

PRODUCT AND SERVICES BULLETIN

External Announcement



ISSUED: May 23, 2025

SBC Edge Release 11.x End of Support Notification

This bulletin serves as a notice that Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for Release 11.x software running on the Ribbon SBC 1000, SBC 2000, and SBC SWe Edge products. Customers with active maintenance agreements are recommended to upgrade to the latest SBC Edge 12.3.x release software for continued software fixes and security updates.

PRODUCT LIFE CYCLE DATES

Milestone	Date
End of Product Sale Announcement: Date on which Ribbon has announced EoPS: May 23, 2025. The recommended software release information can be found on the Ribbon Support Portal .	Now
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

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 SBC 12.3.x.
How long will Release 11.x be available for download?	Release 11.x 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 Ribbons software support policy?	Refer to 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.