

# KODAK PACKAGING SOLUTIONS



SUPPORT PLAN NAME	ADVANCED	PLUS	REMOTE	PARTS	ADVANCED	PLUS
PRODUCT APPLICATION	OUTPUT DEVICES		OUTPUT DEVICES		PROCESSORS	
ONLINE SUPPORT (partnerplace.kodak.com)	Included	Included	Included	Included	Included	Included
TELEPHONE SUPPORT	Included	Included	Included	PO required	Included	Included
Response Target	1 hour	1 hour	1 hour	1 hour	1 hour	1 hour
Principal Period of Maintenance (PPM)	13x5 (M-F, 8AM-9PM, Excluding holidays)	13x5 (M-F, 8AM-9PM, Excluding holidays)	13x5 (M-F, 8AM-9PM, Excluding holidays)	13x5 (M-F, 8AM-9PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)
ONSITE SUPPORT	Included	PO required	PO required	PO required	Included	PO required
Response Target	Next business day	Next business day	Next business day	Next business day	Next business day	Next business day
Principal Period of Maintenance (PPM)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)
Call-Out Charge within PPM	Included	Zone charge	Zone charge	Zone charge	Included	Zone charge
Labor Charge within PPM	Included	Preferred rate	Preferred rate	Preferred rate	Included	Preferred rate
FIELD CHANGE ORDERS	Included	Included	Included	Included	Included	Included
PREVENTIVE MAINTENANCE <sup>1</sup>	Included	PO required	PO required	PO required	PO required	PO required
EQUIPMENT REPAIR PARTS <sup>2</sup>	Included	Included	List price	Included	Included	Included
MAINTENANCE SUPPLIES <sup>3</sup>	Included	List price	List price	List price	Included	List price
SOFTWARE UPGRADES*	Included	List price	List price	List price	Included	List price
SOFTWARE UPDATES AND PATCHES*	Included	Included	Included	Included	Included	Included
OPTIONAL TELEPHONE SUPPORT COVERAGE	• 24x7 (M-SUN, Excluding holidays)	• 24x7 (M-SUN, Excluding holidays)	• 24x7 (M-SUN, Excluding holidays)	—	—	—
MEDIA CHANGES <sup>4</sup>	Included	Included	Included	Included	Included	Included

\* Kodak applications only. Does not include operating system upgrades and updates.

<sup>1</sup> Preventive Maintenance (PM) consists of those actions that Kodak considers necessary to ensure the proper operation of the Equipment. Kodak may, where appropriate, perform PM concurrently with other maintenance activities. Kodak shall perform the PM in accordance with Kodak specifications or more frequently if equipment performance dictates. Additional parts may be replaced during a PM not included in the Support Plan and will be chargeable. Plate line equipment is excluded from the PM entitlement. Two (2) PMs are included with the Advanced Support Plan. There are no PMs included for the Plus, Remote, and Parts Support Plans.

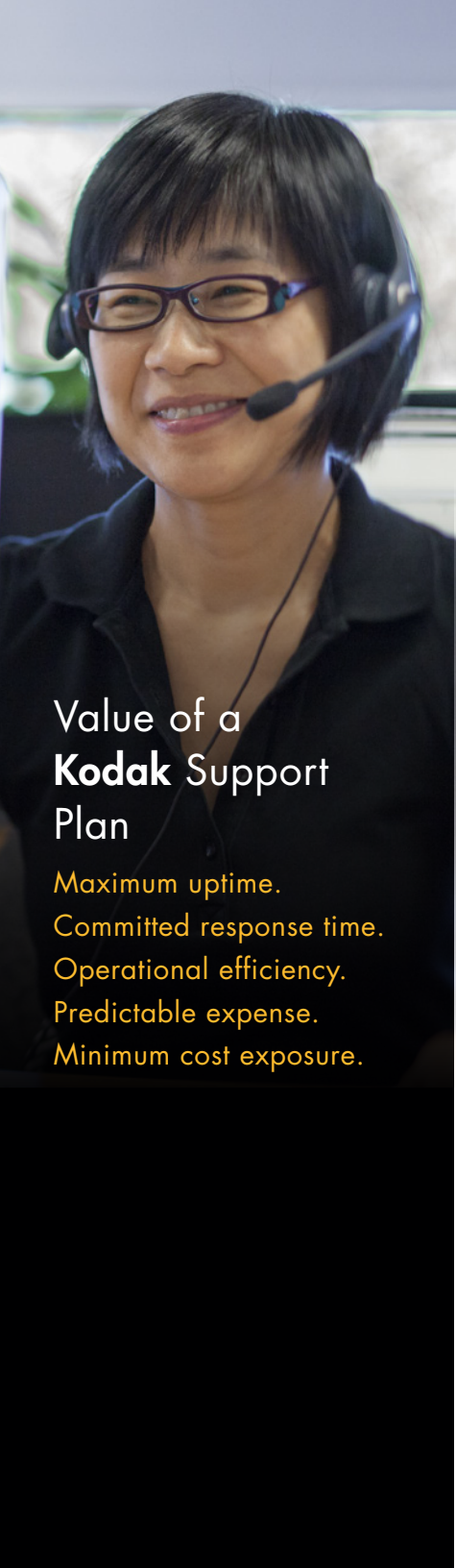
<sup>2</sup> A Certified Kodak Engineer must install all included parts. Next business day shipping is included as part of your Support Plan; otherwise, ground shipment applies. Call-out Charge and labor associated with installation of parts are billable at current rates.

<sup>3</sup> Where maintenance supplies are included, next business day shipping is included as part of your Support Plan. Some exclusions may apply. Please contact your Kodak representative for details.

<sup>4</sup> Media change is included only when changing to Kodak media. Kodak will provide support to perform media change on qualified output equipment if the Customer has a current consumables agreement with Kodak or a Kodak authorized reseller. Support (Labor and Travel) to perform imaging and exposure tests are included in the media change, but parts required to complete the media change are additional and will be billed to the Customer. Support (Labor and Travel) to perform a media change to non-Kodak media on qualified output equipment shall be charged to the Customer at Kodak's then current rate. Parts required to complete the media change are additional and will be billed to the Customer.

**GENERAL NOTES:** PPM is local time and excludes Kodak holidays. Where applicable, current Time & Material rates and minimum charges will apply – no exceptions. Zone Travel Charges are applicable per incident. Time & Material Labor Rates and Zone Travel Charges are subject to change without notice. A valid customer Purchase Order will be required prior to rendering remote or onsite support.





## Value of a Kodak Support Plan

- Maximum uptime.
- Committed response time.
- Operational efficiency.
- Predictable expense.
- Minimum cost exposure.

Service Feature	Kodak Support Plan*	Time & Material Service (T&M)
Committed response time	Yes	No, best effort response with the following estimates: <ul style="list-style-type: none"> <li>• Telephone Support: up to Next Business Day</li> <li>• Onsite Support: up to 5 Business Days</li> </ul>
Telephone support	Included in annual Support Plan	T&M labor rates apply
Minimum remote support labor charge	Not applicable	Yes, 30 minute minimum at prevailing rates
Onsite call-out charge	Not applicable	T&M labor rates apply
Minimum onsite labor charge	Not applicable	Yes – 2 hour minimum at prevailing rates
Replacement parts	Included in annual Support Plan	No – must be purchased as needed
Preventive maintenance visit(s)	Included in annual Support Plan	Chargeable service
Field change orders (FCO)/Modifications (MODs) Installation	Included in annual Support Plan	Chargeable service (except for safety FCO/MODs)
Predictable costs	Yes – annual Support Plan	No, T&M rates vary by time and zone and may change without notice. A T&M call may include the following charges: <ul style="list-style-type: none"> <li>• Telephone support labor charge</li> <li>• Minimum telephone support labor charge</li> <li>• Call-out charge</li> <li>• Minimum onsite labor charge</li> <li>• Replacement parts</li> </ul>

\*Based upon a Kodak Advanced Support Plan; features may vary based on Support Plan selection and product.

NOTE: Time and Material Labor Rates and Zone Travel Charges are subject to change without notice.

### To learn more about Support Plans from Kodak:

Visit [kodak.com/go/kodakservices](http://kodak.com/go/kodakservices)  
 Or in North America, call +1-866-563-2533

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