SBC Core Release 6.2.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 SBC Core release 6.2.x software running on the Ribbon SBC 5100, 5110, 5200, 5210, 5400 SBC 7000 and SBC SWe products. Customers with active maintenance agreements are recommended to upgrade to SBC Core release 8.2.x software for continued support.

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

PRODUCT CODES NO LONGER AVAILABLE

Please use the latest software SKUs to order SBC software.

EoPS Product Code	Description	Replacement product Code	Description
SBC-5XXX-SW-6.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. RELEASE 06.02	SBC-5XXX-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION. LATEST RELEASE
SBC-5XXX-HA-SW-6.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. RELEASE 06.02	SBC-5XXX-HA-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 5XXX APPLICATION RUNNING ON AN HA CONFIG. LATEST RELEASE
SBC-7000-SW-6.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. RELEASE 06.02	SBC-7000-SW	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION. LATEST RELEASE
SBC-7000-HA-SW-6.2	BASE SYSTEM SOFTWARE LICENSE FOR SBC 7000 APPLICATION RUNNING ON AN HA CONFIG. RELEASE 06.02	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, 2020
Last Quote Date: Date on which the affected product codes are no longer quotable.	February 16, 2020

Last Order Date: Date on which the affected product codes are no longer orderable.	May 16, 2020
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, 2020
End of Support: Date on which the product will no longer be supported by Ribbon	January 16, 2021

FREQUENTLY ASKED QUESTIONS

Frequently Asked Question	Answer
What action should be taken by customers?	Ribbon recommends that customers work with their Ribbon Account Manager(s) to upgrade to SBC Core release 8.2.0 R0.
How long will SBC Core release 6.2.x be available for downloading?	SBC Core release 6.2.x software will be available for downloading to all customers with active maintenance agreement until the End of Support (EoS) date.
Does this EoPS notification applicable to federal government agencies and customers?	No, this notification is not applicable to federal government agencies and customers. A separate notification will be sent out for federal government customers.
Where can I find the details on Ribbon's software support policy?	Kindly refer to end of product sale policy for details on Ribbon's software release cadence and support policy. https://ribboncommunications.com/sites/default/files/2018-02/Sonus-end-of-product-sale-policy-050717.pdf

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.