



ISSUED: December 15, 2021

### VNF Manager 21.2 and all prior releases 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 Ribbon VNF Manager release 21.2 and all prior VNF releases including release 19.0, 19.1, 19.2, 20.0, 20.1, 20.2, 21.0, and 21.1.

#### PRODUCT CODES NO LONGER AVAILABLE

No specific product codes are affected as VNF product codes are common to all releases.

#### 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.	December 15, 2021
Last Order Date: Date on which the affected product codes are no longer orderable.	December 15, 2021
Last Ship Date/Manufacturer’s Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	December 15, 2021
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 Account Manager for details.	December 15, 2022

#### FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by customers?	If a Ribbon customer has deployed one of these releases, they should upgrade to release 21.3.
How long will release 20.1, 20.2, 21.0, 21.1 and 21.2 will be available for downloading?	Software releases 20.1, 20.2, 21.0, 21.1 and 21.2 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?	Please 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>

Note 1: There may unique situations that affect the above dates for specific Ribbon customers with pre-existing, contractual commitments.

**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.