PRODUCT AND SERVICES BULLETIN
External Announcement

ISSUED: December 20, 2024

SBC Core Release 7.2.x FIPS & JITC Validated Software End of Product Sale & End of Support 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 SBC Core Release 7.2.x software for Ribbon SBC 5400, SBC 7000 and SBC SWe (Software Edition) JITC-supporting deployments.

Customers with active maintenance agreements that require FIPS or JITC-validated product deployments are strongly recommended to upgrade to the FIPS 140-3 & JITC-validated SBC Core 10.1.6 release software, for continued software fixes and security updates.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Notification: The date on which Ribbon announced EoPS.	December 20, 2024
End of R&D Support: End of R&D Support means the Ribbon R&D team will no longer provide R&D Support services for a Product after the date announced by Ribbon for the end of R&D Support ("End of R&D Support Date"). Sixty days prior to the End of R&D Support Date, Ribbon may at its discretion limit R&D Support to only corrective content and security updates for critical severity issues. Please contact your Account Manager for details.	March 31, 2025

Table notes:
1. *The above dates are for planning purposes only and Ribbon reserves the right to change them with notice.*
2. *In the event this bulletin conflicts with your existing Ribbon purchase agreement, your purchase agreement shall control and take precedence.*

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by customers with JITC-related deployments?	Ribbon recommends that customers work with their Ribbon Account Manager(s) or Channel Account Managers to upgrade to the latest release SBC 10.1.6 release and purchase the applicable licenses.
How long will Ribbon support be available for JITC-related Release 7.2.x deployments?	Support for the Release 7.2.x software will be available for all customers with active maintenance agreements until the End of Support (EoS) date.

Where can I find the details on Ribbon's software support policy?	Refer to the 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

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-5XXXSW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. RELEASE 07.02	SBC-5XXXSW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. LATEST RELEASE
SBC-5XXXHA-SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. RELEASE 07.02	SBC-5XXXHA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE
SBC-7000SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. RELEASE 07.02	SBC-7000SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. LATEST RELEASE
SBC-7000HA-SW-7.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. RELEASE 07.02	SBC-7000HA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE

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 with notice.