



ScholarOne Product Terms

These ScholarOne Product Terms (“**S1 Product Terms**”) govern Client’s use of the ScholarOne suite of products and services and are incorporated into, and form part of, the Agreement. These S1 Product Terms are subject to, and governed by, the Silverchair Terms available at <https://www.silverchair.com/legal/> (“**Silverchair Terms**”). In the event of any conflict between these S1 Product Terms and the Silverchair Terms, the Silverchair Terms shall prevail unless these S1 Product Terms expressly state otherwise. Capitalized terms used but not otherwise defined in these S1 Product Terms have the meanings given to them in the Silverchair Terms.

1. Software Support

The following terms supplement Section 3 (Software) of the Silverchair Terms and set out the software support, maintenance, and service availability commitments that apply to the ScholarOne platform.

(a) Updates. Updates to the Software are made available at times of our choosing.

(b) Availability. Except during scheduled maintenance periods as described in Section 1(c) below, we endeavor to maintain actual uptime of no less than 99.5% for each reporting quarter. You may request an availability report in accordance with Section 1(e) below.

(c) Scheduled Maintenance. We may take the Software offline to perform maintenance or upgrade the database. We will provide no less than 72 hours’ written notice before any scheduled maintenance window, including a description of the type of maintenance to be performed and the estimated duration of the service outage. We will use reasonable efforts to perform scheduled maintenance outside of peak hours of operation.

(d) Emergency Maintenance. If the Software requires emergency maintenance, we will use commercially reasonable efforts to provide you with as much advance notice as practicable and we will post a notice of the emergency maintenance on the web pages accessible to you.

(e) Service Level Reporting. Within 10 days of your written request, we will provide a report for the specific calendar month(s) requested. Each report will describe: (i) actual uptime achieved; (ii) the duration of any service outages in minutes, broken down by scheduled maintenance, emergency maintenance, and unplanned downtime; (iii) the cause of, or basis for, any failure to meet the availability target; and (iv) specific remedial actions taken or planned to ensure availability targets are achieved in future reporting periods.

(f) Support Hours. We provide support for the reporting of problems and the handling of questions related to the operation of the Software during normal support hours as posted at <https://support.silverchair.com/> and updated from time to time. All inquiries are handled on a first-come, first-served basis; however, the most severe reports will be expedited as necessary.

(g) How to Request Support. Instructions for requesting support are available at <https://support.silverchair.com/>.

(h) Information Required When Requesting Support. When requesting support, you must provide: your contact email address; the subject of the issue; and a description of the problem, including sufficient detail (for example, error messages and steps to reproduce the issue) to enable us to replicate the issue and address the support request.

(i) Support Exclusions and Limitations. Support services do not include: (i) on-site visits to your premises; or (ii) services related to third-party equipment or software. We have no obligation to correct any error resulting from your failure to implement a third-party software modification or update that we have recommended and made available to you at no charge. We are not responsible for downtime or any other failure to meet the availability target where the root cause is outside our reasonable control, including failures of upstream service provider hardware or software, disruptions at your location, or improper use of the Software.

(j) Web Services API. The ScholarOne Web Services API may be used to connect your instance of the Software with third-party software. You may use the API to access the Software to extract, ingest, maintain, display, and use your Content. API use is subject to Section 5 (APIs and Data Feeds) of the Silverchair Terms and any applicable Documentation.

2. Transparent Peer Review

This Section 2 applies only if you have purchased the Transparent Peer Review service, which is integrated with Web of Science, part of Clarivate Plc (“**Clarivate**”) and delivered by Clarivate.

(a) Conditions for Public Posting. Reviews may only be posted publicly where both of the following conditions are satisfied: (i) the author has opted into public posting of the review and has created a profile on Web of Science, which is part of, and delivered by, Clarivate, subject to the Clarivate Terms of Use (available at <https://clarivate.com/legal-center/terms-of-business/>) and the Clarivate Editorial Selection Process and Editorial Disclaimer (available at <https://clarivate.com/products/scientific-and-academic-research>), each of which is incorporated into these S1 Product Terms by reference; and (ii) you have provided us with the digital object identifier for the relevant article.

(b) License Grant for Reviews. Where the conditions in Section 2(a) are satisfied, you grant to us a worldwide, royalty-free, fully paid-up, non-exclusive, perpetual, irrevocable, transferable, and fully sublicensable license, without additional consideration to you or any third party, to reproduce, distribute, perform and display (publicly or otherwise), create derivative works of, adapt, modify, and otherwise use, analyze, and exploit such review in any format or media, whether now known or hereafter developed, and for any purpose, including promotional purposes such as testimonials.

3. Web of Science Reviewer Locator and Web of Science Reviewer Recognition Service

This Section 3 applies only if you have purchased the Web of Science Reviewer Locator and Web of Science Reviewer Recognition Service, which are part of Clarivate and delivered by Clarivate.

(a) Clarivate Terms. Your use of the Web of Science Reviewer Locator and Web of Science Reviewer Recognition Service is subject to the Clarivate Terms, Clarivate Data Processing Addendum, and the Web of Science Reviewer Recognition product-specific terms, all available at <https://clarivate.com/legal-center/terms-of-business/>, each of which is incorporated into these S1 Product Terms by reference.

(b) Silverchair’s Role. Silverchair’s role in respect of these services is solely that of arranger and reseller. Silverchair facilitates your access to the Web of Science Reviewer Locator and Web of Science Reviewer Recognition Service through its commercial relationship with Clarivate. Clarivate is solely responsible for delivering, and for the performance of, these services.

4. Web of Science Author Connect

This Section 4 applies only if you have purchased the Web of Science Author Connect service, which is part of Clarivate and delivered by Clarivate.

(a) Clarivate Terms. Your use of Web of Science Author Connect is subject to the Clarivate Terms, Clarivate Data Processing Addendum, and the Author Connect product-specific terms, all available at <https://clarivate.com/legal-center/terms-of-business/>, each of which is incorporated into these S1 Product Terms by reference.

(b) Silverchair's Role. Silverchair's role in respect of this service is solely that of arranger and reseller. Silverchair facilitates your access to Web of Science Author Connect through its commercial relationship with Clarivate. Clarivate is solely responsible for delivering, and for the performance of, this service.

(c) Applied Info Group — Email Campaign Terms. Clarivate operates Web of Science Author Connect through its exclusive service provider, Applied Info Group, a Zeta Global company ("**Service Provider**"). The Service Provider distributes email campaigns at Clarivate's direction. The following responsibilities apply in connection with each campaign:

(i) Clarivate Traffic Team responsibilities:

- A. preparing a list of names of the authors to be contacted;
- B. ensuring that all authors have consented to be contacted by email for marketing purposes at the time of sending their information to the Service Provider;
- C. preparing a list of the authors' email addresses;
- D. reviewing the Draft Email (as defined in Section 4(c)(ii) below) provided by Client and agreeing any changes we consider necessary;
- E. circulating the agreed Draft Email to the Service Provider for distribution to authors on or before the agreed delivery date, subject to any pending changes;
- F. checking the distribution list and removing any authors who have opted out;
- G. providing the authors' information to the Service Provider;
- H. ensuring the Service Provider sends the campaign on the agreed delivery date set out in the Order;
- I. confirming the number of author names within 8 to 10 business days of the campaign request being submitted;
- J. sending you test emails within 48 hours of receiving the Draft Email from you; once you approve the tests in accordance with our directions, the campaign will be scheduled for delivery at a specified date and time (designated in Eastern Time), and may be sent within 24 hours of receiving your approval; and
- K. implementing appropriate technical and organizational measures to protect the suppression file against loss, unauthorized access, use, disclosure, acquisition, alteration, destruction, and all other unauthorized or unlawful forms of processing.

(ii) Client responsibilities:

- aa. supplying a draft email in both HTML and plain text format ("**Draft Email**");
- bb. supplying us with a list of the names and email addresses of authors who have opted out; and
- cc. including in the Draft Email any opt-out language that we inform you is required in connection with the campaign.

5. Charges and Overages

The following terms supplement Section 6 (Charges) of the Silverchair Terms and apply to the ScholarOne Manuscripts platform.

(a) Basis of Charges. Your charges for the ScholarOne Manuscripts platform are based on the size of your organization, number of manuscript submissions, and number of sites, as set out in your Order. Charges are subject to adjustment in the circumstances described in this Section 5.

(b) Journal Transfer Fee. If ownership of one or more publications is transferred to another publisher, we will apply a journal transfer fee per publication, plus additional costs for data export or transfer, at our then-current rates.

(c) Extended Implementation Fee. If one or more of your ScholarOne Manuscripts sites has not launched within 12 months of its creation date due to a lack of engagement by your staff or the relevant journal's staff, we will apply an additional fee per site at our then-current rates for extended implementation support.

(d) Application of Overage Charges. Any additional charges applied under this Section 5 will apply for the remainder of the then-current term and any subsequent renewal terms.

6. ScholarOne-Specific Material Breach

For the purposes of Section 12 (Term, Termination) of the Silverchair Terms, and without limiting the generality of what may constitute a material breach under the Agreement, the following shall be treated as a material breach by Client: failure to launch a ScholarOne Manuscripts site within 12 months of its creation date where such failure is attributable to a lack of engagement by Client's staff or the relevant journal's staff.

Last updated: August 2026