

Service Order for PHP LTS



Identification of Parties

	"Service Provider"	"Client"
Company Name	Freexian SARL	
Address	7 B rue de la Montat 42290 Sorbiers France	
EU VAT Number (if applicable)	FR07481385649	
SIREN (only for French companies)	481 385 649	

Client Contacts

	Name	Email
Administrative Contact (receives legal notices & renewals)		
Invoicing Contact (receives invoices)		
Technical Contact		

Subscription Period

Subscription Start Date	(required)
Invoicing Frequency	
Renewal Policy	
End of Use Planned Date	(optional)

Preamble

This Service Agreement, entered into by the Parties at the Subscription Start Date set above, is executed in accordance with the terms of a Master Services Agreement, signed between both Parties. If the Parties have not signed any Master Services Agreement yet, then the signature of this Service Order constitutes acceptance of Freexian's Master Services Agreement (version 1 — November 1st, 2025) located at <https://www.freexian.com/terms/>, which, together with this Service Order, form the Contract between our companies.

PHP LTS Subscription Details

Number of systems needing PHP LTS updates: (required)

Platforms requested (required):

PHP	Debian					Ubuntu				
	9	10	11	12	13	16.04	18.04	20.04	22.04	24.04
5.6	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7.0	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7.1	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7.2	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7.3	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7.4	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8.0	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8.1	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8.2	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8.3	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8.4	N/A	☐	☐	☐	☐	N/A	N/A	☐	☐	☐
8.5	N/A	☐	☐	☐	☐	N/A	N/A	☐	☐	☐

Selected offer: (required)

1. Definitions

- Platform:** a platform is a combination of a specific PHP release on a specific Debian or Ubuntu release. For example, "PHP 5.6 on Debian 12" is a Platform.
- System:** any kind of execution environment where the PHP releases provided as part of this service are executed. Servers, virtual machines, containers, computers, embedded devices running PHP releases provided by Freexian are all Systems.

2. Description of Services

The service is built around 4 offers (Basic, Pro, Business, Enterprise), each being a superset of the former. The Client can choose the offer that best suits their needs, but some offers are restricted based on the usage scenario:

	Freexian's PHP LTS Offer			
	Basic	Pro	Business	Enterprise
Maximum number of Systems	30	200	1000	As defined in the quote.
Maximum number of Platforms	4	10	20	No limit.
Price per half-year	600 €	3000 €	9000 €	As defined in the quote.
Price per year	1200 €	6000 €	18000 €	As defined in the quote.

2.1 Access to package repositories with security updates

The Client is granted access to private package repositories containing Debian packages for the Platforms requested in the "PHP LTS Subscription Details" section above.

Freexian will regularly update the corresponding Debian packages, to integrate new upstream releases and new security updates. Freexian will also monitor CVEs affecting the PHP releases and will provide security fixes.

Freexian does not guarantee that every single security issue will be fixed. However each issue will be reviewed and triaged, and some may be classified as not worthy of being fixed. Some might not be fixable at all, in which case the corresponding security announce will provide mitigation techniques.

Freexian does not guarantee any timeline for the publication of a security fix. However, Freexian will aim to:

- provide updates within 5 business days for CVE with a CVSS score greater or equal to 9;
- provide updates within 10 business days for CVE with a CVSS score between 7 and 9;
- provide updates within 20 business days for CVE with a CVSS score between 4 and 7;

The Client can use the Freexian-provided packages for their own needs, as long as it's within the limit of the number of Systems allowed by the Contract.

2.2 Sharing packages with third-parties

The Client must not make any PHP LTS Debian packages publicly available.

Clients subscribed to the "Basic" offer must not privately any PHP LTS Debian packages with any third-party organization or individual.

Clients subscribed to the "Pro", "Business" or "Enterprise" offer may privately share the Debian packages with their own customers provided that the Systems of their customers are counted as part of the "Number of Systems" permitted under this Contract. If this limit is ever exceeded, the Client must contact Freexian to amend the Contract.

Except as expressly permitted in above, the Client must not privately share any PHP LTS Debian packages to third-party organizations or individuals.

2.3 Rsync access for private mirror

Clients subscribed to the "Enterprise" offer are provided credentials to access a rsync server with all the PHP LTS repositories. This access may be used to setup an internal mirror of the repositories. The Client must ensure that:

- the mirror is not publicly accessible;
- access is restricted solely to the persons or entities authorized under this contract

Failure to comply with the requirements expressed in section 2.2 and 2.3 constitutes grounds for termination of the Contract.

2.4 Technical support

Clients that have issues with the repositories, the provided packages, the vulnerabilities, the security fixes, or any related process, can get help from Freexian by opening a support issue. The various offers include a specific amount of technical support (basic — 30min, pro — 1h, business — 2h, enterprise — 4h). Supplementary hours of technical support will be invoiced at the rate of 150 EUR/hour.

2.5 Public recognition and visibility

Clients subscribed to the "Business" or "Enterprise" offers can request to be listed on a dedicated page on Freexian's website, as a way to prove to their customers that they are indeed working with us to ensure support of a wide range of PHP versions.

3. Support Periods

This service is managed with fixed Support Periods of 6 months: from January 1st to June 30th, and from July 1st to December 31st.

4. Supported PHP and Debian/Ubuntu releases

The set of PHP releases and Debian/Ubuntu releases, and their respective status, can be adjusted between two Support Periods.

Debian releases and Ubuntu LTS releases covered by this service are available for 10 years after their initial publication.

PHP releases are available and supported for at least 6 years after their initial publication. After those 6 initial years, Freexian will aim to keep the PHP releases available even when they can no longer be supported from a security perspective. Freexian will notify technical contacts of the end of security support of any PHP release at least one year before said date. Those dates can be consulted on the website:

<https://www.freexian.com/lts/php/docs/end-of-life/>

When a new Debian/Ubuntu release comes out, the set of PHP versions that will be supported on this release is evaluated and communicated: there is no guarantee that every single PHP release shall be available on the new Debian/Ubuntu release.

When a new PHP release comes out, Freexian will aim to make it available on all supported Debian and Ubuntu releases, though it might not be possible for some of the older Debian/Ubuntu releases which are past their initial 5 years of support.

5. Price and invoicing

Subscription periods are invoiced in advance according to the price of the selected offer (see Section 2 "Description of Services"), or to the price indicated on the accepted quote in the case of a custom offer. Depending on the selected invoicing frequency, the subscription period can cover one or more Support Periods.

If the start of the subscription does not match the start of an official Support Period, the amount of the initial invoice will be adjusted so that the subscription period ends at the end of a Support Period, and the price will be adjusted pro-rata temporis.

6. Minor updates to the subscription

The following parameters of the subscription can be modified with a written Notice to sales@freexian.com:

- End of use planned date
- Invoicing frequency
- Renewal policy
- Platforms requested (provided that the new set does not exceed the limits of the current offer)
- Name and email of the various contacts

FREEXIAN SARL

Signature:

Name:

Title:

THE CLIENT

Signature:

Name:

Title: