

## Unified Workflow Support Plan Descriptions

<b>SUPPORT PLAN</b>	<b>PREMIER</b>	<b>PLUS*</b>	<b>REMOTE</b>
<b>PRODUCT APPLICATION</b>	<b>WORKFLOW PRODUCTS</b>	<b>WORKFLOW PRODUCTS</b>	<b>WORKFLOW PRODUCTS</b>
<b>ONLINE SUPPORT (CUSTOMER.KODAK.COM)</b>	INCLUDED	INCLUDED	INCLUDED
<b>TELEPHONE SUPPORT</b>	INCLUDED	INCLUDED	INCLUDED
Response Target	Online/Phone: 1 Hour	Online: 2 Hours/Phone: 4 Hours	Online: 2 Hours/Phone: 4 Hours
Principal Period of Maintenance (PPM)	08.00-19.00 Mo-Fr (excl Holiday)	08.00-19.00 Mo-Fr (excl Holiday)	08.00-19.00 Mo-Fr (excl Holiday)
<b>ONSITE SUPPORT</b>	INCLUDED	PREFERRED RATE	PO REQUIRED
Response Target	NEXT BUSINESS DAY	NEXT BUSINESS DAY	NEXT BUSINESS DAY
Principal Period of Maintenance (PPM)	08:00-17:00 Mo-Fr (excl Holiday)	08:00-17:00 Mo-Fr (excl Holiday)	08:00-17:00 Mo-Fr (excl Holiday)
Call Out Charge within PPM	INCLUDED	PREFERRED RATE	PO REQUIRED
Labor Charge within PPM	INCLUDED	PREFERRED RATE	PO REQUIRED
<b>PROACTIVE SYSTEM AUDIT</b>	INCLUDED	PO REQUIRED	PO REQUIRED
<b>EQUIPMENT REPAIR PARTS</b>	INCLUDED	INCLUDED	PO REQUIRED
<b>SOFTWARE UPGRADES (Kodak Applications Only)**</b>	INCLUDED	INCLUDED	PREFERRED RATE
<b>SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)</b>	INCLUDED	INCLUDED	INCLUDED
<b>OPTIONAL TELEPHONE SUPPORT COVERAGE</b>	24X7 Remote Uplift	24X7 Remote Uplift	24X7 Remote Uplift

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

\*\* Kodak labour to perform the Software Upgrades is not included unless otherwise specified in the Agreement.