



Ribbon Secure Telephone Identity Product Lifecycle Policy

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Revision History:

| Revision | Date (mm/dd/yyyy) | Author(s) | Modifications |
|-----------------|------------------------------|------------------|---|
| 1.0 | 04/20/2022 | Tirthankar Pal | Initial policy document |
| 1.1 | 07/27/2022 | Tirthankar Pal | Removed older unsupported releases from the lifecycle chart |

1. Objective

This document defines the Product Lifecycle Policy for Ribbon Secure Telephone Identity (STI) Product.

2. Principles of Ribbon STI Software Lifecycle

Ribbon STI neither completely follows an Agile product lifecycle model nor a Waterfall model. It follows a hybrid product lifecycle model where there is one release in every few months (mostly every quarter).

Ribbon STI mostly operates in countries where there is regulatory mandate to address Caller ID spoofing. Going pure Agile in a highly regulated industry become difficult where coordination and approvals are needed from outside organizations such as STI-GA, CST-GA, APNF, etc. At the same time, the Ribbon STI needs to go through multiple releases to keep up with the innovation happening in this space. Considering these two important aspects, a hybrid product lifecycle is the most appropriate.

3. Release Cadence

Ribbon STI follows a quarterly release cadence with a target of 4 major releases in a year. The major releases will contain both enhancements and bug fixes.

Note: STI software releases follow a YY.MM nomenclature. So, if a release becomes generally available in December of 2022, then that release will be called 22.12.

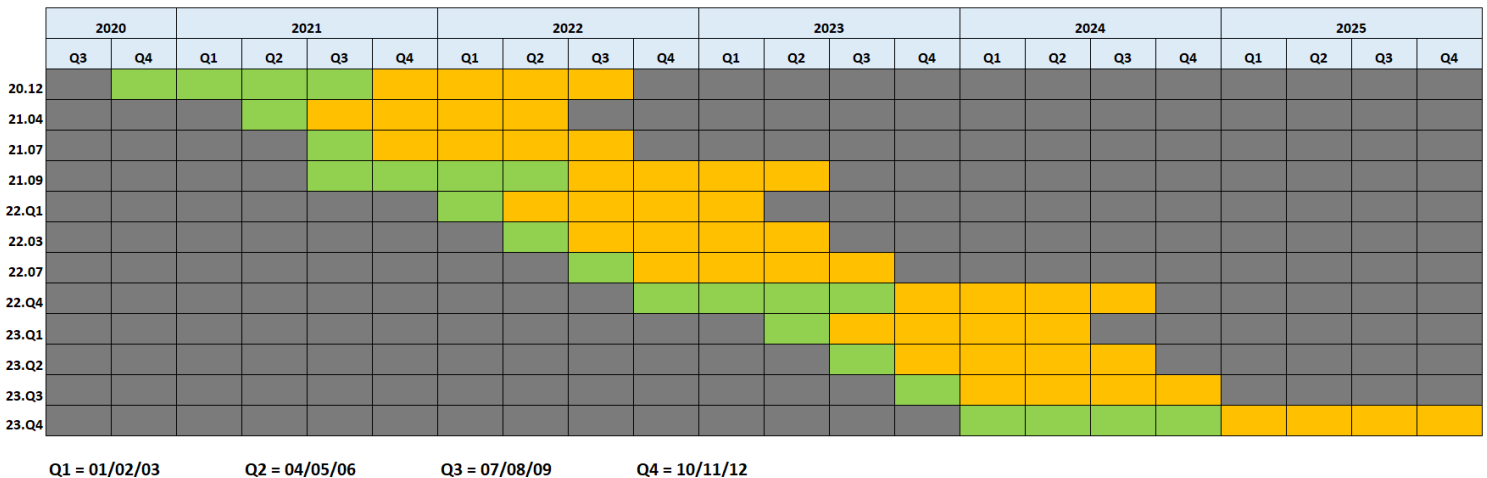
4. Support Cadence

Each STI release, except the long-term support releases, is fully supported until the next major release is Generally Available.

Once a major release becomes generally available, the earlier release goes into limited support for next 12 months. After the completion of initial 12 months, the software release will no longer be supported.

The last release of a year is typically designated as the long-term support release, which comes with 12 months of full support followed by another 12 months of limited support.

Note: For extended support of any particular release, Software Assurance program is available for purchase. Please contact your Ribbon Account Manager for more details.



| |
|---|
| Full Support |
| Limited Support (Critical bug fixes only) |
| Not Supported |

5. Lifecycle Milestones Definition

Each Release of Ribbon STI software goes through 3 stages of lifecycle:

- **Full Support:** R&D Product team provides all the Services and Maintenance. Such Services are typically, but not restricted to, Root Cause Analysis by the Product Development team, corrective content, security updates, security scan results.
- **Limited Support:** Corrective content provided by the R&D Product Team may be limited to critical fixes only. All the other fixes and enhancements will be delivered in the next major release
- **Not Supported:** Not Supported or End of Support means that Services and Maintenance for the Product, Software Release or feature are no longer available for purchase.

6. Software Upgrade

Upgrade to a particular STI software release will be supported from any release of that year or the long-term support release of the previous year.

For example, let us assume that there are four releases in year 2022 viz. 22.03, 22.06, 22.09 and 22.12. Also, the long-term support release of previous year was 21.12. Upgrade to release 22.09 will only be possible from 21.12, 22.03 and 22.06.

7. Security Patching

Software release under full support will be updated with security fixes. Security updates will be made to Ribbon STI on a timeline that is based on when fixes become "available" to Ribbon, the Ribbon severity assigned to the issue, and Ribbon STI software release cadence.

For 3rd party components, availability means that the fix is available from the 3rd party (e.g., Linux OS update). For native Ribbon code this "availability" date is based on when the vulnerability is first associated with the Ribbon STI. Note that this is the fix availability date and not when the issue is first seen in a scan.

| Severity | Patch Release Policy | Major Release Policy |
|---------------|----------------------|---|
| P1 (Critical) | 4 Weeks Max | Included if not within 4 weeks of GA |
| P2 (High) | 4 Month Max | Included if not within 4 weeks of GA |
| P3 (Medium) | 9 Month Max | Included if available at start of development cycle or 9 months prior to GA (whichever is less) |
| P4 (Low) | Discretionary | Discretionary |

Note: Generally, P2, P3, and P4 security fixes will be bundled with functionality fixes and possibly with product enhancements.