SBC Core Release 7.2.x End of Product Sale Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for Release 7.2.x software running on the Ribbon SBC 5110, 5210, 5400, 7000 and SBC SWe products. Customers with active maintenance agreements are recommended to upgrade to SBC Core 9.2.x release software for continued software fixes and security updates.

Note - This notification is applicable to all enterprise and service provider customers except for federal government customers. A separate notification will be sent out for federal government customers at a later date.

PRODUCT CODES NO LONGER AVAILABLE

Please use the latest software SKUs for ordering new SBC appliances.

EoPS Product Code	Description	Replacement Product Code	Description
SBC-5XXX-SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. RELEASE 07.02	SBC-5XXX-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. LATEST RELEASE
SBC-5XXX-HA-SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. RELEASE 07.02	SBC-5XXX-HA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE
SBC-7000-SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. RELEASE 07.02	SBC-7000-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. LATEST RELEASE
SBC-7000-HA-SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. RELEASE 07.02	SBC-7000-HA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	January 16, 2021
Last Quote Date: Date on which the affected product codes are no longer quotable.	February 16, 2021
Last Order Date: Date on which the affected product codes are no longer orderable.	May 16, 2021
Last Ship Date/Manufacturer's Discontinuance: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	June 16, 2021
End of Support: Date on which the product will no longer receive software fixes. RibbonCare, RTS 'best effort' technical support without software patches remains available for purchase. Please contact your account manager for details.	January 16, 2022

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by the customers?	Ribbon recommends that customers work with their Ribbon Account Manager or Channel Account Managers to upgrade to the latest release SBC 9.2.x
How long will R7.2.x will be available for downloading?	R7.2.x software will be available for downloading for all customers with active maintenance agreement until the End of Support (EoS) date.
Does this EoPS notification impact SBC 8.2.x release?	No, SBC 8.2.x release are not affected by this EoPS notification. This notification is for SBC 7.2.x release only.
Does this EoPS notification apply to federal government customers?	No, this notification is not applicable to federal government customers. A separate notification will be sent out for federal government customers.
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

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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.