

# Fact Sheet Contracts

---

Icaro offers software maintenance as well as a cross-product support contract for its products and environment.

## Software Maintenance Contract

---

Costs: 20% of the actual list price per year.

Services:

- Obtaining patches and updates free of charge
- Use of current SAP software versions and, indirectly, support from SAP
- Troubleshooting
- Free installation of the current software version once a year
- Free operation of test installations (otherwise: 50% of the license sum)

## Support Contract

---

Costs: starts from 160€ per month for end customers

Services:

- Includes at least 2 support tickets of 15 minutes each
- Billing every 15 minutes (otherwise: half a day)
- Transfer of unused support tickets within a calendar year

Contract details can be viewed here: [icaro.com/en/icaro-contract-terms](https://icaro.com/en/icaro-contract-terms)