

# PRODUCT AND SERVICES BULLETIN

## External Announcement



ISSUED: May 23, 2025

### End of Product Support Notice for Edge 8000 Software Releases 23.6 and 24.0

Ribbon Communications, Inc. (“Ribbon”) is announcing the End of Product Sale (EoPS) and End of R&D Support dates for Releases 23.6 and 24.0 running on the Ribbon Edge 8100 and 8300 products. Customers with active maintenance agreements are recommended to upgrade to Release 25.0 for continued support.

#### SOFTWARE RELEASES NO LONGER AVAILABLE

EOPS SOFTWARE RELEASE	REPLACEMENT SOFTWARE RELEASE
Edge 8000 Software Releases 23.6 and 24.0	Edge 8000 Software Release 25.0

#### PRODUCT LIFE CYCLE DATES

Milestone	Date
<b>End of Product Sale Announcement:</b> Date on which Ribbon has announced EoPS.  The recommended software release information on the Ribbon Support Portal can be found <a href="#">here</a> .	May 23, 2025
<b>End of R&amp;D Support:</b> Date on which the product will no longer receive software updates. RibbonCare, RTS’ best effort’ technical support including access to SW upgrades, but without software patches, critical issue root cause analysis, or assurance of interoperability with other product releases (HW and SW), remains available for purchase. Please contact your Ribbon channel or account manager for details.	<b>R23.6:</b> September 30, 2025  <b>R24.0:</b> Dec 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

Frequently Asked Questions	Answer
<b>What action should be taken by customers?</b>	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager(s) to upgrade their EdgeMarc deployments to Release 25.0

<b>Where can I find the details on Ribbon’s hardware support policy?</b>	Ribbon’s product lifecycle policy is available <a href="#">here</a> .
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**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.