

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: February 28, 2020

DSI SW Release 9.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 the release 9.x software for the Ribbon DSI product. Customers with active maintenance agreements are recommended to upgrade to SW Release 12.0.P1 or later for continued software support.

PRODUCT CODES NO LONGER AVAILABLE

| EoPS Product Code | Description | Replacement product Code | Description |
|-------------------|--------------------------------------|--------------------------|---------------------------|
| TRK-DSI-SW-90 | DSI RELEASE 9.0.0 SOFTWARE FOR HP G8 | TRK-DSI-SW-120 | DSI RELEASE 12.0 SOFTWARE |
| TRK-DSI-SW-92 | DSI RELEASE 9.2 SOFTWARE | TRK-DSI-SW-120 | DSI RELEASE 12.0 SOFTWARE |
| TRK-DSI-SW-93 | DSI RELEASE 9.3 SOFTWARE | TRK-DSI-SW-120 | DSI RELEASE 12.0 SOFTWARE |

PRODUCT LIFE CYCLE DATES

| Milestone | Date |
|---|--------------|
| End of Product Sale Announcement: Date on which Ribbon announced EoPS. | Feb 28, 2020 |
| Last Quote Date: Date on which the affected product codes can no longer be quoted. | NA |
| Last Order Date: Date on which the affected product codes can no longer be ordered. | 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 Support: Date at which software support will no longer be offered by Ribbon | Dec 31, 2020 |

FREQUENTLY ASKED QUESTIONS

| Frequently Asked Question | Answer |
|---|---|
| What action should be taken by customers? | <p>Ribbon recommends that current customers work with their Ribbon Account Manager(s) to upgrade their DSIs to Release 12.0 or later.</p> <p>Please Note: You may additionally need to upgrade ancillary products (EMS, PSX, GSX, SBC) for the same, please refer to DSI Interoperability for exact details.</p> |

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| 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. https://ribboncommunications.com/sites/default/files/2018-02/Sonus-end-of-product-sale-policy-050717.pdf |

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.