

# PRODUCT AND SERVICES BULLETIN

## External Announcement



ISSUED: December 15, 2021

### EMS and PSX SW Release 12.2.x End of Product Sale Notification

Ribbon Communications, Inc. (“Ribbon”) is announcing the End of Product Sale (EoPS) and End of R&D Support (EoS) dates for Release 12.2.x running on the Ribbon EMS and PSX products. Customers with active maintenance agreements are recommended to upgrade to Release 13.2.x or 14.1.x for continued support.

PRODUCT CODES NO LONGER AVAILABLE			
EoPS Product Code	Description	Replacement product Code	Description
<b>POL-PSX-SW-122</b>	PSX RELEASE 12.2 POLICY SERVER SW	<b>POL-PSX-SW</b>	LATEST POLICY SERVER SW
<b>SYM-EMS-HA-SW-122</b>	EMS HIGH AVAILABILITY RELEASE 12.2 SOFTWARE	<b>SYM-EMS-SW</b>	LATEST EMS SOFTWARE
<b>SYM-EMS-SA-SW-122</b>	EMS STANDALONE RELEASE 12.2 SOFTWARE	<b>SYM-EMS-SW</b>	LATEST EMS SOFTWARE

PRODUCT LIFE CYCLE DATES	
Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS	December 15, 2021
Last Quote Date: Date on which the affected product codes are no longer quotable	NA
Last Order Date: Date on which the affected product codes are no longer orderable	NA
Last Ship Date/Manufacturer’s Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems	NA
End of R&D Support: Date on which the product will no longer receive software updates . RibbonCare, RTS ‘best effort’ technical support including access to SW upgrades, but without software patches, critical issue root cause analysis, or assurance of interoperability with other product releases (HW and SW), remains available for purchase. Please contact your Ribbon channel or account manager for details.	December 15, 2022

## FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
What action should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager(s) to upgrade their PSX and EMS deployments to Release 13.2.x or 14.1.x
Where can I find the details on Ribbons software support policy?	Kindly refer to end of product sale policy for details on Ribbon's software release cadence and support policy. <a href="https://ribboncommunications.com/company/company-policies/policies/product-life-cycle-policy">https://ribboncommunications.com/company/company-policies/policies/product-life-cycle-policy</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.