Software Support, Service Availability and Maintenance

Our Software support, maintenance and service availability for **ScholarOne** is outlined below.

Support

We will provide support for the reporting of problems and the handling of your questions relating to the operation of the Software during normal support hours, which are 12:01 am Monday through 8:30 pm Friday Eastern, excluding major US and Serbian holidays. All inquiries will be handled on a first come, first served basis, however, the most severe reports will be escalated when necessary.

You must provide contact information email, name of Journal or Meeting, subject of the issue and description of the problem including error messages and any other necessary information in order for us to deal with the request.

We will provide telephone support outside of the support hours upon your request and subject to the applicable fees. This relates to weekends or extra support during non-peak hours.

You can request support as follows:

Submit a web case:

For ScholarOne Manuscripts: https://clarivate.com/webofsciencegroup/support/scholarone-manuscripts/

For ScholarOne Abstracts: https://clarivate.com/webofsciencegroup/support/scholarone-abstracts/

Submit via email:

For ScholarOne Manuscripts: s1help@clarivate.com

For ScholarOne Abstracts: s1abstractshelp@clarivate.com

Submit via phone (English):

US: 434.964.4100 or 888.503.1050.

Europe: +44 (0) 800 328 8044

Monday 5:00 a.m. – Saturday 1:30 a.m. GMT / UTC

Submit via phone (native language)

Country/Region	Hours	Days	Languages Supported	Telephone Numbers
Japan	9:30 AM – 5:30 Japan Standard Time, UTC +9	Monday to Friday	Japanese, English	+81.3.4589.3107 08008.888.855
China	9:00 AM - 5:00 PM China Standard/Beijing Time, UTC +8	Monday to Friday	Chinese, English	400.882.2031
Hong Kong	9:00 AM - 6:00 PM Singapore Standard Time, UTC +8	Monday to Friday	Chinese, English	800.905.720
Taiwan	9:00 AM - 6:00 PM Singapore Standard Time, UTC +8	Monday to Friday	Chinese, English	0080 1491138
Korea	9:00 AM - 6:00 PM Korea Standard Time, UTC +9	Monday to Friday	Korean, English	800108100 +82808221479

Updates and installation

We will make all updates available on dates of our choosing during the Term and will be responsible for installation of all software on our site.

Service availability and maintenance

Availability. Except for the scheduled maintenance periods set forth in the section below, we will ensure that the Software maintains an actual uptime of 99.5% each reporting quarter. You may request an availability report pursuant to the Service Level Reporting section.

Scheduled Maintenance. If necessary, we may take the Software offline to perform maintenance or upgrade the database. We will supply no less than forty-eight hours (48) hours written notice before all such scheduled maintenance that includes a detailed description of the type of maintenance to be performed and length of time for the service outage. We will make reasonable efforts to perform scheduled maintenance outside of peaks hours of operation.

Emergency Maintenance. If the Software requires emergency maintenance, we shall attempt to provide you with as much advance notice as commercially reasonable and post a notice of the emergency maintenance on the web pages available to you.

Service Level Reporting. Within five (5) business days of your request, we will send a report for the specific month(s) requested describing the actual uptime, length of Service Outages in minutes for scheduled maintenance, emergency maintenance, unplanned downtime; the cause for or basis for not meeting the availability target; and specific remedial actions taken by us or that we will undertake to ensure availability targets are achieved in the future. We will provide each of these report elements with calendar-month granularity across your production stack.

Disclaimer

Support services do not include: (i) visits to your site or (ii) any services for third party equipment or software. In addition, we have no obligation to correct any error resulting from a failure by you to implement a third-party software modification or update recommended by us and provided to you at no charge. We are not responsible for downtime or any other failure to meet the availability requirement if the root cause of the disruption is outside of its control including, but not limited to, failures of hardware or software of upstream service providers or at your location or improper use of the Software.

Last Updated: May 2021