

Digimaster Support Plan Description

SUPPORT PLAN PRODUCT GROUP CONSUMABLE / VOLUME BAND SELECTION	ADVANCED DIGIMASTER .A METER .J METER		ADDITIONAL CONTRACT TERMS
METER BILLING / PAGE SIZE	A METER 8.5 x 11 inches = 1 click 11 x 17 inches = 2 clicks	J METER 8.5 x 11 inches = 1 click 11 x 17 inches = 1 click	Digimaster 1. Customer RAM Calls in excess of AMPV call limit will be billed at a flat fee per call. 2. The following components are specifically EXCLUDED from replacement parts coverage for the Watkiss PowerSquare 200: a) Stitch Wire, b) Trimmer Blade and Anvil, c) G8 Stitch Head, d) G8 Clincher. 3. Customer herein agrees to use only parts and consumables provided by Kodak in connection with the use, operation and maintenance of the Products. Customer acknowledges and agrees that should Customer use any Parts or consumables not supplied or provided by Kodak, the service obligations under the terms and conditions of this Agreement shall cease and be of no further force or effect. Customer shall provide access to product to install required front end software updates as required. 4. Multiple machines located in the same physical site must all be on the same type of service plan. 5. A new service contract, containing the requested service plan change, must be received by Kodak 60 days prior to the requested date for the service plan contract change 6. Meter Readings. As required under certain service offerings, Customer will provide meter readings to Kodak on the last business day of each month email all information to NexPress-Meter-Read@Kodak.com. By prior mutual agreement, Kodak may electronically retrieve the meter readings. If no readings are provided or retrieved in any given month, Kodak will make an estimate based on prior usage. 7. Customer is responsible for prescribed operator maintenance as set forth and described more particularly in the NexPert service software that accompanies the Products and other written information from the manufacturer. 8. Upon cancelation of Click or Meter Service Contracts, all unused ORC, Dry Inks and Toners must be returned to Kodak within 30 days. 9. Where parts and / or maintenance supplies are included, next business day shipping is included as part of your service agreement. Some exclusions may apply. Please contact your Kodak representative for details. 10. Kodak retains the exclusive right, title and interest in and to all data and metadata captured, stored and reported by the Kodak Service Data Management System including, without limitation, machine data, job data, ORC usage data, consumable usage data, machine configuration data, software version data, substrate data and modification data (collectively, "SDMS Data") and to all inventions, improvements, derivative works or any other form of intellectual property created by any party using or relying on the SDMS Data. No title to or ownership of SDMS Data or any derivative work using or relying on SDMS Data is transferred in whole or in part to Customer. Customer shall not provide, disclose or make the SDMS Data or any part thereof available to any third party without the prior express written permission of Kodak. Customer shall not use, print, copy, translate, license or display the SDMS Data without the prior express written permission of Kodak. 11. Network Connection Required. Customer will provide and maintain a dedicated analog telephone line or network to each mainframe machine for the exclusive use of Kodak for on-line diagnostics, meter reading and other service-related activities. 12. Excess Service Calls: Customers whose onsite service calls are deemed excessive in Kodak's sole discretion and/or the identified problem(s) could have been resolved by Customer's equipment operator may be subject to additional service charges. 13. If the Customer fails to operate the Product in accordance with Kodak's published specifications, or the Customer fails to provide a suitable environment for a Product in accordance with Kodak's published specifications, Kodak may, in its sole discretion, impose additional service charges until the environment meets Kodak's published specifications and the Customer is consistently operating the Product in accordance with Kodak's published specifications. 14. Hours set forth herein are in local time. 15. Support plans and associated pricing apply only to the use of Kodak certified substrates. Support incidents caused by the use of non-certified substrates will be billed at then current time and material rates. 16. As used herein, holidays refers to holidays observed by Kodak.
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED		
TELEPHONE SUPPORT	INCLUDED		
Response Target	1 HOUR		
Principal Period of Maintenance (PPM)	9x5 (M-F, 8AM-5PM EXC. HOLIDAYS)		
ONSITE SUPPORT	INCLUDED		
Response Target	Next Business Day		
Principal Period of Maintenance (PPM)	9x5 (M-F, 8AM-5PM EXC. HOLIDAYS)		
Call Out Charge within PPM	INCLUDED		
Labor Charge within PPM	INCLUDED (AMPV LIMIT CALLS/QTR) If a service call is initiated that should have been resolved by the Operator or because of operation outside of Kodak specifications, excess service calls fee(s) will be levied. Average Monthly Calls/Qtr A4 Page Volume 0-250K 3 250K-500K 6 500K-700K 8 700K-1M 11 1M-1.5M 14 >1.5M 21		
FIELD CHANGE ORDERS	INCLUDED		
PREVENTATIVE MAINTENANCE	INCLUDED		
EQUIPMENT REPAIR PARTS	INCLUDED		
MAINTENANCE SUPPLIES / CONSUMABLES	INCLUDED (Toner Included Plan Only) - Excludes MICR supplies and sundries. - Standard shipping and handling fees apply to each shipment. - Included supplies remain the property of Kodak until fully consumed.		
SOFTWARE UPGRADES (Kodak Applications Only)	INCLUDED		
SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)	INCLUDED		
PROACTIVE SERVICES	UPLIFT		
OPTIONAL ONSITE SUPPORT COVERAGE	9X7 (M-SUN, 8AM-5PM EXC.HOLIDAYS) - 16X5 (M-F, 8AM-12AM EXC.HOLIDAYS) - 16X7 (M-SUN, 8AM-12AM EXC.HOLIDAYS) - 24X5 (M-F, 24 HRS EXC.HOLIDAYS) - 24X7H (M-SUN, EXC.HOLIDAYS)		