

IPTV Reseller Onboarding Checklist

Run through this every time you bring on a new customer.

Adapt the steps to your process and service model.

CUSTOMER SETUP



M3U URL sent and stream confirmed working

Verify the stream plays on at least one device before confirming setup is complete.



Recommended player app provided to customer

Share the app name, download link, and basic setup instructions with the customer.



Device compatibility verified

Confirm the stream works on the customer's primary viewing device.

PAYMENT AND TERMS



Payment method and billing cycle confirmed

Agree on monthly or annual billing and accepted payment methods before activation.



First payment received or invoiced

Do not activate service before first payment is cleared or invoice is issued.

SUPPORT AND RENEWAL



Support contact method shared with customer

Provide your preferred contact channel and expected response time for issues.



Renewal reminder set in calendar

Set a reminder 5 days before the renewal date so nothing slips through.

HOW TO USE THIS CHECKLIST

Download, print, or keep as a digital copy. Adapt it to your own process and run it for every new customer from day one. Consistent onboarding is what separates professional resellers.