



ISSUED: January 10, 2019

### NetScore End of Product Sale (EoPS) Notification

Ribbon Communications, Inc. (“Ribbon”) is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for NetScore Software.

The actions taken in this announcement will be implemented in two phases:

- Phase 1 will be the EoPS for Base System SKUs that are required for new installation. This will be the last date for the sale of a new system. The SKUs impacted in this phase are listed in [Section 1](#) of this notification
- Phase 2 will be the EoPS for expansion SKUs that are required for additional sessions and database storage space. This will be the last date for the sale of expansion order codes/licenses. The SKUs impacted in this phase are listed in [Section 2](#) of this notification

This announcement will effectively remove the impacted SKUs from the Ribbon catalog and will no longer be available for purchase post the respective EoPS dates of the Base System SKUs and expansion SKUs.

Ribbon recommends that customers look at the Ribbon Protect product for their future growth plans.

#### 1. BASE SYSTEM PRODUCT CODES NO LONGER AVAILABLE AND THEIR LIFECYCLE DATES

EoPS Product Code	Description
SYM-NSC-UPK-330	NETSCORE V3.3.0 UPGRADE MEDIA KIT
SYM-NSC-BASE-40	NETSCORE V4.0.0 ANALYTICS SOFTWARE
SYM-NSC-UPK-40	NETSCORE V4.0.0 UPGRADE MEDIA KIT
SYM-NSC-SW-40	NETSCORE RELEASE 4.0.0 SOFTWARE
SYM-NSC-BASE-41	NETSCORE V4.1 ANALYTICS SOFTWARE
SYM-NSC-BASE-42	NETSCORE V4.2 ANALYTICS SOFTWARE
SYM-NSC-BASE-50	NETSCORE V5.0 ANALYTICS SOFTWARE
SYM-NSC-BASE-51	NETSCORE V5.1 ANALYTICS SOFTWARE
SYM-NSC-BASE-511	NETSCORE V5.1.1 ANALYTICS SOFTWARE
SYM-NSC-BASE-512	NETSCORE V5.1.2 ANALYTICS SOFTWARE

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	January 10, 2019
Last Quote Date: Date on which the affected product codes are no longer quotable.	February 10, 2019
Last Order Date: Date on which the affected product codes are no longer orderable.	February 10, 2019
Last Ship Date/Manufacturer’s Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	February 10, 2019
End of Support: Date in which the product can no longer be supported by Ribbon—calls to Ribbon level 1 no longer supported, no RMA.	December 31, 2019

## 2. EXPANSION PRODUCT CODES NO LONGER AVAILABLE AND THEIR LIFECYCLE DATES

EoPS Product Code	Description
NSC-UNLIMTB-UPG-LIC	NETSCORE UNLIMITED TB UPGRADE LICENSE
NSC-100-SESSIONS-LIC	NETSCORE 100 SESSIONS/PORTS LICENSE
NSC-500-SESSIONS-LIC	NETSCORE 500 SESSIONS/PORTS LICENSE
NSC-1000-SESSIONS-LIC	NETSCORE 1000 SESSIONS/PORTS LICENSE
NSC-2000-SESSIONS-LIC	NETSCORE 2000 SESSIONS/PORTS LICENSE
NSC-4000-SESSIONS-LIC	NETSCORE 4000 SESSIONS/PORTS LICENSE
NSC-10000-SESSIONS-LIC	NETSCORE 10000 SESSIONS/PORTS LICENSE
NSC-20000-SESSIONS-LIC	NETSCORE 20000 SESSIONS/PORTS LICENSE
NSC-40000-SESSIONS-LIC	NETSCORE 40000 SESSIONS/PORTS LICENSE
NSC-2000-SESSIONS-LIC-TP	NETSCORE 2000 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-4000-SESSIONS-LIC-TP	NETSCORE 4000 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-5-SESSIONS-LIC-TP	NETSCORE 5 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-25-SESSIONS-LIC-TP	NETSCORE 25 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-40000-SESSIONS-LIC-TP	NETSCORE 40000 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-10-SESSIONS-LIC-TP	NETSCORE 10 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-500-SESSIONS-LIC-TP	NETSCORE 500 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-10000-SESSIONS-LIC-TP	NETSCORE 10000 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-20000-SESSIONS-LIC-TP	NETSCORE 20000 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-100-SESSIONS-LIC-TP	NETSCORE 100 SESSIONS/PORTS LICENSE FOR THIRD PARTY
NSC-1000-SESSIONS-LIC-TP	NETSCORE 1000 SESSIONS/PORTS LICENSE FOR THIRD PARTY

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	January 10, 2019
Last Quote Date: Date on which the affected product codes are no longer quotable.	March 31, 2019
Last Order Date: Date on which the affected product codes are no longer orderable.	March 31, 2019
Last Ship Date/Manufacturer's Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	March 31, 2019
End of Support: Date on which the product can no longer be supported by Ribbon—calls to Ribbon level 1 no longer supported, no RMA.	December 31, 2019

## FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
What action should be taken by customers?	Ribbon recommends that current NetScore customers work with their Ribbon Account Manager(s) to move to Ribbon Protect
Until when can customers purchase new NetScore instances?	February 10, 2019
Until when can customers expand their currently installed NetScore instances by buying more session and database licenses?	March 31, 2019

Until when will NetScore will be supported?	December 31, 2019
Can customers expect any commercial incentive by moving to Ribbon Protect?	Yes, please contact your Ribbon Account Manager(s) to know more about this.

**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.