Insight EMS/PSX and GSX Release 13.2.x and Insight EMS/PSX Release 14.0.x End of Product Sale Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of R&D Support dates for Release 13.2.x running on the Ribbon EMS/PSX/GSX products.

This bulletin also announces End of Product Sale (EoPS) and End of R&D Support dates for Release 14.0.x running on the Ribbon EMS/PSX.

Customers with active maintenance agreements are recommended to upgrade to Release 14.1.x or 15.1.x for continued support.

PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description	Replacement product Code	Description
TRK-GSX-SW-132	GSX RELEASE 13.2 SOFTWARE	**TRK-GSX-SW-141** **TRK-GSX-SW-151**	Current GSX Supported Releases

PRODUCT LIFE CYCLE DATES FOR EMS/PSX/GSX RELEASE 13.2.x

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS	January 3, 2023
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 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.	December 31, 2023

PRODUCT LIFE CYCLE DATES FOR EMS/PSX RELEASE 14.0.x

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS	January 3, 2023
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 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.	June 30, 2023

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
What action should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager(s) to upgrade their EMS/PSX and GSX deployments to Release 14.1.x or 15.1.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/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.