Ribbon PSX and Insight EMS Software Release 11.2.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 11.2.x software running on the Ribbon's PSX and EMS products. Customers with active maintenance agreements are recommended to upgrade to Release 13.2.x for continued support.

PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description	Replacement product Code	Description
POL-PSX-SW-112	PSX RELEASE 11.2 POLICY SERVER SW	POL-PSX-SW	PSX POLICY SERVER SOFTWARE
SYM-EMS-HA-SW-112	EMS HIGH AVAILABILITY RELEASE 11.2 SOFTWARE	SYM-EMS-SW	EMS SOFTWARE
SYM-EMS-SA-SW-112	EMS STANDALONE RELEASE 11.2 SOFTWARE	SYM-EMS-SW	EMS SOFTWARE

Note: Please use the latest software SKUs for ordering new EMS and PSX releases.

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.	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 can no longer be shipped from Ribbon on new systems.	NA
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 current customers work with their Ribbon Account or Channel Manager(s) to upgrade their PSX and EMS deployments to Release 13.2.x
How long will releases R11.2.x will be available for downloading?	Release 11.2.x software will be available for downloading for all customers with active maintenance agreement until the End of Support (EoS) date.
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

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.