CCTV AMC contract format

PRINTABLE BLANK FORMAT · ENTER TERMS AGREED BY BOTH PARTIES

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	[Enter agreed details]
Service provider, address and authorised signatory	[Enter agreed details]
Customer, address and authorised signatory	[Enter agreed details]
Covered site or sites and site contact	[Enter agreed details]
Start date and end date	[Enter agreed details]

Equipment and planned service

Covered equipment	[Enter agreed details]
Preventive visits and schedule	[Enter agreed details]
Preventive work scope	[Enter agreed details]
Visit record and unresolved issues	[Enter agreed details]

Breakdown support and commercial boundaries

Support request route and escalation contact	[Enter agreed details]
Service hours	[Enter agreed details]
Response target and attendance target	[Enter agreed details]
Included labour, parts, consumables and travel	[Enter agreed details]
Extra visits and chargeable work	[Enter agreed details]
Exclusions and pre-existing faults	[Enter agreed details]

Responsibilities, fees and records

Customer responsibilities and authorised contacts	[Enter agreed details]
Approval for replacement parts or extra work	[Enter agreed details]
Annual fee and tax treatment	[Enter agreed details]
Payment schedule	[Enter agreed details]
Renewal and termination process	[Enter agreed details]
Confidentiality and authorised system access	[Enter agreed details]

Signatures and dates

Service provider	Name, role, signature and date: _____
Customer	Name, role, signature and date: _____

Equipment coverage annexure

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Contract reference: _____ Site: _____

Equipment entry 1

Site / location	_____
Device type / ID	_____
Model / serial (optional)	_____
Qty / covered components	_____
Condition / known fault	_____
Warranty / coverage notes	_____
Parts included / excluded; remarks	_____

Equipment entry 2

Site / location	_____
Device type / ID	_____
Model / serial (optional)	_____
Qty / covered components	_____
Condition / known fault	_____
Warranty / coverage notes	_____
Parts included / excluded; remarks	_____

Equipment entry 3

Site / location	_____
Device type / ID	_____
Model / serial (optional)	_____
Qty / covered components	_____
Condition / known fault	_____
Warranty / coverage notes	_____
Parts included / excluded; remarks	_____

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.