

## AMC (Annual Maintenance Contract)

PACE offers AMC service for its own products and Non PACE Products. Two types of AMC are offered,.

- Comprehensive maintenance
- Non-comprehensive maintenance

Strategic services including Installation, commissioning and maintenance of PACE in-house products is done through the expertise of an excellent professional team.

AMC for PACE products ensures that there is no interruption in product performance. We offer end-to-end services for telecom and solar infrastructure.

### Key deliverables in AMC are:

- Periodical Preventive Maintenance visits
- Corrective Maintenance in case of Faults
- 24/7 Trouble Ticket logging
- On-site maintenance
- Off Site On Line Technical Support
- Emergency response for major issues
- Faulty Module or Parts replacement
- Help Desk

**AMC (Annual Maintenance Contract) for non-PACE products:** PACE offers AMC for products manufactured by other vendors used in the BTS sites. Following products of non- PACE (Other than Pace) are covered under non-comprehensive AMC from PACE:

- |                    |               |
|--------------------|---------------|
| • PIUs/PMUs        | • Stabilizer  |
| • Air-conditioners | • Power plant |
| • AMF panel        | • SMPS        |

