

SCHEDULE 2

KODAK Image Access Client Software Developer's Kit Support Terms and Conditions for the United States and Canada

Kodak will provide Licensee with technical support for the Kodak Image Access Client Software Developer's Kit (the "Software") in the United States and Canada under the following terms and conditions. For information about support terms and conditions outside of the United States and Canada, please contact a Kodak office or representative in your country.

1. Scope of Support.

During Kodak's regular business hours (Monday - Friday, 9 a.m. to 5 p.m. Eastern Standard Time, excluding Kodak holidays) Kodak will provide telephone call center support to assist Licensee in the use and operation of the Software. Licensee must purchase support services, in advance, in two (2) or five (5) hour blocks (each, a "Support Block"). Kodak will deduct time from the Support Block purchased based upon the length of the telephone call, in 0.10-hour increments with a minimum of 0.50 hours deducted per call. Licensee may purchase additional Support Blocks from time to time, as necessary.

2. Restrictions.

Licensee must use the time in each Support Block purchased within one (1) year from date of purchase. Licensee must have a current and valid license to use the Software in order to receive telephone support. If such license terminates for any reason, and Licensee does not obtain a new license from Kodak, Licensee will forfeit any remaining time remaining in the Support Block. Licensee may not resell, assign or otherwise transfer all or a portion of, or Licensee's right to receive support under, the Support Blocks purchased from Kodak.

3. Purchasing Support Blocks.

Licensee may purchase Support Blocks by calling Kodak at **1-800-645-6325, extension 30** (during Kodak's regular business hours, Monday - Friday, 9 a.m. to 5 p.m. Eastern Standard Time, excluding Kodak holidays). Payment must be made using a valid credit card issued and with a billing address in the United States or Canada. Kodak accepts Visa, MasterCard and American Express. Upon purchase of an initial Support Block, Kodak will provide Licensee with a customer number (a "K-number"). Additional Support Blocks may be purchased under the same K-number.

4. Pricing.

Two (2) hour Support Blocks are available at \$500.00 each, plus any applicable taxes.
Five (5) hour Support Blocks are available at \$1250.00 each, plus any applicable taxes.

Kodak reserves the right to increase pricing for Support Blocks, or to otherwise modify the terms under which support is made available for the Software, provided, however, that Kodak will honor the pricing and support terms set forth in this Schedule for Support Blocks purchased prior to any such modification.

5. Obtaining Support.

To obtain support, Licensee should call Kodak at **1-800-822-1414** during Kodak's normal business hours (Monday - Friday, 9 a.m. to 5 p.m., EST, excluding Kodak holidays). When requesting support, Licensee should be sure to provide the Kodak representative with Licensee's K-number.

6. Limitation of Liability.

The services outlined in this Schedule are Kodak's only obligation to provide Software support to Licensee. Kodak will not be responsible for any consequential or incidental damages resulting from services provided under the terms of this Schedule, even if advised of the possibility of such damages. Damages for which Kodak will not be responsible include, but are not limited to, loss of revenue or profit; loss of data; downtime costs; loss of use of equipment, facilities or services; costs of substitute equipment, facilities or services; delay in completion of or inability to complete applications using the Software; or claims of Licensee's customers for any such damages.