

Broadband



What is it?

Just like your home broadband, Heathrow Broadband links your IT devices to the internet. Instead of using slow telephone wires we can connect you to anywhere using fast and reliable fibre cables routed via our Heathrow campus ethernet network.

What do we offer?

Affordable and flexible broadband

Broadband services are provided on a per-port managed or non-managed basis. Customer's can connect their own device, be it an end user workstation, or use network equipment to distribute the internet connectivity across the demise.

Depending on the service option selected, it's capable of providing internet connectivity to multiple customer locations across the airport, as well as integration with the wireless networks. The cross campus connectivity is securely routed between dedicated customer networks to create a private environment.

Our service options

There are a number of service options for Broadband.

Broadband Light

Ideal for a single location such as an office or retail store, this option is delivered as a separated connection via an ethernet RJ45 port, customers will need to provision their own router and firewall for connection to the internet. Heathrow Wireless LAN can be optionally connected to the same router via a second RJ45 connection using bridged mode.

Broadband Campus

Ideal for using a common internet connection to serve multiple locations at Heathrow. This option is intended for customers with a Heathrow Managed LAN. Customers will need to provision their own router and firewall typically located in one of Heathrow's "meet me" communications rooms.

Broadband Virtual

For customers who do not want to have physical firewalls and routers. This option makes use of virtual firewalls provisioned by Heathrow. Typically used to provide an IPSec connection between customers Heathrow locations and head office.

Broadband

What are our SLAs?

Our service commitment

Service	Restore time	Response time
Standard	24 hours	30 minutes
Premium	8 hours	30 minutes

How much does it cost?

Broadband pricing options

Prices exclude VAT.

Broadband Light, Campus and Virtual are available in all bandwidth options		Bandwidth							
		1Mb	2Mb	3Mb	5Mb	10Mb	20Mb	50Mb	100Mb
Service Line	Install	Monthly Charge							
Standard	£140	-	£35	-	-	-	£75	-	£399
Premium	£140	£99	£149	£199	£249	£499	£949	£2199	£3899

Service description - Premium non contended. Standard contended 20:1.

Data usage

There are no limits on the volume of data transferred, neither any threshold that would trigger download speed reductions.

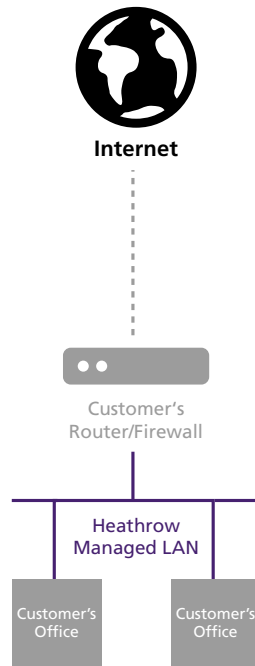
Connection	Heathrow managed network	Branches can share data connectivity	Customer provided router and firewall	Wireless option in dedicated branch
Broadband Light	✗	✗	✓	✓
Broadband Campus	✓	✓	✓	✓
Broadband Virtual	✓	✓	✗	✓

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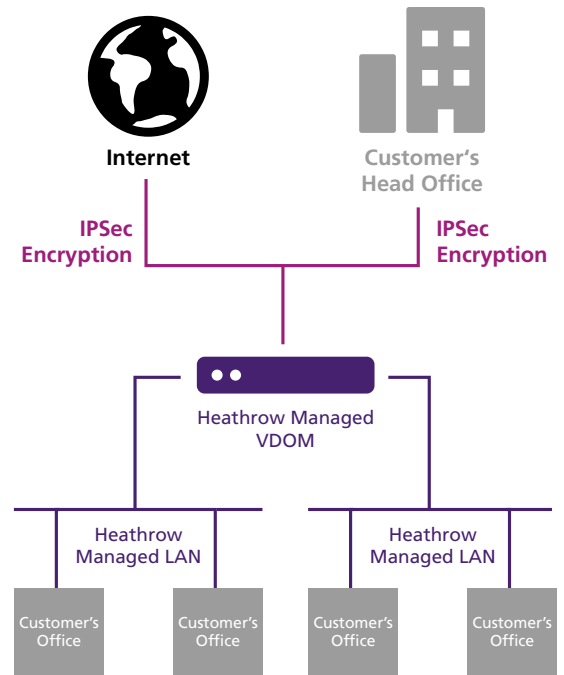
What technical information do I need to know?



Broadband Light
("Port on the wall")



Broadband Campus



Broadband Virtual

Why us?

- High speed fibre optic service
- Flexible service that is scalable depending on your bandwidth requirements
- Short delivery lead time of no more than 5 working days
- Permanent monitoring ensures a reliable service
- 24x7x365 service helpdesk to resolve issues fast
- Trusted airport team to advise on the best options
- Minimum term of six months and pay as you go thereafter

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