

RibbonCare Service Portfolio



Foundational Benefits

RibbonCare is a comprehensive portfolio of maintenance and support service offerings for Ribbon solutions. RibbonCare plans are backed by highly experienced support engineers with intimate knowledge of Ribbon products and solutions. No one has better resources to help your organization optimize existing products as well as resolve or even prevent service impacting events. Choose the right plan from our broad range of maintenance and support options.



Portfolio Summary

Ribbon Communications provides comprehensive support for all products, applications and solutions via its RibbonCare program. RibbonCare provides follow-the-sun technical support coverage to respond to customers 24 hours a day, 7 days a week, 365 days a year. Services include 24x7 emergency recovery, remote technical support, document portal access, software release subscription and various hardware repair and rapid exchange support options. An extensive list of additional services are also offered to enhance any service plan. The goals of the RibbonCare program are “Always On” for technical support and service continuity assurance, as well as “Always Ready” with the most recent software upgrades.

Feature	RibbonCare
Comprehensive Support	• 24x7x365
Foundational Elements: <ul style="list-style-type: none"> • Emergency Recovery Team • Remote Technical Support • Support Portal • Software Maintenance Updates • Software Subscription 	<ul style="list-style-type: none"> • 24x7x365 • Experienced Ribbon experts • Online access to product documentation and technical bulletins • Delivery and application of software update releases • Access to download Software updates and major release upgrades
Hardware Services: <ul style="list-style-type: none"> • Return for Repair • Advance Hardware Replacement • Onsite Exchange 	<ul style="list-style-type: none"> • 24x7 RMA requests • Shipment within 14 or 28 calendar days • Proactive parts replacement dispatch • Next day ship or delivery options • Exchange by Field Technician • Next business day or 4 hour options
Additional Services:	• Enhance support plans

Other Services

Activities including assistance with network design and implementation, software upgrades (major and minor), network configurations, as well as other activities are available through Ribbon's Professional Services organization.

Examples of such services include:

- Remote Software Upgrade
- Network Design
- Network Configuration, Provisioning and Translations
- Dedicated Engineer

Details and ordering information are available via your Ribbon sales representative.



About Ribbon

Ribbon Communications (Nasdaq: RBBN) delivers communications software, IP and optical networking solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our customers, helping them modernize their networks for improved competitive positioning and business outcomes in today's smart, always-on and data-hungry world. Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core to edge software-centric solutions, cloud-native offers, leading-edge security and analytics tools, along with IP and optical networking solutions for 5G. We maintain a keen focus on our commitments to Environmental, Social and Governance (ESG) matters, offering an annual Sustainability Report to our stakeholders. To learn more about Ribbon visit rbbn.com.

Contact Us

Contact us to learn more about Ribbon solutions.