

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: May 21, 2024

PSX SW Release 15.1.x 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 R&D Support (EoS) dates for PSX Release 15.1.x. Customers with active maintenance agreements are recommended to upgrade PSX to Release 16.1.x for continued support. To manage the PSX deployment, customers must use Ribbon Application Management Platform (RAMP) Release 23.12 or later. Ribbon’s Insight Element Management System (EMS) does not support PSX release 16.1.x.

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 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.	March 31, 2025

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
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 16.1.x.
Is Ribbon’s Insight EMS or Ribbon Application Management Platform (RAMP) required for PSX?	Yes. EMS or RAMP is a centralized management platform for Ribbon PSX. RAMP integrates existing EMS functionality providing a complete Fault, Configuration, Accounting, Performance, and Security solution.
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 follows Ribbon’s prior announcement on October 10, 2022. A reminder announcement was shared 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

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.