



ISSUED: January 28, 2022

## Ribbon DSC and SP2000 Software Lifecycle

This bulletin specifies the life-cycle status of current Ribbon Diameter Signaling Controller (DSC) software releases and announces the retirement of older releases. The DSC and SP2000 software apply to both the appliance-based DSC 8000 and SP2000 and the virtual implementation of the DSC Software Edition (DSC SWe) and SP2000.

All DSC and SP2000 loads prior to 18.1 are at End of R&D Support.

- DSC and SP2000 release 18.1 is under limited support and will be End of R&D Support on September 30, 2022.
- DSC and SP2000 releases 19.0, 20.0 (customer specific release), and 21.0 are all General Availability (GA) releases.
- DSC and SP2000 release 19.0 will be under Limited Support starting September 30, 2022.

Software lifecycle status is defined as follows:

### General Availability

General Availability, or “GA”, means the duration for which designated Ribbon Products (both Hardware and Software), Services, and Maintenance are available for purchase by customers for normal use in the ordinary course of business.

GA does not apply to third-party products which Ribbon is reselling unless explicitly announced by Ribbon.

GA does not mean approval for use in all countries or jurisdictions, nor does it mean a broad authorization to export without a proper license.

GA status ends on the End of Product Sale Date

### Limited Support

A Software Product enters the Limited R&D Support Milestone the day after the End of Product Sale date. Typically, a Software Product would stay in the Limited Support Milestone for 12 months. The duration may vary.

While a Software Product is in the Limited Support Milestone, the Services and Support offered may be different from GA Software Products. For instance, corrective content provided by the R&D Product Team may be limited to critical fixes. The exact Services and Support offering for a specific Software Product would be described in the EOPS bulletin.

### End of R&D Support

End of R&D Support means that the Services and Sustaining Support provided by the R&D Product team for a specific Software Product are no longer available for purchase as part of standard RibbonCare Support Services. Such Services are typically, but not restricted to, Root Cause Analysis by the Product Development team, corrective content, security updates, security scan results.

Ribbon Technical Support and Emergency Services may remain available for purchase for Software Products in the End of R&D Support life cycle. At Ribbon’s discretion, customers may be given the option to purchase Software Assurance to augment their RibbonCare contract with R&D Product support for a specific Software Product.

**End of Support**

End of Support means that Services and Maintenance for a specific Product, Software Release or feature are no longer available for purchase. The effective date upon which a Product is first classified as being at End of Support shall also be referred to as End of Support.

**PRODUCT LIFE CYCLE DATES**

Milestone	Date
Date when DSC8000, DSC SWe and SP2000 software release 18.1 is in Limited Support	January 28, 2022
Date when DSC8000, DSC SWe and SP2000 software release 18.1 is at End of R&D Support	September 30, 2022
Date when DSC8000, DSC SWe and SP2000 software release 19.0 is in Limited Support	September 30, 2022

**FREQUENTLY ASKED QUESTIONS**

Frequently Asked Question	Answer
Where can I find the details on Ribbon’s software support policy?	Ribbon’s product lifecycle policy is available here. <a href="#">Ribbon Product Lifecycle Policy</a>
Will I receive technical support for an End of Support software release?	If the DSC is covered by RibbonCare support, then best-effort emergency recovery and technical support is available for a retired software release. Ribbon technical support will attempt to restore service to an acceptable level, but software corrective content and root-cause analysis is not provided.

**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.