NexPress / NEXFINITY Advanced Support Plan Descriptions (Click Plan)

SUPPORT PLAN	ADVANCED	ADDITIONAL CONTRACT TERMS
PRODUCT GROUP	NEXPRESS/NEXFINITY	NexPress/NEXFINITY
CONSUMABLE / VOLUME BAND SELECTION	CLICK MANUAL READ	
CLICK BILLING / PAGE SIZE	A4+ pricing applies to all volume produced in each calendar month. Fix MSC price with or without Clicks All clicks are based on A4+ equivalent page. Current surface plans = 2 A4+ pages or 1 A3+ page Sheets 20.5"-26" = 3 A4+ pages Sheets 26"-39" = 4 A4+ pages Sheets 39"-48" = 5 A4+ pages	1. Customers are responsible for replacement of ORCs within their respective devices. 2. CLICK Plan Excessive Consumables Usage - Customers whose consumable yields fall below the then current published minimum consumable thresholds stated within the Customer Expectation Document will be subject to a restocking fee and/or additional charges. Usage calculation will be based upon orders placed with Kodak during a defined period. Excessive usage will be billed at current list prices on a periodic basis. Fifth (5th) station inks, clear dry ink, tools, and excessive ORC usage are not included in the published usage rates.
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED	
TELEPHONE SUPPORT	INCLUDED	
Response Target	1 Hour	
Principal Period of Maintenance (PPM)	9X5 (M-F, 8AM-5PM EXC. HOLIDAYS) - Regional Office Hours Apply	
ONSITE SUPPORT	INCLUDED	
Response Target	Next Business Day	
Principal Period of Maintenance (PPM)	9X5 (M-F, 8AM-5PM EXC. HOLIDAYS)	
Call Out Charge within PPM	INCLUDED	
Labor Charge within PPM	INCLUDED If a Service Call is initiated that should have been resolved by the Operator or because of operation outside of Kodak specifications, excess service call fee(s) will be levied.	
FIELD CHANGE ORDERS	INCLUDED	
PREVENTATIVE MAINTENANCE[1]	INCLUDED	
EQUIPMENT REPAIR PARTS[2]	INCLUDED	
[1] MAINTENANCE SUPPLIES	Included in CLICK Plan: DCP Consumables and ORCs, excluding Clear and Specialty Dry Inks and Developers, Sundries and other items outlined in the Customer Expectation Document. Standard shipping and handling fees apply to each shipment. DCP Consumables and ORCs remain the property of Kodak until fully consumed.	
[2] SOFTWARE UPGRADES (Kodak Applications Only)	INCLUDED	
[2] SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)	INCLUDED	
OPTIONAL TELEPHONE SUPPORT COVERAGE	Based on availability and uplift	

3. Multiple machines within the same platform and located at the same physical site must all be on the same type of service plan and page volumes will be pooled. The volumes at a single site and on the same platform will be pooled to determine the volume band for usage rates of each individual Press. NexPress and NEXFINITY volumes cannot be combined.
4. The base plan rate and usage rate may differ or increase based on the age of the Press.
5. Return of used ORCs. Kodak will identify over time selected ORCs and other DCP Consumables for inclusion in Kodak's global environmental initiatives. Customer will return these selected used DCP Consumables, as defined by Kodak. Kodak shall bear only the shipping costs associated with the return of these selected items. ORCs not returned may be subject to a core charge.
6. Customer must maintain one Kodak certified operator per shift. Subject to regular audits and €0.005 per page rate uplift if found out of compliance. A minimum of one Kodak certified operator must participate in "Kodak Best Practice Training" when offered within state or 300 miles of Customer location.
7. Customer is responsible for prescribed operator maintenance as set forth and described more particularly in the NexPert service software that accompanies the Products and other written information from the manufacturer.
8. Upon cancelation of Click Service Contracts, all unused ORC, Dry Inks and Toners must be returned to Kodak within 30 days.
9. Kodak retains the exclusive right, title and interest in and to all data and meta-data captured, stored and reported by the Kodak Service Data Management System including, without limitation, machine data, job data, ORC usage data, consumable usage data, machine configuration data, software version data, substrate data and modification data (collectively, "SDMS Data") and to all inventions, improvements, derivative works or any other form of intellectual property created by any party using or relying on the SDMS Data. No title to or ownership of SDMS Data or any derivative work using or relying on SDMS Data is transferred in whole or in part to Customer. Customer shall not provide, disclose or make the SDMS Data or any part thereof available to any third party without the prior express written permission of Kodak. Customer shall not use, print, copy, translate, license or display the SDMS Data without the prior express written permission of Kodak.
10. Network Connection Required. Customer will provide and maintain a dedicated analog telephone line or network to each mainframe machine for the exclusive use of Kodak for on-line diagnostics, meter reading and other service related activities.
11. Excess Service Calls: Customers whose onsite service calls are deemed excessive in Kodak's sole discretion and/or the identified problem(s) could have been resolved by Customer's equipment operator may be subject to additional service charges.
12. If the Customer fails to operate the Product in accordance with Kodak's published specifications, or the Customer fails to provide a suitable environment for a Product in accordance with Kodak's published specifications, Kodak may, in its sole discretion, impose additional service charges until the environment meets Kodak's published specifications and the Customer is consistently operating the Product in accordance with Kodak's published specifications.
13. Support plans and associated pricing apply only to the use of Kodak certified substrates. Support incidents caused by the use of noncertified substrates will be billed at then current time and material rates.

[1] Frequency and scope as required, does not include any maintenance to be carried out by the operator

[2] Kodak applications only. Does not include operating systems upgrades and updates.