

Prepress Support Plan Descriptions

SUPPORT PLAN	PREMIER		PLUS		THERMAL HEAD	REMOTE	
PRODUCT GROUP	PREPRESS SOLUTIONS		PREPRESS SOLUTIONS		PREPRESS SOLUTIONS	PREPRESS SOLUTIONS	
PRODUCT APPLICATION	PROCESSING LINE	OUTPUT DEVICES	PROCESSING LINE	OUTPUT DEVICES	OUTPUT DEVICES	PROCESSORS	OUTPUT DEVICES
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
TELEPHONE SUPPORT	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
Response Target	1 HOUR	1 HOUR	1 HOUR	1 HOUR	2 HOURS	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)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)
ONSITE SUPPORT	INCLUDED	INCLUDED	PO REQUIRED	PO REQUIRED	PO REQUIRED	PO REQUIRED	PO REQUIRED
Response Target	Next Business Day	Next Business Day	Next Business Day	Next Business Day	BEST EFFORT	BEST EFFORT	BEST EFFORT
Principal Period of Maintenance (PPM)	9x5 (M-F Local Office Hours EXC. HOLIDAYS)	9x5 (M-F Local Office Hours EXC. HOLIDAYS)	9x5 (M-F Local Office Hours EXC. HOLIDAYS)	9x5 (M-F Local Office Hours EXC. HOLIDAYS)	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	INCLUDED	ZONE CHARGE	ZONE CHARGE	ZONE CHARGE	ZONE CHARGE	ZONE CHARGE
Labor Charge within PPM	INCLUDED	INCLUDED	PREFERRED RATE	PREFERRED RATE	LIST PRICE	LIST PRICE	LIST PRICE
FIELD CHANGE ORDERS	INCLUDED	INCLUDED	INCLUDED	INCLUDED	LIST PRICE	NA	LIST PRICE
PREVENTATIVE MAINTENANCE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	PO REQUIRED	PO REQUIRED	PO REQUIRED
EQUIPMENT REPAIR PARTS	INCLUDED	INCLUDED	INCLUDED	INCLUDED	THERMAL HEAD ONLY	LIST PRICE	LIST PRICE
MAINTENANCE SUPPLIES	INCLUDED	INCLUDED	LIST PRICE	LIST PRICE	LIST PRICE	LIST PRICE	LIST PRICE
MOBILE CTP APP	NA	INCLUDED	NA	INCLUDED	INCLUDED	NA	INCLUDED
SOFTWARE UPGRADES (Kodak Applications Only)	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
MEDIA CHANGES	NA	INCLUDED	NA	INCLUDED	NOT INCLUDED	NA	NOT INCLUDED

1 Principal Period of Maintenance: Hours set forth herein are in local time.

2 Holidays: As used herein, holidays refers to holidays observed by Kodak,

3 SLA: Kodak will provide best effort measures to support all customer SLAs, though in rare cases customer location, proximity to Field Technician and availability of field resources may cause potential delays.

4 Preventative Maintenance consists of those actions that Kodak considers necessary to ensure the proper operation of the equipment. Kodak may, where appropriate, perform Preventative Maintenance concurrently with other maintenance activities. Kodak shall perform the Preventative Maintenance in accordance with Kodak specifications. One (1) Preventative Maintenance per year is included.

5 A certified Kodak Engineer must install all equipment repair parts and thermal heads. Equipment Repair Parts may be refurbished. UDRC filters are not included. These are consumable parts.

6 Where maintenance supplies are included, UDRC filters are not included. These are consumable parts.

7 Kodak applications only. Does not include operating systems upgrades and updates.

8 After Hours Coverage: Afterhours and weekend support may be available in designated areas by Kodak upon Customer request and PO engagement. All after hours labor and travel expenses will be billed separately and based on Kodak's published rates at the time of service. All parts consumed during afterhours service will be included in the service contract terms if excessive service and/or neglect clauses do not apply.

9 RSS Connection Required: Customer will provide and maintain a dedicated network connection to each CTP for the exclusive use of Kodak for on-line diagnostics. If connection is disabled/removed for any reason Kodak will provide a 60-day grace period for reestablishment. If connection is not reestablished Customer will receive a 20% uplift in all service contract pricing. Once a connection is reestablished and Kodak has confirmed all data is transferring correctly the imposed uplift may be removed.

10 Shipping & Logistics Charges: Except as provided herein, Customer will be responsible for all shipping and logistics charges for items referred to herein. Kodak will bear the shipping and logistics charges for repair parts and thermal heads.

11 Excessive Service or Service Caused by Customer Delinquency: Customers whose ongoing service calls are deemed excessive in Kodak's sole discretion and/or problem(s) attributable to causes including, but not limited to, neglect, environmental conditions or engagement by the Customer may be subject to additional service labor and parts charges and increased service contract rates.

12 Media Change is included only when changing to or between Kodak Media. Kodak will provide support to perform Media change on qualified output equipment if the customer has a current consumables agreement with Kodak or a Kodak authorized reseller. Support (Labor and Travel) to perform imaging and exposure tests are included in the media change, but parts required to complete the media change are additional and will be billed to the customer. Support (Labour and Travel) to perform a media change to non-Kodak media on qualified output equipment shall be charged to the customer at Kodak's current rate and part number: SD-0215. Parts required to complete the media change are additional and will be billed to the customer.

13 Service Part Shipment: All service parts shipment timing will be aligned with onsite service dispatching associated with each service call.

General Notes: Where applicable, current Time & Material rates and minimum charges will apply – no exceptions. Zone Travel Charges are applicable per incident. Time & Material Labor Rates and Zone Travel Charges are subject to change without notice. A valid customer Purchase Order will be required prior to rendering remote or onsite support. Kodak retains the exclusive right, title and interest in and to all data and meta-data captured, stored and reported by the Kodak CTP System including, without limitation, machine data, job data, consumable usage data, machine configuration data, software version data. No title to or ownership of data is transferred in whole or in part to Customer. Customer shall not provide, disclose or make the 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 data without the prior express written permission of Kodak.