



ISSUED: January 13, 2023

SBC Core Release 9.2.x and 10.0.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 Release 9.2.x and 10.0.x software running on the Ribbon SBC 5110, 5210, 5400, SBC 7000 and SBC SWe products. Customers with active maintenance agreements are recommended to upgrade to SBC Core [11.1.x](#) or [10.1.x](#) release software for continued software fixes and security updates.

PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description	Replacement Product Code
SBC-5XXX-HA-SW-9.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. RELEASE 09.02	Not applicable. Ribbon no longer issues product codes for specific SW releases. Please visit Ribbon's support site for SW image download and instructions for device application.
SBC-5XXX-SW-9.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. RELEASE 09.02	Not applicable. Ribbon no longer issues product codes for specific SW releases. Please visit Ribbon's support site for SW image download and instructions for device application.
SBC-7000-HA-SW-9.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. RELEASE 09.02	Not applicable. Ribbon no longer issues product codes for specific SW releases. Please visit Ribbon's support site for SW image download and instructions for device application.
SBC-7000-SW-9.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. RELEASE 09.02	Not applicable. Ribbon no longer issues product codes for specific SW releases. Please visit Ribbon's support site for SW image download and instructions for device application.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	January 13, 2023
End of R&D 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 30, 2023

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by customers?	Ribbon recommends that customers work with their Ribbon Account Manager(s) or Channel Account Managers to upgrade to the latest release SBC 11.1.x or 10.1.x
How long will Releases 9.2.x and 10.0.x will be available for downloading?	R9.0.x and 9.1.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?	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.