

COMPARISON CHART

ZendPHP Support Service Level Agreement

Edition	ZendPHP Bronze	ZendPHP Premium
Security Patches (LTS) ¹	✓	✓
Knowledgebase	✓	✓
Premium Application Support	✗	✓
PHP Runtime/Engine Customer Requested Fixes	✗	✓
Severity Level 1 ²	1 hour initial response time	1 hour initial response time 24 hour workaround or solution time
Severity Level 2 ²	1 hour initial response time	1 hour initial response time 5 business day ³ workaround or solution time
Severity Level 3+ ²	1 hour initial response time	1 hour initial response time 30 business day ³ workaround or solution time

ZendPHP Premium Support Scope of Coverage

Zend provides troubleshooting and root cause analysis support for all components of ZendPHP that we provide, including the PHP runtime and ZendHQ. The support team will work with the customer to facilitate a resolution to issues encountered during installation, configuration, execution, and upgrades. A resolution may take the form of a workaround or product update.

Premium Application Support includes log analysis to assist in identifying the source of application errors, highlighting traffic that could impact performance, and identifying areas where additional web server configuration and integrations with ZendPHP could benefit the customer.

Hands on coaching, mentoring, or assistance with application or infrastructure design, development, auditing, and testing are not included in support; however, customers may engage Professional Services from Zend by Perforce to address these needs.

STANDARD MAINTENANCE UPDATES

Zend provides periodic maintenance updates for its PHP runtime, the PHP extensions it ships. Zend by Perforce also periodically provides updates to the ZendHQ service/daemon, the ZendHQ ZendPHP extension, and the ZendHQ GUI.

PHP SECURITY PATCHES AND CRITICAL BUG FIXES

Zend provides periodic security patches to customers. Some of these issues may have been fixed but not released by the community PHP project, while others are newly discovered or reported. Zend may also provide updates that help improve security of the PHP runtime or extensions.

1. Security Patches(LTS): ZendPHP provides a minimum of 2 additional years of security patches for a PHP minor version beyond that provided in the PHP open source project.

2. For definitions of severity levels, please consult the [Zend Customer Handbook](#).

3. Business days are Monday — Friday.