IPTV

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What is it?

Internet Protocol Television (IPTV) provides a digital based internet television system that is distributed over the Heathrow network infrastructure.

The solution involves providing two elements; a data network connection over the Heathrow IPTV VLAN back to a set of IPTV servers; and an IPTV exterity box which is the equivalent of an everyday Freeview box.

The customer is responsible for providing the television for this service.

In addition to IPTV we also offer Sky TV subscripton. Sky subscription is on a per TV screen basis and is an incremental charge to IPTV.

What do we offer?

- Centrally managed IPTV distribution system based on NetVue technology
- IPTV stream delivered over Heathrow's managed network
- Exterity AV encoders and decoders. One decoder box required
- Multicast video streams managed via Internet Group Management Protocol (IGMP) and Protocol independent Multicast (PIM)
- 41 Freeview channels
- One Heathrow network port required per TV
- IPTV delivered over its own VLAN

IPTV

What are our SLAs?

Service hours			
Service	Service hours	Service days	Critical business periods
Support	24 hours	Mon - Sun	24x7x365
Service requests	08.30 - 16.30	Mon - Fri	N/A

	Targets		
	Down for all	Down for some	Down for one
Restoration	4 hours	4 hours	8 hours

How much does it cost?

IPTV	
Installation	£258
Monthly	£31

What technical information do I need to know?

IPTV was a natural choice of technology for Heathrow to broadcast television across the airport. It does not require every customer to deploy their own antenna or lay down the appropriate cabling all the way down to its premises. Service is based on a centralised core infrastructure for the processing of the signal, spread out in a digital form over the existing packet-switched network. This means a single system can be used for all users.

Why us?

- Fully resilient service, leveraging Heathrow's own Cisco network infrastructure to deliver high availability
- Wide selection of available channels in multiple languages
- Cost-competitive and a straightforward bundled pricing model, with no hidden costs
- On-site technical team provides 24x7x365 end to end support for the solution

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

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