

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: February 10, 2021

GSX Software Releases 11.0 and 11.1 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 11.0 and 11.1 software for the Ribbon GSX/GSX9000 / SBC9000 product. Customers with active maintenance agreements are recommended to upgrade to SW Release 12.2.2 or Release 13.2 for continued software support.

PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description	Replacement product Code	Description
SW-B-110	GSX9000 V11.0 OPEN SERVICES SWITCH SOFTWARE	TRK-GSX-SW-122 TRK-GSX-SW-132	GSX RELEASE 12.2.2 or 13.2 SOFTWARE
TRK-GSX-SW-110	GSX RELEASE 11.0 SOFTWARE	TRK-GSX-SW-122 TRK-GSX-SW-132	GSX RELEASE 12.2.2 or 13.2 SOFTWARE
TRK-GSX-SW-111	GSX RELEASE 11.1 SOFTWARE	TRK-GSX-SW-122 TRK-GSX-SW-132	GSX RELEASE 12.2.2 or 13.2 SOFTWARE

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon announced EoPS.	February 10, 2021
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 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 31, 2021

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
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<p>What action should be taken by customers?</p>	<p>Ribbon recommends that current customers work with their Ribbon Account Manager(s) to upgrade their GSXs to Release 12.2.2 or 13.2. Please Note: You may additionally need to upgrade ancillary products (EMS, PSX, DSI, SBC) for the same, please refer to GSX Interoperability for exact details.</p>
<p>Where can I find the details on Ribbons software support policy?</p>	<p>Kindly 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</p>

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.