



IT & Network Support Plans

Network monitoring, phone and onsite support — devices & Microsoft 365 with PC Mart

IATRT Operations is your single point of contact for your network, your Linux systems and any custom electronics on site. For Windows devices and Microsoft 365 we work directly with PC Mart to get the job done — you only ever deal with one team, and IATRT owns the outcome.

IATRT OPERATIONS LOOKS AFTER

The network — internet link, router and firewall, switches, Wi-Fi, VPN · **Linux systems** — servers and services · **Custom electronics systems** — displays, signage, controllers, purpose-built hardware

IN PARTNERSHIP WITH **PCmart**

Windows devices — patching, antivirus, remote management · **Microsoft 365** — tenancy, Entra ID, licences, backup · ticket portal for device requests

01 Network Support

Per site, per month. Watched around the clock by IATRT — pick how much hands-on you want behind it.

TIER 1

Monitoring

\$80 / month

- 24/7 monitoring of your internet link, router, switches and Wi-Fi
- Dropouts flagged the moment they happen
- SMS and email alerts to the people you nominate
- Written fault report for every incident

Best for sites that need to know the moment something drops.

TIER 2

Monitoring + Phone

\$150 / month

Everything in Tier 1, plus:

- **Unlimited** phone support in business hours
- Straight through to a network tech — no ticket queue
- Talked through onsite, or fixed remotely where we can
- No per-call or per-minute charges

Best for teams with hands onsite we can talk through a fix.

TIER 3

BEST VALUE

Monitoring, Phone + Onsite

\$250 / month

Everything in Tier 2, plus:

- One **callout and one hour onsite** included every month
- Use it on anything network related — a fault, a new access point, a cabling run, a tidy-up
- Extra time onsite at the standard \$150 / hour

Best for businesses that want a tech on the ground, not just on the phone.

What the monitoring covers

Internet link (NBN, fixed wireless, 4G/5G or Starlink) · router and firewall · switches and Wi-Fi access points · VPN links between sites · servers, NAS and printers on the network · Linux servers and services · custom electronics systems — displays, signage, controllers · anything else on site you nominate.

Set up at the site walk-through; change what is watched at any time, no charge. **After-hours network emergency?** Call 08 7918 8590 (attendance charged separately).

Why Tier 3 is the best value

Tier 2 — monitoring + phone	\$150
One callout, one hour onsite	\$150
Bought separately	\$300

Tier 3, every month

\$250 / month

Tier 3 is \$100 more than Tier 2 and includes \$150 of onsite time — one visit a month and it has paid for itself. Extra onsite time: **\$150 / hour**, as used.



DEVICES & MICROSOFT 365 DELIVERED WITH PC MART

Windows devices · Microsoft 365 · Patching & antivirus · Ticket portal

pcmart.net.au

02 Devices & Microsoft 365 Support

Per device, per month — the machines and the Microsoft 365 tenancy running on them. Delivered by our partner PC Mart, arranged and billed through IATRT.

OPTION A

Standard Managed

\$70 / device / month

- **Unlimited** remote support, business hours
- Priority support with published response targets
- Remote monitoring and secure management
- Automatic Windows and application patching
- Bitdefender managed antivirus
- Microsoft Entra ID join + MFA
- Ticket portal to log and track requests

Best for businesses that rely on IT every day.

OPTION B

Pay As You Go

\$35 / device / month baseline

- Security and management baseline on every device
- Remote monitoring, patching and antivirus
- Microsoft Entra ID join + MFA
- Ticket portal to log and track requests
- Remote support \$140 / hour, business hours, 15-minute blocks
- Onsite support \$165 / hour, 1-hour blocks

Best for occasional, best-effort IT help on protected devices.

Pay As You Go is best-effort — the response targets below apply to Standard Managed devices only.

03 Response Targets — Devices

Applies to Standard Managed devices, 9:00am–5:00pm ACST, Monday to Friday, excluding NT public holidays.

PRIORITY	RESPONSE TARGET	RESOLUTION TARGET
P1 · Critical	Within 2 business hours	2 business days
P2 · High	Within 4 business hours	3 business days
P3 · Medium	Within 1 business day	7 business days
P4 · Low	Within 2 business days	15 business days



04 Billed Separately

Everything below sits outside the monthly fees and is charged as used, or quoted first.

SERVICE	PRICE (INC GST)	BILLING	APPLIES TO
Network onsite support beyond your tier	\$150 / hour	As used	Network tiers
Device onsite support	\$165 / hour	1-hour blocks	Both device plans
Device remote support	\$140 / hour	15-min blocks, business hours	Pay As You Go
Microsoft 365 cloud backup	\$9 / seat / month	Monthly	Both device plans
Microsoft 365 licences	Published rates	Monthly	Both device plans
Projects — networks, cabling, electronics, software	Quoted separately	—	All plans

Also excluded unless quoted: after-hours work, hardware, parts and third-party subscriptions.

05 Why This Works Out Better

The short version: one local number for everything, two businesses behind it, and a Tier 3 that pays for itself the first time you need someone on site.

One number, one team

You ring IATRT. If it is the network, Linux or electronics, you are already talking to the people who fix it. If it is a Windows device or Microsoft 365, we bring PC Mart in and stay across the job until it is closed — you are never bounced between two companies.

Two companies, one bench

IATRT Operations and PC Mart are partners, not subcontractors — we share a technician pool and back each other's work. When your usual tech is already on a job, the next available one from either company picks it up rather than you waiting for a slot.

Local to the greater Darwin region

Both businesses are here. Onsite means a local tech at your door, not someone flying in or a remote session that cannot touch the hardware.

Monitoring that actually tells you

A dropout raises an SMS and an email straight away, and on Tier 2 and above a real person is on the phone with you inside business hours. You are not relying on a dashboard someone has to remember to open, and you are not finding out from a customer that the line is down.

A report every time

Every incident comes with a written report: what failed, when, for how long, the cause and what we did — and if it is likely to happen again, what we would change so it does not.

More than the network

Digital displays, signage, controllers and purpose-built hardware get watched and supported under the same plan — the systems most IT providers will not touch.

Mix and match, nothing padded

Put the site on a network tier and only the machines that need it on a device plan. Each plan has a single monthly figure, so you can see exactly what you are paying for and drop what you are not using.



06 Getting Started

Three steps from first call to live monitoring.

STEP 1

Site walk-through

We look at your network, devices, Microsoft 365 tenancy and any custom systems, and tell you plainly what is healthy and what is not.

STEP 2

Written recommendation

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

STEP 3

Monitoring goes live

Once you say go, monitoring and notifications are switched on and your contact numbers are loaded against the site.

Talk to us about the right mix for your business

IATRT OPERATIONS PTY LTD

08 7918 8590 · inquiries@iatrt.com · iatrt.com

IATRT Operations is your single point of contact — for Windows devices and Microsoft 365 we coordinate directly with our partner PC Mart on your behalf, and you receive one invoice from IATRT.

All prices in Australian dollars and include GST. General service overview only — final scope and terms are confirmed in the applicable service agreement.

Monitoring coverage is 24/7; phone support and included onsite time are provided within business hours. **Network emergency outside business hours? Call 08 7918 8590** — after-hours attendance is charged separately.