PRODUCT AND SERVICES BULLETIN
External Announcement

Release 10.0.x End of Product Sale Notification

Key Takeaway

Ribbon Communications, Inc. ("Ribbon") announces the End of Product Sales (EoPS) dates for Release 10.0.x software running on Ribbon EMS and PSX products.

Customers with active maintenance agreements are recommended to upgrade to release 12.0.x software for continued support.

PRODUCT CODES NO LONGER AVAILABLE

EOL Product Code	Description
POL-PSX-SW-100	PSX RELEASE 10.0 POLICY SERVER SOFTWARE
SYM-EMS-HA-SW-100	EMS HIGH AVAILABILITY RELEASE 10.0 SOFTWARE
SYM-EMS-SA-SW-100	EMS STANDALONE RELEASE 10.0 SOFTWARE

RIBBON PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS	30-April-2019
Last Order Date: Date on which the affected products are no longer orderable	NA
Last Ship Date/Manufacturer's Discontinuance: Date on which the products can no longer be shipped from Ribbon	NA
End of Support Life: Date in which the software can no longer be supported by Ribbon —calls to Ribbon level 1 no longer supported, no RMA.	29-April-2020

FAQs

Frequently Asked Questions	Answer
What action should be taken by customers?	Ribbon recommends that current (product/service) customers work with their Ribbon Account or Channel manager(s) to upgrade to PSX and EMS Release 11.2.x or Release 12.0.x

Will Ribbon support existing customers?	Ribbon will continue to support existing customers through the support period outlined above.

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.