

COMPARISON CHART

Zend Server Developer Support Service Level Agreement

Edition	Zend Server Standard	Zend Server Enterprise
Support Hours	Business Hours	Business Hours
Phone Support	✗	✓
Web Support	✓	✓
Forums/Knowledgebase	✓	✓
Number of Cases	Unlimited	Unlimited
PHP Security Hot Fixes	✓	✓
PHP Critical Hot Fixes	✓	✓
Zend Framework Support	✗	✓
PHP Support	✗	✓
Authorized Customer Support Contracts	1	Unlimited
Urgent Response Time	2 Business Days	1 Business Day
High/Normal/Low Response Time	3 Business Days	1 Business Day

- Extended PHP Version Support Periods - Zend will continue to support and provide hot fixes for a PHP minor release for the specified time period after the minor release has been discontinued by PHP.net.
- Business Hours are Monday – Friday 8 a.m. – 6 p.m. EST in North America and CET in EMEA.

DEVELOPER SUPPORT SCOPE OF COVERAGE

Zend provides support for the following types of issues for all components we ship including the PHP runtime in Zend Server:

- Installation
- Usage
- Problem Diagnosis
- Configuration
- Product Defects
- Upgrade

The following types of issues are not covered:

- Production application issues
- Code development and auditing
- 3rd-party components not shipped by Zend
- Performance testing, application debugging and analysis
- Security rules and policies
- Demos and examples

Standard Maintenance Updates

Zend provides periodic maintenance updates for all Zend components. This includes but is not limited to:

- PHP Runtime and PHP Extensions
- Database driver software and client libraries
- Apache
- MySQL
- Zend Framework and Apigility
- Bundled applications (phpMyAdmin, etc.)

PHP Security and Critical Bug Hot Fixes

Zend provides periodic security hot fixes to customers. Some of these issues may have been fixed but not yet released by the PHP maintenance processes while other are newly discovered security vulnerabilities. Zend may also provide updates addressing serious PHP runtime or extensions functional bugs.