

## Unified Workflow Support Plan Descriptions

| <b>SUPPORT PLAN</b>   | <b>PREMIER</b>  | <b>PLUS*</b>  | <b>REMOTE</b>   |
|---|---|---|---|
| <b>PRODUCT APPLICATION</b>                                    | <b>WORKFLOW</b>   | <b>WORKFLOW</b>   | <b>WORKFLOW</b>   |
| <b>ONLINE SUPPORT<br/>(CUSTOMER.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 PPM                                       | 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)<br>9X7P (M-SUN 3PM-12AM, EXC.HOLIDAYS)<br>24X7 (M-SUN, EXC.HOLIDAYS) | 9X7A (M-SUN 8AM-5PM, EXC.HOLIDAYS)<br>9X7P (M-SUN 3PM-12AM, EXC.HOLIDAYS)<br>24X7 (M-SUN, EXC.HOLIDAYS)<br>1 HOUR RESPONSE TARGET | 9X7A (M-SUN 8AM-5PM, EXC.HOLIDAYS)<br>9X7P (M-SUN 3PM-12AM, EXC.HOLIDAYS)<br>24X7 (M-SUN, EXC.HOLIDAYS)<br>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.