

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: Dec 21, 2020

EMS and PSX SW Release 13.0.x and 13.1.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 Ribbon EMS and PSX Releases 13.0.x and 13.1.x. Customers with active maintenance agreements are recommended to upgrade to Release 13.2.x for continued support.

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 in 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

Frequently Asked Question	Answer
What action should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Account Manager(s) to upgrade their PSX and EMS deployments to Release 12.2.x or 13.2.x
How long will releases 13.0.x and 13.1.x will be available for downloading?	Release 13.0.x and 13.1.x software will be available for downloading for all customers with active maintenance agreement until the End of Support (EoS) date.
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/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.