Zend PERFORCE

COMPARISON CHART

ZendPHP Support Service Level Agreement

Edition	ZendPHP Bronze	ZendPHP Premium
Support Hours	Business Hours[1]	24X7X365[2]
Security Patches (LTS)[3]	✔	✔
Knowledgebase	✔	✔
Email / Web Support[4]	✔	✔
Premium Application Support[5]	✘	✔
PHP Runtime/Engine Customer Requested Fixes[6]	✘	✔
P1 Initial Response Time[7]	5 Business Days	2 Hours, 24X7X365
P2 Initial Response Time[7]	5 Business Days	1 Business Day
P3 Initial Response Time[7]	5 Business Days	1 Business Day

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.

Hands on coaching, mentoring, or assistance with application or infrastructure design, development, auditing, testing, tuning 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. Business Hours are Monday – Friday 8 a.m. – 6 p.m. EST in North America and CET in EMEA.
2. 24x7x365 applies to P1 production issues only; otherwise, business hours apply.
3. 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.
4. Email / Web support for ZendPHP Bronze is limited to installation support.
5. Premium Application Support includes access to our Zend Global Support team through our community portal, phone, and screen sharing services for live diagnostic of critical issues, as well as offline diagnosis of application errors gathered from the Zend support tool.
6. Customers can request that Zend expedite a fix for a specific PHP bug that has been reported to the PHP open source project. Zend will make a commercially reasonable effort to fix this problem and deliver it as a hot fix.
7. For definitions of P1-P3+, please consult the Zend Customer Handbook.