

Service Level Agreement for *I, Librarian* Software Support

Support Tier

Standard Email Support

Effective Date

March 1st, 2026

1. Support Scope and Availability

This Service Level Agreement (SLA) applies to the *I, Librarian* software licensed to the Customer. Support is provided exclusively via email initiated at <https://i-librarian.net/support>.

Support Intake

Support requests may be submitted 24 hours a day, 7 days a week, 365 days a year.

Business Hours

Active support monitoring and human response occur Monday through Friday, 8:00 AM to 5:00 PM Central Daylight Time (CDT), excluding United States Federal Holidays.

Support Coverage

Support is limited to the functionality of the *I, Librarian* itself. Support does *not* include troubleshooting of the Customer's host server hardware, operating system, network configuration, firewall settings, virtual machines, Docker containers or any other third-party integrations.

2. Support Period and Expiration

Support contracts are only applicable when tied to a valid *I, Librarian* license. A support contract expires after one year, or when the accompanying license expires, whichever comes sooner. If a support add-on is purchased later for an existing license, the support contract will terminate simultaneously with the license expiration. The cost of the support contract is not prorated or refunded to reflect any change in duration or early termination.

3. Response Time Objectives

The "Initial Response" is defined as a human-generated email acknowledgment that the issue has been logged and a triage process has begun. Automated "Ticket Received" notifications do not constitute an Initial Response.

Issue Severity

All support inquiries

Target Initial Response Time

2 business days

4. Resolution and Software Update Targets

For issues requiring code changes or patches, *Scilico, LLC* will use commercially reasonable efforts to provide a resolution (which may include a software update, patch, or documented workaround) within the following targets:

Issue Severity	Definition	Target Resolution Timeline
Usage Query	Questions about how to use the software that's not answered in the documentation.	2 Business Days
Security Issue	Confirmed vulnerability impacting data safety or integrity.	5 Business Days
Simple Issue	Bug affecting minor features with no easy workaround.	10 Business Days
Complex Issue	Deep architectural bugs or issues requiring significant R&D.	15 Business Days

Note: Resolution timelines refer to the time until a fix is made available for download/update. The Customer is responsible for the timely application and installation of all updates.

5. Customer Obligations and "Clock Stoppers"

The target timelines above are contingent upon Customer cooperation. The SLA "clock" is paused (the timeline is suspended) due to:

Awaiting Information

Scilico, LLC is waiting for the Customer to provide server logs, error dumps, screenshots, or environment details.

Third-Party Delay

The issue is determined to be related to the Customer's infrastructure, ISP, or third-party hardware/software.

Outdated Version

The Customer is running a version of the software older than one version prior to the current stable release.

6. Language of Support

Official support is provided in English. As a convenience to the Customer, *Scilico, LLC* may provide responses in other languages using AI-assisted translation. In the event of any conflict or ambiguity between a translated response and the English version, the English version shall prevail. *Scilico, LLC* is not liable for errors or misunderstandings resulting from AI-assisted translations.

7. Exclusions

This SLA does not apply to:

- Issues caused by Customer's unauthorized modification of the software code.
- Issues arising from "Acts of God," general internet outages, or Customer-side hardware failure.
- On-site support or phone support.

8. Limitation of Liability

This SLA represents a performance goal and does not constitute a warranty. Given the heavily discounted rate of support (\$6/user/year), the Customer's sole and exclusive remedy for any failure to meet these targets is the termination of the support contract. In no event shall *Scilico, LLC* be liable for any indirect, incidental, or consequential damages (including loss of data or profit) arising from software downtime or support delays.