIC	T7100 PACKET PROCESSING LICENSE, 6300 ACTIVE G.711 SESSIONS
7100-SEC-BASIC	T7100 SECURITY PLATFORM LICENSE, PER SESSION, SOFTWARE ONLY
7100-SEC-BASIC-1K	T7100 SECURITY PLATFORM LICENSE, PER SESSION, SOFTWARE ONLY
721-01556	SHARPMEDIA SERVER, DUAL PROCESSOR, 32GB, AC, 2X PCIE-8120
721-01564	HA-CDR SERVER PLATFORM, PER SERVER, AC POWER
721-01599	T7100 SERVER, R720T, AC PWR
721-01654	T7100 SERVER PLATFORM, PER SERVER, AC POWER, KR4
721-01657	7100 SERVER PLATFORM, PER SERVER, DC POWER, KR5
HACDR-PLAT-SVR-AC1	HA-CDR SERVER PLATFORM, PER SERVER, AC POWER
POL-SD-PPE-DV	ARTESYN PACKET PROCESSING CARD

Recommendations:

Customers with IGW should consult their Ribbon sales team.

Required Actions:

There are no required actions for this bulletin.

Additional Information:

The Ribbon Care offering for products in the End of R&D life cycle stage can be found here: https://ribboncommunications.com/company/company-policies/policies/product-life-cycle-policy

Attachments:

There are no attachments for this bulletin.

Products and Releases:

The information in this bulletin is intended to be used with the following solutions/products and associated releases:

SOLUTION	SOLUTION RELEASE(S)	PRODUCT(S)	RELEASE(S)
Fixed Network Evolution	All	Intelligent Gateway Solution	All

To view the most recent version of this bulletin, access technical documentation, search the knowledge base, or contact Technical Support, please log in to Services | Customer Support Portal at: https://ribboncommunications.com/services/ribbon-support-portal.

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