

Support Plan Description Document



Subscription Support Plan Description

North America:

SUPPORT PLAN	Prinerger On Demand Subscription	Prinerger On Demand Subscription
	USA	Canada
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED	INCLUDED
TELEPHONE SUPPORT	INCLUDED	INCLUDED
Response Target	2 HOURS	2 HOURS
Principal Period of Maintenance (PPM)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)	13x5 (M-F 8AM-9PM EXC. HOLIDAYS)
OPTIONAL TELEPHONE SUPPORT COVERAGE	24X7 (M-SUN, EXC.HOLIDAYS) 1 HOUR RESPONSE TARGET	24X7 (M-SUN, EXC.HOLIDAYS) 1 HOUR RESPONSE TARGET

United Kingdom:

SUPPORT PLAN	Prinerger On Demand Subscription
	United Kingdom
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED
TELEPHONE SUPPORT	INCLUDED
Response Target	Online: 2 Hours/Phone: 4 Hours
Principal Period of Maintenance (PPM)	08.00-19.00 Mo-Fr (excl Holiday)
OPTIONAL TELEPHONE SUPPORT COVERAGE	24X7 (M-SUN, EXC HOLIDAYS)

Asia - Pacific:

SUPPORT PLAN	Prinerger On Demand Subscription	Prinerger On Demand Subscription	Prinerger On Demand Subscription	Prinerger On Demand Subscription	Prinerger On Demand Subscription	Prinerger On Demand Subscription
	Australia	New Zealand	Hong Kong	India	Singapore	Thailand
ONLINE SUPPORT (PARTNERPLACE.KODAK.COM)	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
TELEPHONE SUPPORT	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
Response Target	2 Hours	2 Hours	2 Hours	1 Hour	2 Hours	2 Hours
Principal Period of Maintenance (PPM)	13X5 (M-F, 8AM-9PM EXC.HOLIDAYS)	13X5 (M-F, 8AM-9PM EXC.HOLIDAYS)	9x5 (M-F 9 AM-6 PM EXC. HOLIDAYS)	9X6 (M-S, 9AM-6PM EXC.HOLIDAYS)	13x5 (M-F 9AM-10PM EXC. HOLIDAYS)	13x5 (M-F 9AM-10PM EXC. HOLIDAYS)
OPTIONAL TELEPHONE SUPPORT COVERAGE	24X7 (M-SUN, EXC HOLIDAYS) 1 HR. RESPONSE TARGET	24X7 (M-SUN, EXC HOLIDAYS) 1 HR. RESPONSE TARGET	NA	24X7 (M-SUN, INC HOLIDAYS)	NA	NA

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