EMS and PSX SW Release 11.0.x and 11.1.x End of Product Sale Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for the release 11.0.x and 11.1.x software running on the Ribbon EMS and PSX products. Customers with active maintenance agreements are recommended to upgrade to SW Release 11.2.x for continued support.

PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description	Replacement product Code	Description
POL-PSX-SW-110	PSX RELEASE 11.0 POLICY SERVER SW	POL-PSX-SW-112	PSX RELEASE 11.2 POLICY SERVER SW
POL-PSX-SW-111	PSX RELEASE 11.1 POLICY SERVER SW	POL-PSX-SW-112	PSX RELEASE 11.2 POLICY SERVER SW
SYM-EMS-HA-SW-110	EMS HIGH AVAILABILITY RELEASE 11.0 SOFTWARE	SYM-EMS-HA-SW-112	EMS HIGH AVAILABILITY RELEASE 11.2 SOFTWARE
SYM-EMS-HA-SW-111	EMS HIGH AVAILABILITY RELEASE 11.1 SOFTWARE	SYM-EMS-HA-SW-112	EMS HIGH AVAILABILITY RELEASE 11.2 SOFTWARE
SYM-EMS-SA-SW-110	EMS STANDALONE RELEASE 11.0 SOFTWARE	SYM-EMS-SA-SW-112	EMS STANDALONE RELEASE 11.2 SOFTWARE
SYM-EMS-SA-SW-111	EMS STANDALONE RELEASE 11.1 SOFTWARE	SYM-EMS-SA-SW-112	EMS STANDALONE RELEASE 11.2 SOFTWARE

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	April 15, 2019
Last Quote Date: Date on which the affected product codes are no longer quotable.	NA
Last Order Date: Date on which the affected product codes are no longer orderable.	NA
Last Ship Date/Manufacturer's Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	NA

End of Support: Date in which the product will no longer be supported by Ribbon	April 14, 2020

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
What action should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Account Manager(s) to upgrade their PSX and EMS deployments to Release 11.2.x
Where can I find the details on Ribbons software support policy?	Kindly refer to end of product sale policy for details on Ribbon's software release cadence and support policy. https://ribboncommunications.com/sites/default/files/2018-02/Sonus-end-of-product-sale-policy-050717.pdf

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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.