



XTRF Support & Upgrade Package for On Premise & Purchase installations

The service is available only for Business Partner who purchased the system and have a valid and paid Support & Upgrade Package.

In the scope of **Support & Upgrade Package** Supplier (XTRF) provides to:

1. Users' access to Repository Knowledge Base and Documentation on the Licensed System:
 - a. FAQ
 - b. Users Guides (i.e. Getting Started, User's Manual etc.)
 - c. Webinars, presentations, articles etc.
2. Access to the current **package of Licensed System Upgrades and Updates**.
3. Access to **XTRF Continuous Service with SLA**
https://legal.xtrf.io/TMS_HD_ContinuousServiceSLA.pdf

Exclusions

1. Except the users' rights and accesses provided to Business Partner in scope of **XTRF Continuous Service with SLA**, Supplier is not responsible for the provision of any other services
2. In particular the package does not include any system package installation or other operations required to access the Business Partner's IT infrastructure. Such services as well as any other operations are not covered by the Support & Upgrade Package and may be subject to a dedicated paid service.
3. Any integration with 3rd party services and systems are a subject of version compatibility check. XTRF only supports 3rd party systems conform with the 3rd party system versions explicitly specified in XTRF release notes. Diagnosis and fixes for versions not officially supported as well as any other operations are not covered by the Support & Upgrade Package and may be subject to a dedicated paid service.