DSI SW Release 12.0
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 the release 12.0.x software for the Ribbon DSI product. Customers with active maintenance agreements are recommended to upgrade to SW Release 14.1 or later for continued software support.

PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description	Replacement product Code	Description
TRK-DSI-SW-120	DSI RELEASE 12.0 SOFTWARE	TRK-DSI-SW-141	DSI RELEASE 14.1 SOFTWARE

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon announced EoPS.	December 15, 2021
Last Quote Date: Date on which the affected product codes can no longer be quoted.	NA
Last Order Date: Date on which the affected product codes can no longer be ordered.	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 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.	December 15, 2022

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager to upgrade their DSIs to Release 14.1 or later. **Please Note:** You may additionally need to upgrade ancillary products (EMS, PSX, GSX, SBC) for the same, please refer to DSI Interoperability for exact details.
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/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.