

Wireless LAN



What is it?

Heathrow has implemented an airport wide wireless network solution which is available under regulated charges. Leverage Heathrow’s investment to gain access to corporate applications via dedicated SSID’s in the customer demise to tablets, mobile, payment or mobile computing devices.

What are our SLAs?

	Targets		
	Down for all	Down for some	Down for one
Response	30 mins	2 hours	2 hours
Remote fix	2 hours	2 hours	4 hours
Replacement	4 hours	4 hours	8 hours

What do we offer?

The Wireless LAN service operates over the Heathrow Managed LAN. It provides secure ubiquitous wireless LAN coverage through all operational areas of Heathrow.

Using hardware from Aruba networks, it is based on a hierarchical model, with significant diversity, providing the highest levels of resilience and availability. The modular network design means that it can support changing business requirements quickly and simply.

To facilitate deployment of multiple third party services using a single common infrastructure Heathrow operates a WLAN feature called multiple SSID. This feature allows presentation of multiple virtual access points from a single physical access point.

A customer may wish to ensure that their application is fully PCI compliant. The Wireless LAN service conforms to the requirements of Payment Card Industry (PCI).

Heathrow network service is aligned with the principles of the ISO 27001 - International Information Security Standard.

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How much does it cost?

WLAN is priced against ORC principles.

Please refer to our website for the latest ORC pricing.

Installation is free of charge.

Physical installation of new access points is in scope.

Network design is out of scope.

In addition there are ongoing charges for SSID, encryption key and network design changes.

What technical information do I need to know?

Heathrow provides wireless infrastructure within its own demise, includes:

- Single SSID, configuration and end-to-end commissioning based on individual requirements
- Operates over 2.4GHz and 5GHz RF spectrum (802.11a/b/g/n)
- Supported security standards: Open, WEP, WPA Personal / Enterprise, WPA2 Personal / Enterprise
- Supported Encryption standards: WEP / RC4, KIP / RC4, AES / CCMP
- Supported Authentication standards: Shared Key, PSK, EAP / LEAP / PEAP, TTLS, RADIUS

802.11 WLAN can be expected to provide an adequate service for low bandwidth applications that are tolerant of latency (up to 50ms). There is also a limit to the number of users that can simultaneously access a single AP. The available bandwidth is divided between the users associated to the AP.

Why us?

- Our fully ECAP approved solution fits in with airport wireless transmission regulations
- Can be connected to your own internal networks via a layer 2 connection
- Our onsite dedicated support team offers you 24x7x365 service and support
- Reduce your costs to support complex airside locations
- Fully integrate Heathrow's Broadband and Managed LAN solutions
- Leverage our extensive airport experience of your location

For further information please contact your account manager or visit www.heathrow.com/telecoms