PRODUCT AND SERVICES BULLETIN

ISSUED: October 30, 2026

EdgeView Release 16.3 and 16.4 End of R&D Support Notification

This bulletin serves as notice that Ribbon Communications, Inc. ("Ribbon") is announcing End of R&D Support (EoR&DS) dates for EdgeView Releases 16.3 and 16.4 software.

Ribbon recommends that customers with active maintenance agreements upgrade to EdgeView 16.5.

EdgeView 16.5 will be the ONLY supportable version of software by Ribbon as of Jan 1st, 2027. Ribbon strongly recommends that customers plan to upgrade to 16.5 by the end of calendar year 2026.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of R&D Support: Date on which the affected products will no longer receive software updates. Additionally, the affected products will no longer receive root cause analysis for critical issues, interoperability testing with new hardware/software, and Level 3 R&D support. RibbonCare support level will be 'best effort' Level 1 and 2 Technical Support, which includes access to R&D supported software versions. Please contact your Ribbon channel or account manager for details.	All versions of EdgeView 16.4 and older - Dec 31st 2026
End of Product Sale: Date on which a product is/was no longer Generally Available for sale (previously announced dates).	EdgeView 16.3 – April 1, 2024 EdgeView 16.4 – July 1, 2025

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, EdgeView 16.5.
How long will Release 16.x be available for download?	All customers with an active maintenance agreement can download Release 16.4 software until the End of Support (EoS) date.
Where can I find the details of Ribbon's software support policy?	Ribbon's software release cadence and support policy, including its End of Product Sale and End of Product Support guidelines, are on its website:

Confidential and Proprietary. Copyright © 2026 Ribbon Communications, Inc., All Rights Reserved. Do not distribute without permission.

	https://ribboncommunications.com/company/company-policies/policies/product-life-cycle-policy

RIBBON CONFIDENTIAL AND PROPRIETARY

This Bulletin is Confidential and Proprietary. Copyright © 2026 Ribbon Communications, Inc.
All Rights Reserved. Do not distribute without permission.

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.

Confidential and Proprietary. Copyright © 2026 Ribbon Communications, Inc., All Rights Reserved. Do not distribute without permission.