

PRODUCT AND SERVICES BULLETIN

External Announcement

ISSUED: August 31, 2026



EdgeMarc Software Release 16.3 and 16.4 End of Support Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of R&D Support dates for Release 16.3 and 16.4 running on the Ribbon EdgeMarc product family. Customers with active maintenance agreements are advised to upgrade to Release 16.7 to continue receiving support.

PRODUCT LIFE CYCLE DATES

Milestone	Date
Release 16.3 and Release 16.4 End of Product Sale Announcement: Date on which Ribbon has announced EoPS. The recommended software release information is available on the Ribbon Support Portal here .	August 31, 2026
Release 16.3 and Release 16.4 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 software 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.	October 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 16.7.
How long will these Releases be available for download?	Release 16.3 and 16.4 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

RIBBON CONFIDENTIAL AND PROPRIETARY

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.