

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: May 21, 2024

SBC Core Release 11.1.x (excluding-JITC) End of Product Sale Notification

This bulletin serves as a notice that Ribbon Communications, Inc. (“Ribbon”) is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for Release 11.1.x software running on the Ribbon SBC 5400, SBC 7000 and SBC SWe (Software Edition) products. Customers with active maintenance agreements are recommended to upgrade to the latest SBC Core 12.1.x release software for continued software fixes and security updates.

Please note: This notice does not apply to any current or upcoming 10.1.x release applicable to JITC-related product deployments, deployed on product ordered under government-specific product SKUs (e.g., SKUs that typically feature “-JTC” in the SKU identifier). When available, a separate notice will be issued for such releases.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	June 30, 2024
Last Quote Date: Date on which the affected product codes are no longer quotable.	NA
Last Order Date: Date on which the affected product codes are no longer orderable.	NA
Last Ship Date/Manufacturer’s Discontinuance: Date on which the affected product codes are no longer available can no longer be shipped from Ribbon on new systems.	NA
End of R&D Support: Date on which the product will no longer receive software fixes. RibbonCare RTS (Ribbon Technical Support) ‘best effort’ technical support without software patches remains available for purchase. Please contact your Account Manager for details.	March 31, 2025

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 12.1.x.
How long will Release 11.1.x be available for download?	Release 11.1.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 conflicts. The above dates are for planning purposes only and Ribbon reserves the right to change them with notice.