



ISSUED: Nov 30, 2018

## Release 10.1.x and 10.2.x End of Product Sale Notification

### Key Takeaway

Ribbon Communications, Inc. ("Ribbon") announces the End of Product Sale (EoPS) and End of Support Life (EoSL) date for Release 10.1.x and 10.2.x software running on Ribbon EMS and PSX products.

Customers with active maintenance agreements are recommended to upgrade to Release 11.2.x software for continued support.

### PRODUCT CODES NO LONGER AVAILABLE

EOL Product Code	Description
POL-PSX-SW-101	PSX RELEASE 10.1 POLICY SERVER SOFTWARE
POL-PSX-SW-102	PSX RELEASE 10.2 POLICY SERVER SOFTWARE
SYM-EMS-HA-SW-101	EMS HIGH AVAILABILITY RELEASE 10.1 SOFTWARE
SYM-EMS-SA-SW-101	EMS STANDALONE RELEASE 10.1 SOFTWARE
SYM-EMS-HA-SW-102	EMS HIGH AVAILABILITY RELEASE 10.2 SOFTWARE
SYM-EMS-SA-SW-102	EMS STANDALONE RELEASE 10.2 SOFTWARE

### RIBBON PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS	30-Nov-2018
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 on which the software will no longer be supported by Ribbon - calls to Ribbon level 1 will no longer be supported, nor will RMA be supported.	29-Nov-2019

## FAQs

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

Major System	EMS, PSX
Sub System	Release 10.1.x, 10.2.x
Hardware	N
Firmware	N
Software	Y
Plug-in	N
NEW PRODUCT CODE	N/A
NEW FIRMWARE CODE	N/A
OLD PRODUCT CODE	POL-PSX-SW-101 POL-PSX-SW-102 SYM-EMS-HA-SW-101 SYM-EMS-SA-SW-101 SYM-EMS-HA-SW-102 SYM-EMS-SA-SW-102
OLD FIRMWARE CODE	N/A
NEW CLEI CODE	N/A
OLD CLEI CODE	N/A
ASSOCIATED PRODUCTS	N/A
DRAWING NUMBER	N/A
REFERENCE DRAWINGS	N/A
CHANGE CLASSIFICATION	D
REASON FOR CLASS	EOPS Notice
Vacant	
REASON FOR CHANGE	End of Product Sale
DESCRIPTION OF CHANGE	End of Product Sale (EOPS) Notice
CHANGE VERIFICATION PROCEDURES	
SAFETY Y/N	N
FIRE NOTICE Y/N	N
SERVICE AFFECTING Y/N	N
TRANSMISSION AFFECTING Y/N	N
MAINTENANCE AFFECTING Y/N	Y

RELIABILITY AFFECTING Y/N	N
POWER AFFECTING Y/N	N
TRAFFIC AFFECTING Y/N	N
EFFECT OF CHANGE (*72 CHAR)	Software
MATERIAL AFFECTED	N/A
DOCUMENTATION AFFECTED (*72 CHAR)	N/A
VENDOR IMPLEMENTATION DATE MM/DD/YYYY (10 CHAR)	11/30/2018
MODIFICATION COMPLETION DATE MM/DD/YYYY (10 CHAR)	N/A
MODIFICATION LOCATION (*72 CHAR)	N/A
TRIALED (F)IELD/(L)AB/(N)A (1 CHAR)	N/A

**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.