

# Zend Production Server Support

	Basic	Gold	Platinum
Support Hours	None	Business Hours	24x7x365
Phone Support	✗	✓	✓
Web Support	✗	✓	✓
Forums/Knowledgebase	✓	✓	✓
Extended PHP Version Support	✗	12 Months	18 Months
Number of Cases	N/A	Unlimited	Unlimited
PHP and Zend Framework Security Hot Fixes	✓	✓	✓
PHP and Zend Framework Critical Hot Fixes	✗	✓	✓
Remote Diagnosis	✗	✓	✓
PHP Runtime/Engine Customer Requested Fixes	✗	✗	✓
Zend Framework Customer Requested Fixes	✗	✗	✓
Authorized Customer Support Contacts	None	2	Unlimited
P1 Phone Initial Response Time	None	6 Business Hours	2 Hours, 24x7x365
P2 Initial Response Time	None	1 Business Day	1 Business Day
P3-P5 Initial Response Time	None	2 Business Days	1 Business Day