PRODUCT AND SERVICES BULLETIN
External Announcement

ISSUED: December 15, 2021

SBC Core Release 8.2.x End of Product Sale Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of R&D Support (EoS) dates for Release 8.2.x software running on the Ribbon SBC 5110, 5210, 5400, 7000 and SBC SWe products. Customers with active maintenance agreements are recommended to upgrade to SBC Core 10.1.x release software for continued software fixes and security updates.

This notification is applicable to all enterprise and service provider customers.

PRODUCT CODES NO LONGER AVAILABLE

Please use the latest software SKUs for ordering new SBC appliances.

EoPS Product Code	Description	Replacement Product Code	Description
SBC-5XXX-SW-8.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. RELEASE 08.02	SBC-5XXX-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. LATEST RELEASE
SBC-5XXX-HA-SW-8.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. RELEASE 08.02	SBC-5XXX-HA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE
SBC-7000-SW-8.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. RELEASE 08.02	SBC-7000-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. LATEST RELEASE
SBC-7000-HA-SW-8.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. RELEASE 08.02	SBC-7000-HA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	December 15, 2021
Last Quote Date: Date on which the affected product codes are no longer quotable.	January 15, 2022
Last Order Date: Date on which the affected product codes are no longer orderable.	April 15, 2022
Last Ship Date/Manufacturer's Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	May 15, 2022
End of R&D Support: Date on which the product will no longer receive software updates . RibbonCare, RTS 'best effort' technical support including access to SW upgrades, but without software patches, critical issue root cause analysis, or assurance of interoperability with other product releases (HW and SW), remains available for purchase. Please contact your Ribbon channel or account manager for details.	November 30, 2022

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by the customers?	Ribbon recommends that customers work with their Ribbon Account Manager or Channel Account Managers to upgrade to the latest release SBC 10.1.x
How long will R8.2.x will be available for downloading?	R8.2.x software will be available for downloading for all customers with active maintenance agreement until the End of Support (EoS) date.
Does this EoPS notification impact SBC 9.2.x release?	No, SBC 9.2.x release are not affected by this EoPS notification. This notification is for SBC 8.2.x release only.
Does this EoPS notification apply to federal government customers?	No, this notification is not applicable to federal government customers. A separate notification will be sent out for federal government customers.
Where can I find the details on Ribbons software support policy?	Refer to end of product sale policy for details on Ribbon's software release cadence and support policy. https://ribboncommunications.com/company/company-policies/policies/product-life-cycle-policy

RIBBON CONFIDENTIAL AND PROPRIETARY

This bulletin is subject to the existing customer purchase agreement between the parties which shall control in the event of conflict. The above dates are for planning purposes only and Ribbon reserves the right to change with notice.