

## Unified Workflow Support Plan Descriptions

<b>SUPPORT PLAN</b>	<b>ADVANCED</b>	<b>PLUS*</b>	<b>REMOTE</b>
<b>PRODUCT APPLICATION</b>	<b>WORKFLOW</b>	<b>WORKFLOW</b>	<b>WORKFLOW</b>
<b>ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)</b>	INCLUDED	INCLUDED	INCLUDED
<b>TELEPHONE SUPPORT</b>	INCLUDED	INCLUDED	INCLUDED
Response Target	1 HOUR	2 HOURS	2 HOURS
Principal Period of Maintenance (PPM)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)
<b>ONSITE SUPPORT</b>	INCLUDED	PO REQUIRED	PO REQUIRED
Response Target	Next Business Day	Next Business Day	Next Business Day
Principal Period of Maintenance (PPM)	9x5 (M-F 8AM-5PM EXC. HOLIDAYS)	9x5 (M-F 8AM-5PM EXC. HOLIDAYS)	9x5 (M-F 8AM-5PM EXC. HOLIDAYS)
Call Out Charge within PPM	INCLUDED	ZONE CHARGE	ZONE CHARGE
Labor Charge within PM	INCLUDED	PREFERRED RATE	PREFERRED RATE
<b>EQUIPMENT REPAIR PARTS</b>	INCLUDED	LIST PRICE	LIST PRICE
<b>SOFTWARE UPGRADES (Kodak Applications Only)</b>	INCLUDED	INCLUDED	PREFERRED PRICE
<b>SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)</b>	INCLUDED	INCLUDED	INCLUDED
<b>OPTIONAL TELEPHONE SUPPORT COVERAGE</b>	9X7A (M-SUN 8AM-5PM, EXC.HOLIDAYS) 9X7P (M-SUN 3PM-12AM, EXC.HOLIDAYS) 24X7 (M-SUN, EXC.HOLIDAYS)	9X7A (M-SUN 8AM-5PM, EXC.HOLIDAYS) 9X7P (M-SUN 3PM-12AM, EXC.HOLIDAYS) 24X7 (M-SUN, EXC.HOLIDAYS) 1 HOUR RESPONSE TARGET	9X7A (M-SUN 8AM-5PM, EXC.HOLIDAYS) 9X7P (M-SUN 3PM-12AM, EXC.HOLIDAYS) 24X7 (M-SUN, EXC.HOLIDAYS) 1 HOUR RESPONSE TARGET

\*Applicable to all Subscriptions, including Subscription Support Plans formerly known as Professional Subscription.

Hours set forth herein are in local time.

As used herein, holidays refers to holidays observed by Kodak.