

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: January 19, 2024

PSX SW Release 14.1.x 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 PSX Release 14.1.x. Customers with active maintenance agreements are recommended to upgrade PSX to Release 15.1.x or 16.1.x for continued support.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS	January 19, 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 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 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 channel or account manager for details.	December 15, 2024

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
Are all the components of PSX supported until End of R&D Support date i.e., December 15, 2024	The Red Hat Enterprise Linux (RHEL) Guest OS R7.x in the PSX package will have limited R&D support until June 30, 2024. Beyond June 30, 2024, RHEL Guest OS will be supported on a best-effort basis until December 15, 2024.
What action for PSX should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager(s) to upgrade their PSX deployments to Release 15.1.x or 16.1.x
When is the End of R&D Support date for EMS?	Ribbon’s Insight EMS reaches end of R&D support on June 30, 2024. This was previously announced on October 10, 2022 and a reminder announcement was made on August 1, 2023.
What action for EMS should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager(s) to migrate their EMS to Ribbon Application Management Platform (RAMP)

Where can I find the details on Ribbons software support policy?	Kindly refer to end of product life cycle policy for details on Ribbon’s software support policy. https://ribboncommunications.com/company/company-policies/policies/product-life-cycle-policy
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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.