



ISSUED: December 21, 2020

SBC Core Release 9.0.x and 9.1.x End of Product Sale Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for Release 9.0.x and 9.1.x software running on the Ribbon SBC 5110, 5210, 5400, SBC 7000 and SBC SWe products. Customers with active maintenance agreements are recommended to upgrade to SBC Core 9.2.x release software for continued software fixes and security updates.

PRODUCT CODES NO LONGER AVAILABLE

There are no product codes specific to SBC 9.0.x and 9.1.x releases. Continue to use latest software SKUs for ordering new SBC appliances.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	December 21, 2020
End of Support: Date on which the product will no longer receive software fixes. RibbonCare RTS 'best effort' technical support without software patches remains available for purchase. Please contact your Account Manager for details.	December 30, 2021

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by customers?	Ribbon recommends that customers work with their Ribbon Account Manager(s) or Channel Account Managers to upgrade to the latest release SBC 9.2.x.
How long will R9.0.x and 9.1.x will be available for downloading?	R9.0.x and 9.1.x software will be available for downloading for all customers with active maintenance agreement until the End of Support (EoS) date.
Does this EoPS notification impact SBC 8.2.x release?	No, SBC 8.2.x release are not affected by this EoPS notification. This notification is for SBC 9.0.x and 9.1.x releases.
Where can I find the details on Ribbons software support policy?	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.