

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: August 31, 2026

Edge 8000 Software Release 24.1 and 25.0 End of Support Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of R&D Support dates for Edge 8000 Release 24.1 and 25.0 running on the Ribbon Edge 8100, Edge 8300, and Edge 8500 products. Customers with active maintenance agreements are advised to upgrade to Release 26.0 to continue receiving support.

PRODUCT LIFE CYCLE DATES

Milestone	Date
Edge 8000 Software Release 24.1 and Release 25.0 End of Product Sale Announcement: Date on which Ribbon has announced End of Product Sale (EoPS). The recommended software release information is available on the Ribbon Support Portal here .	Now
Edge 8000 Software Release 24.1 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.	Dec 31, 2026
Edge 8000 Software Release 25.0 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.	March 31, 2026

FREQUENTLY ASKED QUESTIONS

Question	Answer
What action should be taken by customers?	Ribbon recommends that customers work with their Ribbon Account Manager(s) or Channel Account Managers to upgrade to the latest release 26.0
How long will Release 24.1 and 25.0 be available for download?	Release 24.1 and 25.0 software will be available for downloading for all customers with an active maintenance agreement 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
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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 them with notice.