



ISSUED: May 31, 2023

End of Product Sale Notice of Release 9.x Software for SBC 1000, SBC 2000, & SBC SWe Edge Products

Ribbon Communications, Inc. (“Ribbon”) is announcing the End of Product Sale (EoPS) of all Release 9.x software on the SBC 1000, SBC 2000, & SBC SWe Edge products. Customers with active maintenance agreements (RibbonCare) are encouraged to upgrade to SBC Edge Release 11 or Release 12 for continued software fixes and security patches.

Please Note: This bulletin is only applicable to the SBC 1000, SBC 2000, & SBC SWe Edge products. Also, effective with SBC Edge Release 11.0, the SBC SWe Lite name was changed to SBC SWe Edge.

PRODUCT CODE NO LONGER AVAILABLE

Not applicable. Ribbon Communications does not make SBC 1000, SBC 2000, or the SBC SWe Edge product software releases available as an orderable product code.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale (EoPS) Announcement: Date on which Ribbon has announced EoPS.	May 31, 2023
End of R&D Support: Date on which the products or software releases specified in this bulletin will no longer receive updates/patches, root cause analysis for critical issues, interoperability testing with new hardware/software, and Level 3 R&D support. RibbonCare support level will be ‘best effort’ level 1 and 2 Technical Support, which includes access to R&D supported software versions. Please contact your Ribbon channel or account manager for details.	May 31, 2024

Note: Please refer to the Ribbon Product Lifecycle Policy for more details - <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.