

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: May 23, 2025

End of Product Support Notice for EdgeMarc Software Releases 15.x, 16.1, and 16.2

Ribbon Communications, Inc. (“Ribbon”) is announcing the End of Product Sale (EoPS) and End of R&D Support dates for EdgeMarc software Releases 15.x, 16.1, and 16.2 running on Ribbon EdgeMarc 302, 304, 2900, 4808, and 6000 appliances. Customers with active maintenance agreements are recommended to upgrade to Release 16.6 for continued support.

SOFTWARE RELEASES NO LONGER AVAILABLE

EOPS SOFTWARE RELEASE	REPLACEMENT SOFTWARE RELEASE
EdgeMarc Software Releases 15.x, 16.1 and 16.2	EdgeMarc Software Release 16.6

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS. The recommended software release information on the Ribbon Support Portal can be found here .	May 23, 2025.
End of R&D Support: 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.	June 30, 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
What action should be taken by customers?	Ribbon recommends that current customers work with their Ribbon Channel or Account Manager(s) to upgrade their EdgeMarc deployments to Release 16.6

Where can I find the details on Ribbon's hardware support policy?	Ribbon's product lifecycle policy is available here .
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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.