



RIBBON COMMUNICATIONS

OUR APPROACH TO

ARTIFICIAL INTELLIGENCE (AI)

Overview

Ribbon Communications (Nasdaq: RBBN) delivers communications software, IP and optical networking solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our customers, helping them modernize their networks for improved competitive positioning and business outcomes in today's smart, always-on and data-hungry world. Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core to edge software-centric solutions, cloud-native offers, leading edge security and analytics tools, along with IP and optical networking solutions for 5G.

The explosion of available generative artificial intelligence technologies (“**AI**”) underpinned by artificial neural networks, deep learning techniques and models (eg: LLMs) has the potential to transform entire industries. Ribbon anticipates that AI-powered capabilities will broadly serve to further innovate and enhance Ribbon's communications products and service offerings over time. This document outlines Ribbon's approach to the introduction and use of **trustworthy** AI and how risks with AI are identified and managed within its communications product and service offerings.

Trustworthy AI

Ribbon is committed to the development and deployment of trustworthy AI technologies. The [NIST AI Risk Management Framework](#) (“**NIST AI RMF**”) asserts that for AI systems to be trustworthy, they often need to be responsive to a multiplicity of criteria that are of value to interested parties and that trustworthy systems must exhibit the following characteristics:

- Valid and Reliable
- Accountable and Transparent
- Safe
- Secure and Resilient
- Explainable and Interpretable
- Privacy-Enhanced
- Fair – With Harmful Bias Managed

Creating and maintaining trustworthy AI requires balancing each of these characteristics based on the AI

system's context of use. Ribbon maintains a comprehensive approach to AI risk management – including determining whether AI technology is appropriate or necessary for a given context or purpose. The decision to include AI in a Ribbon product or deploy AI within the context of a Ribbon service is based on contextual assessment of the above trustworthiness characteristics, taking into account the relative risks, impacts, cost and benefits, and informed by Ribbon's stakeholders.

Ribbon AI Risk Governance

Ribbon maintains an AI risk management program in order to support the introduction and maintenance of **trustworthy** AI within the company. The Ribbon AI Steering Committee ("**AI Committee**") oversees AI risk governance within the company. The AI Committee is comprised of experienced Ribbon personnel in the areas of product development, data science, product line management, sales and marketing, technical services, information security, privacy (data protection), finance, as well as commercial and employment law.

Key operational deliverables of the AI Committee include maintenance of:

- Knowledge of evolving AI regulatory and standards landscape and how it may impact the use or provision of AI in the context of Ribbon's products, services and internal corporate functions.
- Knowledge of evolving customer expectations regarding Ribbon's use of AI within its product and services offerings.
- Corporate AI risk (re-)assessment process through use of contextual AI assessment working groups.
- Assessed AI risk identification and risk remediation oversight.
- Company-wide engagement and guidance with regards to the use of AI through use of appropriate communication channels such as internal Ribbon social media.
- Executive oversight and guidance.
- Continuous improvement posture with regards to enterprise AI risk management, capabilities and demonstrable value to Ribbon's stakeholders.

Ribbon has extended certain operational elements of its data protection program in support of its broader AI risk management program.

AI in Ribbon Products and Services

Ribbon is actively advancing a portfolio of AI-driven product and service initiatives that reflect the growing adoption of artificial intelligence across its operations and customer solutions. These initiatives are centered on data-centric capabilities—such as observability, analytics, machine learning, and automation—that enhance the operational efficiency and security of modern networks.

At the core of this innovation is Ribbon Research Labs ("**RRL**"), the company's internal incubator for emerging technologies. RRL plays a pivotal role in evaluating AI technologies through the lens of trustworthiness, fairness, and transparency, in alignment with the principles outlined in the NIST AI Risk Management Framework. To ensure responsible deployment, RRL has established a structured process

that spans technical and business stakeholders and includes customer validation stages to guide the lifecycle of AI integration. As applicable, Ribbon incorporates these guidelines throughout the product development process.

AI Regulatory and Framework

Ribbon is committed to ensuring the responsible use of AI tools in compliance with industry best practices and applicable legal frameworks, such as the EU AI Act (where applicable). We continually monitor and improve our AI systems to ensure they remain unbiased, effective, and aligned with our values of diversity and inclusion.

The EU AI Act (“Act”) is a leading regulatory framework which aims to promote the uptake of innovative, human centric and trustworthy AI while ensuring a high level of protection of health, safety and fundamental rights - including the rule of law and protection against harmful effects of AI systems. Ribbon is an operator within the value chain for AI systems under the Act and has accordingly launched a program aimed at complying with the Act. This program leverages certain elements of the company’s longstanding product development quality management system and its GDPR compliance program.

Associations

Ribbon is a corporate member of the International Association of Privacy Professionals ([IAPP](#)). The IAPP is a policy neutral, not-for-profit association founded in 2000 with a mission to define, promote and improve the professions of privacy, AI governance and digital responsibility globally.

Summary

Ribbon is committed to **trustworthy** AI innovation and aims to continuously build trust with our stakeholders and contribute positively to society. Ribbon will continue to evolve its AI risk management practices in line with technological advancements, regulatory developments and stakeholder expectations in support of providing trustworthy AI within its products and services.

Feedback or questions regarding this document and Ribbon approach to AI can be directed to Ribbon at:

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