October 22, 2026

Re: Addressing PHP vulnerabilities and their impact on Consensus products and infrastructure

To [efax Corporate] Customer:

The Cybersecurity and Infrastructure Security Agency (CISA) issued an emergency security advisory regarding critical remote code execution vulnerabilities affecting various PHP installations worldwide. For further technical details about the broader industry disclosure, you can review the official CISA Security Update.

Consensus Cloud Solutions is providing this update regarding the PHP vulnerabilities and their impact on Consensus products and infrastructure.

Service Status Report:

- **No Impact on eFax Corporate Services and Portals:** PHP is not utilized within core eFax Corporate services, the Admin Portal, or the User Portal. Consequently, these core environments remain completely unaffected by this vulnerability. There are no planned service suspensions or disruptions. All systems continue to operate normally.

Frequently Asked Questions (FAQ)

Does your organization utilize PHP in any applications, services, systems, or infrastructure supporting eFax products or services?

- PHP is utilized within select supporting marketing website components. However, there is no PHP utilization or impact on eFax Corporate Services and Portals.

Are any of those systems affected by the recently disclosed PHP vulnerability?

- No. As indicated above there was no impact on eFax Corporate Services and Portals.

What investigation actions have been taken or are planned?

- Upon disclosure of the vulnerability, Consensus executed the following response steps:
  - Inventory & Risk Assessment: Conducted a full environment inventory to identify systems running PHP, prioritizing internet-facing assets in coordination with technical operations.
  - Impact Assessment: Determined that no eFax Corporate Services and Portals were impacted by the PHP vulnerabilities.

- Threat Monitoring: Expanded threat detection coverage alongside our Managed Detection and Response (MDR) partner to verify that no unauthorized exploitation occurred. Active monitoring and enhanced threat detection managed through our MDR partner remain active across all environments to mitigate ongoing risk.

In summary, business continuity protocols performed as expected, ensuring that core messaging services remained online and unaffected.

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