



Customer Onboarding

One form for network support, Linux and custom electronics, and Windows devices & Microsoft 365 — IATRT Operations with PC Mart

Fill in what you know and leave the rest — we confirm the technical detail during the site walk-through. Your contact for everything is IATRT Operations on **08 7918 8590** / inquiries@iatrt.com; anything for PC Mart is passed across by us.

01 Business details

LEGAL ENTITY NAME	TRADING NAME	ABN	
MAIN PHONE	MAIN EMAIL	WEBSITE	INDUSTRY / WHAT YOU DO
REGISTERED / POSTAL ADDRESS	HOW DID YOU HEAR ABOUT US?		

02 Your people

Who we talk to, who approves work and who gets the invoices. Same person is fine.

ROLE	NAME	POSITION	MOBILE	EMAIL
Primary contact				
Can authorise callouts & quotes				
Accounts / invoices				
After-hours emergency contact				
SPENDING LIMIT WE CAN ACT ON WITHOUT A WRITTEN QUOTE e.g. \$500 — beyond this we quote first				
			PREFERRED CONTACT	
			☐ Phone ☐ SMS ☐ Email	

03 Sites & network support tier

One line per site. Tier 1 monitoring \$80 · Tier 2 + phone \$150 · Tier 3 + monthly callout & hour onsite \$250 (per site, per month, inc GST).

SITE ADDRESS	OPEN HOURS	TIER	SITE CONTACT & MOBILE
Site 1		☐ 1 ☐ 2 ☐ 3	
Site 2		☐ 1 ☐ 2 ☐ 3	
Site 3		☐ 1 ☐ 2 ☐ 3	



04 Monitoring alert contacts

Who gets the SMS and email the moment something drops. Up to four people; tell us if anyone should only be alerted in business hours.

#	NAME	MOBILE (SMS)	EMAIL	ALERT HOURS
1				☐ 24/7 ☐ Business hrs
2				☐ 24/7 ☐ Business hrs
3				☐ 24/7 ☐ Business hrs
4				☐ 24/7 ☐ Business hrs

05 Network details

Per site if they differ — note the site number. Unknowns are fine, we find them on the walk-through.

INTERNET PROVIDER 		SERVICE TYPE ☐ NBN ☐ Fixed wireless ☐ 4G / 5G ☐ Starlink ☐ Other		
ISP ACCOUNT NUMBER / REFERENCE 	ROUTER / FIREWALL MAKE & MODEL 	ADMIN LOGIN KNOWN? ☐ Yes ☐ No ☐ Not sure		
WI-FI ACCESS POINTS (HOW MANY, BRAND) 	SWITCHES (HOW MANY, MANAGED?) 	VPN LINKS TO OTHER SITES / CLOUD 		
SERVERS, NAS, PRINTERS ON THE NETWORK 	LINUX SYSTEMS & SERVICES 	CUSTOM ELECTRONICS — DISPLAYS, SIGNAGE, CONTROLLERS 		
KNOWN PROBLEMS, RECURRING DROPOUTS, ANYTHING THAT HAS ANNOYED YOU 		CURRENT IT / NETWORK PROVIDER (IF ANY) 	CONTRACT END DATE 	



DEVICES & MICROSOFT 365 DELIVERED WITH PC MART

Delivered by our partner PC Mart · billed by IATRT only

pcmart.net.au

06 Windows devices & Microsoft 365

Standard Managed \$70 / device / month · Pay As You Go \$35 / device / month baseline (inc GST).

DEVICE PLAN ☐ Standard Managed ☐ Pay As You Go ☐ Not yet		NUMBER OF DEVICES PCs, laptops 	USERS / STAFF 	WINDOWS SERVERS
MICROSOFT 365 TENANT DOMAIN e.g. yourbusiness.com.au / .onmicrosoft.com 	CURRENT GLOBAL ADMIN (NAME & EMAIL) 	LICENCES HELD Business Basic / Standard / Premium, count 		
M365 CLOUD BACKUP (\$9 / SEAT) ☐ Yes ☐ No ☐ Quote me	EXISTING ANTIVIRUS / RMM TO REMOVE ☐ Yes ☐ No ☐ Not sure	APPS WE MUST NOT BREAK 		



07 Site access & safety

So a tech can get in and get on with it.

WHO LETS US IN / WHERE TO REPORT ON ARRIVAL

KEYS, SWIPE OR ALARM CODE HELD BY

ACCESS OUTSIDE OPEN HOURS

☐ Yes ☐ No ☐ By arrangement

COMMS ROOM / RACK LOCATION

PARKING & LOADING

INDUCTION OR PPE REQUIRED

☐ None ☐ Site induction ☐ Hi-vis / boots ☐ Other

08 Billing

One invoice from IATRT Operations covers everything, including the parts delivered by PC Mart. Plans monthly in advance; callouts, labour and licences as used. All prices include GST.

INVOICE EMAIL

ACCOUNTS CONTACT PHONE

PO REQUIRED

☐ Yes ☐ No

STANDING PO NUMBER

PAYMENT

☐ Direct debit ☐ Credit card

TERMS

☐ EFT on invoice ☐ 7 days ☐ 14 days ☐ 30 days

PLAN START DATE

09 Agreement

I am authorised to sign for the business named above. I have read the **IT & Network Support Plans** sheet and choose the tiers and plans marked on this form. Monthly plans are billed in advance and can be changed or cancelled with 30 days' notice; work outside a plan is charged at the rates on the plans sheet or quoted first. Monitoring is 24/7; phone support and included onsite time are in business hours. I authorise IATRT Operations to hold the contact and network details on this form for delivering the service, and to pass the relevant sections to PC Mart for the parts they deliver.

SIGNATURE

NAME

POSITION

DATE

OFFICE USE

ONBOARDED BY

CUSTOMER / SITE ID

WALK-THROUGH DATE

MONITORING LIVE

PARTNER NOTIFIED

10 What happens next

STEP 1

Site walk-through

We visit, look at the network, devices, Microsoft 365 tenancy and any custom systems, and confirm the details above.

STEP 2

Written recommendation

You get the tier and device counts we would actually put you on, the monthly figure, and anything to be quoted separately.

STEP 3

Monitoring goes live

Once you say go, monitoring and alerts are switched on, your contacts are loaded against each site and the plan starts on your chosen date.