Agilent

Process and Pricing Updates

November 2026

To ensure we continue delivering high-quality services, maintain predictable project timelines, and effectively support the evolving needs of our customers, iLab is updating certain processes and pricing elements of our service offerings. These changes are effective **November 1, 2026** and apply to the following areas:

- Integration Change Requests
- Retraining

Integration Change Requests

The standard integration fee includes bug fixes and **one (1) change request not exceeding one development sprint**. Any additional change requests, or any change request requiring more than one development sprint, are outside the original scope and will incur an additional fee. A quote will be provided for approval before any billable work begins. Approved change requests may impact project timelines.

To support this process, new and updated documentation will be introduced, including an **Integration Go-Live Approval Form** and **Integration Change Request Approval Form**. These documents will be used to formally record and approve initial integration requirements, completed build and testing activities, and future change requests.

Change requests submitted prior to **November 1, 2026** will not count toward the included change request allowance for an active integration project or maintenance contract year. Change requests submitted on or after **November 1, 2026** will be subject to the new Change Request process and will begin counting toward the included change request allowance for the applicable project or contract year.

Retraining Services

As Core facilities continue to expand and mature in their use of iLab, staff turnover, changes in operational processes, and growing interest in maximizing platform capabilities can create a need for additional training and consultation from the iLab team.

Effective **November 1, 2026**, iLab will offer two retraining service options, **Short Retraining** and **Full Retraining**, each with an associated fee based on the scope and complexity of the engagement. Retraining services that were scheduled or approved before November 1, 2026, will continue to be honored under the existing process.

Standard Support provided by our Support Team will remain non-billable. Requests that extend beyond a standard 30-minute support session may be evaluated to determine whether a retraining engagement is more appropriate.

Short Retraining
Designed for targeted refresher, limited topic training, and/or minor configuration updates.

- One 30-minute alignment session
- Up to two 75-minute meetings
- One week of follow-up email support

Full Retraining
Designed for major workflow designs, significant configuration changes, broader staff training, or implementation-like initiatives.

- One 30-minute alignment session
- Up to five 75-minute meetings
- Four weeks of follow-up email support

Site License
For institutions with a Core Site License, training provided beyond the number of contracted Core subscriptions included within the site license will be subject to additional fees.

Agilent believes that clear communication helps prevent misunderstanding and ensures expectations remain aligned. If you have any questions regarding these updates or would like to discuss how they may apply to your institution, our team would be happy to assist. Maintaining a modern, effective platform and supporting its integration with the systems used throughout your institution remain key priorities. We recognize that iLab is an integral component in how Core Facilities operate and engage with researchers, and it is our sincere wish to help institutions and researchers continue to advance scientific discovery while reducing administrative burden.

Sincerely,

The iLab Team
Agilent Technologies