CCTV AMC contract format

FICTIONAL COMPLETED EXAMPLE · ALL PEOPLE, SITES, DATES, PRICES AND TERMS ARE SAMPLES

Operational starting point only. Review the scope, annexure and terms with a qualified professional before use. Filling this form does not by itself make it legally enforceable.

Parties and term

Contract reference	SAMPLE-AMC-001
Service provider, address and authorised signatory	Example CCTV Services, fictional provider; authorised person: A. Rao
Customer, address and authorised signatory	Example Retail Site, fictional customer; authorised person: M. Shah
Covered site or sites and site contact	Example Retail Site, one fictional shop; site contact: M. Shah
Start date and end date	1 April 2027 to 31 March 2028, fictional dates

Equipment and planned service

Covered equipment	Eight cameras and one NVR; see the attached equipment annexure
Preventive visits and schedule	Four visits in the fictional 12-month term; dates agreed with site contact
Preventive work scope	Check camera view, recording, connections and visible condition; record findings
Visit record and unresolved issues	Provide a service report after each visit; list open issues and agreed follow-up

Breakdown support and commercial boundaries

Support request route and escalation contact	Site contact calls provider contact; unresolved requests go to named supervisor
Service hours	Monday to Saturday, 9:00 am to 6:00 pm, fictional example
Response target and attendance target	Response: one working day; attendance: two working days, fictional targets
Included labour, parts, consumables and travel	Preventive visit labour and local travel included; replacement parts excluded
Extra visits and chargeable work	Quote separately before work; proceed only after customer approval
Exclusions and pre-existing faults	Existing fault on camera SAMPLE-CAM-04 excluded until separately repaired and accepted

Responsibilities, fees and records

Customer responsibilities and authorised contacts	Provide safe access, power and an authorised site contact for visit coordination
Approval for replacement parts or extra work	Send itemised quote to M. Shah; record written approval before chargeable work
Annual fee and tax treatment	₹8,750 before any applicable tax, fictional example; tax treatment to confirm
Payment schedule	One annual payment after both parties agree the contract, fictional example
Renewal and termination process	Discuss renewal before term end; any notice and termination terms to be agreed
Confidentiality and authorised system access	Use authorised contacts; share only service records needed for the work; no passwords in annexure

Signatures and dates

Service provider	A. Rao / sample signature / 1 April 2027
Customer	M. Shah / sample signature / 1 April 2027

Equipment coverage annexure

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Contract reference: SAMPLE-AMC-001 Site: Example Retail Site

Equipment entry 1

Site / location	Example shop · entrance
Device type / ID	Camera SAMPLE-CAM-01 to 03
Model / serial (optional)	Sample model / sample serials
Qty / covered components	3 / cameras, power links
Condition / known fault	Working at start
Warranty / coverage notes	Coverage subject to agreed scope
Parts included / excluded; remarks	Replacement parts excluded

Equipment entry 2

Site / location	Example shop · floor
Device type / ID	Camera SAMPLE-CAM-04 to 08
Model / serial (optional)	Sample model / sample serials
Qty / covered components	5 / cameras, power links
Condition / known fault	CAM-04 offline before start
Warranty / coverage notes	Pre-existing fault listed
Parts included / excluded; remarks	CAM-04 repair excluded until separately approved

Equipment entry 3

Site / location	Example shop · office
Device type / ID	NVR SAMPLE-NVR-01
Model / serial (optional)	Sample model / sample serial
Qty / covered components	1 / NVR and existing storage
Condition / known fault	Recording observed at start
Warranty / coverage notes	Record actual warranty after check
Parts included / excluded; remarks	Storage replacement excluded

Add more equipment entries as needed. Record pre-existing faults and excluded parts before work begins. Do not include camera passwords, access codes, recovery credentials or footage.