

AMC Packages

S. No.	Yearly Package	Tally License	Plan	Visits (if Required)
1	Rs. 5,000/-	Single User	Unlimited Online Support	No visit
2	Rs. 8,000/-	Single User	Unlimited Online Support	3 visits
3	Rs. 10,000/-	Multi User	Unlimited Online Support	No visit
4	Rs. 13,000/-	Multi User	Unlimited Online Support	3 visits
5	Rs. 18,000/-	Multi User	Unlimited Online Support	5 visits
6	Rs. 23,000/-	Multi User	Unlimited Online Support	7 visits

Terms & Conditions:

- Any waiting at reception above 2 hrs. shall be counted as visit.
- Services shall be effective from billing date and will continue for a period of 1 year.
- AMC Plans mentioned above does not include below problems/issues –
 - hardware Lock (Dongle);
 - Hardware or Networking system;
 - Virus/Ransomware attack;
 - Password Removal;
 - Data Splitting, Upgrade, Data Synchronization & Data Conversion (from Older version to New version);
 - Any Modification or Customization.
- Services to be provided only include problem solving. Executives visiting the customer site are supposed to enable smooth operation of the said software through tutoring and or any other possible means (within the available Tally features) that do not involve personal physical effort on the part of the executive towards the reduction of the client’s workload.
- The executive shall not be utilized by your organization for personal/official work during the official visit or otherwise for any job which is not covered under the service plan availed by you.
- The company will not, during the term of this Agreement and for a period of one (1) year thereafter, either directly or indirectly solicit, recruit, employ or hire the employees of the company.

Telephonic & Site Support:

In general, the procedure to be adopted to give timely solution to end user, is to first inform the problem on phone i.e. to have the telephonic support, sometimes the problem is solved by telephonic discussion. In case the problem is not solved or there is continuing problem besides the telephonic solution, the visit is given at the end user site.

Online services will be available during office hours only

Thanks & Regards

Regards

Kaushil kumar

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