

Unified Workflow Support Plan Descriptions

SUPPORT PLAN	ADVANCE	PLUS	REMOTE
PRODUCT APPLICATION	WORKFLOW PRODUCTS	WORKFLOW PRODUCTS	WORKFLOW PRODUCTS
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED	INCLUDED	INCLUDED
TELEPHONE SUPPORT	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)
ONSITE SUPPORT	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
PROACTIVE SYSTEM AUDIT	INCLUDED	PO REQUIRED	PO REQUIRED
EQUIPMENT REPAIR PARTS	INCLUDED	INCLUDED	PO REQUIRED
SOFTWARE UPGRADES (Kodak Applications Only)	INCLUDED	INCLUDED	PREFERRED RATE
SOFTWARE UPDATES AND PATCHES (Kodak Applications Only)	INCLUDED	INCLUDED	INCLUDED
OPTIONAL TELEPHONE SUPPORT COVERAGE	24X7 Remote Uplift	24X7 Remote Uplift	24X7 Remote Uplift