

NexPress / NEXFINITY Advanced Support Plan Descriptions

SUPPORT PLAN PRODUCT GROUP CONSUMABLE / VOLUME BAND SELECTION	ADVANCED NEXPRESS_NEXFINITY INSTANT REBATE CLICK MANUAL READ	ADDITIONAL CONTRACT TERMS
CLICK BILLING / PAGE SIZE	<p>A4+ pricing applies to all volume produced in each calendar month.</p> <p>All clicks are based on A4+ equivalent pages, first A4+ on a sheet defined as an imageable area size up to 127 square inches, for example, 11.25 x 11.25 inches = 126.6.</p> <p>Current surface plans = 2 A4+ pages or 1 A3+ page.</p> <p>Sheets 20.5"-26" = 3 A4+ pages Sheets 26"-39" = 4 A4+ pages Sheets 39"-48" = 5 A4+ pages</p>	<ol style="list-style-type: none"> Customer is responsible for replacement of ORCs within their respective device. Once within the contract term, with notification 60 days prior to the anniversary date, the customer may change to the Instant Rebate Plan. CLICK Plan Excessive Consumables Usage - Customers whose consumable yields fall below the then current published minimum consumable thresholds stated within the Customer Expectation Document will be subject to a restocking fee and/or additional charges. Usage calculation will be based upon orders placed with Kodak during a defined period. Excessive usage will be billed at current list prices on a periodic basis. Fifth (5th) station inks, clear dry ink, tools, and excessive ORC usage are not included in the published usage rates. Multiple machines within the same platform and located at the same physical site must all be on the same type of service plan and page volumes will be pooled. The volumes at a single site and on the same platform will be pooled to determine the volume band for usage rates of each individual Press. NexPress and NEXFINITY volumes cannot be combined. The base plan rate and usage rate may differ or increase based on the age of the Press. Return of used ORCs. Kodak will identify over time selected ORCs and other DCP Consumables for inclusion in Kodak's global environmental initiatives. Customer will return these selected used DCP Consumables, as defined by Kodak. Kodak shall bear only the shipping costs associated with the return of these selected items. ORCs not returned may be subject to a core charge. Customer must maintain one Kodak certified operator per shift. Subject to regular audits and \$0.005 per page rate uplift if found out of compliance. A minimum of one Kodak certified operator must participate in "Kodak Best Practice Training" when offered within state or 300 miles of Customer location. 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. Upon cancelation of Click Service Contracts, all unused ORC, Dry Inks and Toners must be returned to Kodak within 30 days. 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. Kodak retains the exclusive right, title and interest in and to all data and meta-data 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. 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. 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. 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. Hours set forth herein are in local time. Support plans and associated pricing apply only to the use of Kodak certified substrates. Support incidents caused by the use of noncertified substrates will be billed at then current time and material rates. 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 If a Service Call is initiated that should have been resolved by the Operator or because of operation outside of Kodak specifications, excess service fee(s) will be levied.	
FIELD CHANGE ORDERS	INCLUDED	
PREVENTATIVE MAINTENANCE	INCLUDED	
EQUIPMENT REPAIR PARTS	INCLUDED	
MAINTENANCE SUPPLIES	INCLUDED in CLICK Plan Choice ONLY: DCP Consumables and ORC's, excluding Clear and Specialty Dry inks and Developers, Sundries and other items outlined in the Customer Expectation Document. Standard Shipping and handling fees apply to each shipment. DCP Consumables and ORC's remain the property of Kodak until fully consumed.	
MOBILE CTP APP	NA	
SOFTWARE UPGRADES (Kodak Applications Only)	INCLUDED	
SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)	INCLUDED	
OPTIONAL TELEPHONE SUPPORT COVERAGE	N/A	
MEDIA CHANGES	N/A	
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)	