

Unified Workflow Support Plan Descriptions

SUPPORT PLAN PRODUCT APPLICATION	PREMIER	PLUS*	REMOTE
	WORKFLOW	WORKFLOW	WORKFLOW
Remote (Principle period of maintenance – PPM)	8:00 – 18:00 M-F	8:00 – 18:00 M-F	8:00 – 18:00 M-F
Remote 24h x 7d (1)	Option	Option	Option
Onsite (Principle period of maintenance – PPM) (2)	9:00 – 17:30 M-F	9:00 – 17:30 M-F	9:00 – 17:30 M-F
Software Updates (3)	Included	Included	Included
Software Upgrades (3)	Included	Included	50% discount on list price
Remote support	Included	Included	Included
Method of access for call logging (4)	Web/Phone	Web/Phone	Web/Phone
Method of response/resolution (5)	Phone/RSS	Phone/RSS	Phone/RSS
File testing	Included	Included	Included
Remote software upgrade installation [when applicable]	Included	List price	List price
Online assistance (6)	Included	Included	Included
Onsite “break and fix” activities [labour + travel (7)] within PPM	Included	15% discount on list price	List price
Emergency onsite weekend support (8)	Option	Not Available	Not Available
Target onsite response time (9)	Next Business Day	Next Business Day	Next Business Day
Server spare parts	Included	Included	List price
Onsite Upgrade installation (10)	Included	List price	List price
Proactive System Audit (11)	One per year	List price	List price
GUA attendance fee for one person per edition (12)	Included	List price	List price

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

1. Telephone Assistance outside PPM is available in English only.

2. On-site Assistance is available after efforts to resolve a problem using on-line and Telephone Assistance have been exhausted.

3. Kodak supports software that is within one version of the current release. For example, when Prinergy Workflow version 5 becomes available, support will extend as far back as version 4.x. Customers with older software will be required to upgrade to the current version or they will not be eligible for a Support Plan. Kodak software Updates and Upgrades will be available to Support Plan customers through <http://customer.kodak.com>.

4. Calls can be logged via the Web through <http://customer.kodak.com>. At equivalent Support Plan type, response priority is given to calls logged via the web over those logged via the phone.

5. Kodak’s Remote Support System (“RSS”), only available to customers with a Support Plan, provides an array of diagnostic tools and remote support to ensure that Kodak equipment is running at peak performance. Remote access must be provided to the Technical Response Centre upon request from Kodak to perform on-line activities. In absence of remote access, a Kodak field engineer will be dispatched and current Kodak hourly rates will apply.

6. On-Line Assistance services are available through access to <http://customer.kodak.com>. Please visit <http://customer.kodak.com> to register.

7. Airfare and lodging expenses are not included and will be invoiced separately.

8. Exclusion may apply; please check with your Kodak representative for details.

9. Target on-site response time is calculated from the release of the call by the remote support engineer to the on-site field organization.

10. Some optional features and 3rd party functionality may be chargeable.

11. The Proactive System Audit is a two-day service carried out by a Kodak specialist. It includes one day onsite to evaluate customer workflow and processes, and one day off-site to draw up Kodak’s recommendations. This unique service will assist you in identifying areas for improvement, outline issues, and discover the many possibilities offered by your workflow system. Customer entitlement to Proactive System Audit does not necessarily mean a dedicated visit; Kodak may elect to perform Proactive System Audit concurrently with remedial maintenance. Pre-planned visits shall be scheduled by Kodak during regular working hours of standard business days. In the case of a customer cancellation, Kodak makes no guarantee as to when a new visit will be undertaken and reserves the right to charge for any costs incurred should the cancellation occur within 24 hours of the confirmed time and date.

12. Graphic User Association (“GUA”) European conference offers an opportunity to connect with industry peers, participate in hands-on labs, attend roundtable discussions and classroom courses, and access Kodak at all levels.