

Unified Workflow Support Plan Descriptions

SUPPORT PLAN	PREMIER	PLUS*	REMOTE
PRODUCT APPLICATION	WORKFLOW	WORKFLOW	WORKFLOW
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED	INCLUDED	INCLUDED
TELEPHONE SUPPORT	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)
ONSITE SUPPORT	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 PPM	INCLUDED	PREFERRED RATE	PREFERRED RATE
EQUIPMENT REPAIR PARTS	INCLUDED	LIST PRICE	LIST PRICE
SOFTWARE UPGRADES** (Kodak Applications Only)	INCLUDED	INCLUDED	PREFERRED PRICE
SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)	INCLUDED	INCLUDED	INCLUDED
OPTIONAL TELEPHONE SUPPORT COVERAGE	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

Hours set forth herein are in local time.

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

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

**Kodak labor to perform the Software Upgrades is not included in any Support Plan unless specified in another document of the customer agreement.