

# **SERVICE DEFINITION**

## **IPTV SERVICE**

Heathrow Airport

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Creation Date: 10<sup>th</sup> January 2014  
Last Updated: 10<sup>th</sup> July 2015  
Version: V1.0

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## Version Control

Date	Author	Version	Change Reference
10 <sup>th</sup> January 2014	Alexandr Lichy	0.10	Initial draft
July 2015	Mike Choy	0.8	Updated to add Sky SD services

## Glossary

Acronym/Terminology	Description
Airport	Heathrow Airport
Authorised Users	Those personnel, or third party vendor personnel named by the Customer, authorised to contact the IT Service Desk.
Common Infrastructure	Means all elements of the IT infrastructure shared among the airport tenants and used for the delivery of the Supplier's services at Airport.
Content Owner	The license provider of the TV content
Customer Equipment	Any equipment connected by the Customer to the HAL Equipment for the purposes of receiving the Service. I.e. LCD or LED Television displays.
HAL Equipment	Equipment owned by Supplier and provided to the Customer during the Term for the purposes of receiving the subject service.
Incident	Any event which is not part of the standard operation of the Common Infrastructure, which causes, or may cause, an interruption to, or reduction in, the quality of the Common data Infrastructure.
IP	Internet Protocol, an essential technology used for the exchange of data on the computer networks.
IPTV	Internet Protocol Television, a technology for digital distribution of television broadcasting over computer networks.
IT Service Desk	The service desk provided by the Supplier for the receiving and logging of calls from Authorised Users relating to:  (a) Incidents; and  Please refer to section 5 for contact details
Known Errors	A Problem that is successfully diagnosed and for which a workaround is known.
Minimum Term	The term that charges are applicable either for the IPTV service or paid for subscription services
MPEG	Moving Picture Experts Group is a set of standards for audio and video digital compression and transmission.
Planned Works	Planned works are system changes that are scheduled in advance, following the Supplier's change management process.
Problem	The unknown underlying cause of one or more Incidents.
Resolve	The restoration of the Services affected by an Incident to normal operating status and includes any temporary workaround and "Resolution" shall have a corresponding meaning.
Response	The time taken by the Supplier to diagnose the fault and initiate remedial action, including determining the total resolution to a fully restored service, or an acceptable work around until full restoration can be effected and where necessary the dispatching of an engineer to site. It also includes reporting back to the call initiator or their service provider.
Service Requests	A variation or amendment requested by the Customer to the Service specifically only for additions or removal of subscription channels outside of the minimum term

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Acronym/Terminology	Description
Subscription Channels	Channels that require a monthly fee for a minimum term above the cost of the IPTV service

## 1. Purpose

The purpose of this document is to detail the scope of the IPTV service being provided to the Customers at the Supplier and the Service Levels applying to that service.

The Service Levels within this Service Definition document define the minimum levels of service that the Supplier shall deliver to the Customer in provision of the IPTV Service.

The Airport may, from time to time, change the Service in order to comply with any applicable security, safety, statutory/regulatory requirements or as requested by the Content Owners

## 2. Introduction

The IPTV Service provides the Customer with an access to the selected television channels distributed in the form of data stream over Supplier's computer networks and available for viewing in form of multiple audio/video interfaces delivered through HAL Equipment, being a receiver or display.

Supplier installs the HAL Equipment at the premises agreed with the Customer and configures it to enable viewing of the television channels selected by the Customer during the order process.

It is allowed for the Customer to connect their own Customer Equipment to HAL Equipment through the industry-standard interfaces, in line with the instructions specified in the user manual delivered with the receiver.

## 3. Services

### 3.1 IPTV Service

(1) The Supplier shall provide the "IPTV Service" during the relevant service hours set out in section 5 of this Schedule that:

- a) Will provide a Customer with a receiver for displaying an IP network delivered MPEG transport stream on a television or display, connected to the network outlet specified by the Customer;
- b) Will make available for reception the TV channels selected by the Customer from the available options;
- c) Will provide a display of the selected parameters, should the Customer choose for such option.
- d) A remote control for changing channels and volume of the IPTV Stream

### 3.2 Support and Maintenance Services

The Supplier shall provide the following support and maintenance services ("**Support and Maintenance Services**") during the relevant service hours set out in section 5 of this Schedule:

(1) Maintenance

The Supplier shall:

- a) Use all reasonable endeavours to conduct all planned works ("Planned Works") on the Common Infrastructure between the hours of 23:00 and 03:00 each day ("Maintenance Window"), when required. All planned changes will be subject to *last flight / first flight* considerations;
- b) Notify the Customer and/or any that may be affected at least 10 Working Days prior to any Planned Works, and make allowances for any Customers' concerns over the scheduled period and to take all reasonable steps to mitigate any such concerns, where there is an expected impact to the Services for that Customer. Such notification is to include the impact on the Services and the duration of any associated outage. All reasonable endeavours will be made to notify Customers where the Supplier is required to carry out emergency / fix-on-fail works;
- c) Develop a regression plan for the Planned Works, with appropriate go/no go decision points;

- d) Notify the Customer if they are required to participate in the implementation of the Planned Works and to test for correct operation following the completion of the Planned Works;
- e) Use all reasonable endeavours to ensure that any outage caused by the Planned Works will not impact on the Services; and
- f) Notify the Customer of the completion of the Planned Works.

#### (2) Incident Management

The Supplier shall:

- a) Provide and adequately staff the IT Service Desk to receive and log calls from the Authorised Users relating to Incidents;
- b) Accept and log Incidents from Authorised Users;
- c) Respond to and Resolve Incidents as appropriate to this SLA;
- d) Provide the Authorised User with regular progress updates;
- e) Escalate Incidents in accordance with the Escalation Matrix set out in section 9; and
- f) Liaise with and co-ordinate all Supplier internal teams and any third party suppliers in order to Resolve an Incident.

#### (3) Problem Management

The Supplier shall:

- a) Evaluate Incidents with significant impact or repeat Incidents to identify and record a Problem if relevant;
- b) Perform problem and/or root cause analysis;
- c) Evaluate and agree the viability for implementing permanent solutions over workarounds based on time, effort and likelihood of occurrence;
- d) Recommend and implement permanent solutions to Known Errors; and
- e) Engage and manage third party suppliers as necessary to resolve Known Errors.

### 3.3 Service Requests

(1) The Supplier shall, during the relevant service hours set out in section 5 of this Schedule:

- a) Log and action Service Requests received via either [heathrow@sita.aero](mailto:heathrow@sita.aero), or the Heathrow Commercial Telecoms customer portal
- b) Where applicable, allocate a Work Order reference number;
- c) Ensure that all Service Requests, including costs and timescales, are authorised by the Customer;
- d) Implement all Service Requests authorised by the Customer.
- e) Contact the originator of the Service Request to confirm receipt of the request and, if appropriate, arrange a project initiation meeting.

## 4. Roles & Responsibilities

The Customer will adhere to the Customer obligations defined in section 7 of the Schedule. Failure to do so may mean that the Supplier cannot be held to the terms of these Service Levels that are directly affected by that failure on the Customer's part.

Any HAL Equipment, namely a receiver or display, provided to the Customer as a part of provision of this service remains a property of Supplier. Customer is expected to operate HAL Equipment in line with the user instructions supplied by Supplier and is responsible to keep it in a good and working order. Customer is liable for any damage to HAL equipment, except for cases of equipment's own malfunction and a reasonable wear and tear.

Any deterioration of the Service quality or Incident caused by malfunction of Customer's Equipment is excluded from the Service Levels.

Supplier is responsible for the installation of the HAL Equipment as per the Service option selected by the Customer, to the network outlet selected by the Customer, and for putting the Service into the operation.

Customer acknowledges that if desires to select Sky channels for viewing, needs to also sign a separate agreement with British Sky Broadcasting Limited prior these can be enabled for Service.

#### 4.1 The Supplier's Service Level Manager

Responsibilities of the Service Level Manager shall include, amongst other things, the following:

- Is the primary single point of contact between the Customer and the Supplier for service issues. Note that the IT Service Desk is the single point of contact for incidents.
- Shall be aware of, manage and report on, all and any aspects of the Managed LAN Infrastructure Service, or its maintenance and support in the Airports,
- Has the ability to escalate and need to acquire, assign or manage other Supplier resources to work on any aspect of the service provided in the Airports.
- To attend scheduled and ad-hoc meetings with Customer(s) as reasonably required.
- Shall provide regular status reports to the Customer

#### 5. Service hours and contact details

The following service hours apply to the provision of the Services:

Service	Service Hours	Service Days	Critical Business Periods
IPTV Service	00.00 – 23.59	Mon – Sun	24*7*365
Support and Maintenance	00.00 – 23.59	Mon – Sun	24*7*365
Service Requests	08.30 – 16.30	Mon - Fri	N/A

IT Service Desk contact details:

- Faults : Email [itservicedesk@heathrow.com](mailto:itservicedesk@heathrow.com) (primary contact);  
: Phone 0208 976 5665
- Service Requests : Email [itservicedeskrequest@heathrow.com](mailto:itservicedeskrequest@heathrow.com) (primary contact);  
: Phone 0208 976 5665

#### 6. Service Levels

The following Service Levels will apply to this service:

- To resolve the underlying cause of an Incident
- Service availability

##### (a) Service Levels to resolve the underlying cause of an Incident

The Service Levels given relate to the time that the Supplier will respond to a failure of the IPTV Service. Within this time, the Supplier will log the call and provide appropriate resource and effort to actively

resolve the fault according to the impact the issue has on the Customer. If both parties agree that insufficient information has been given for the Supplier to commence analysis of the Incident, then an appropriate amount of time will be deducted from the timings. This deduction of time will take account of the period whilst the information was lacking.

Due to the likely collaborative nature of recovering service from passive infrastructure faults, no resolution service levels are given below.

Impact		Incident Response/Restoration	Service Level Target
Category	Example		
<b>IPTV Infrastructure</b>	Complete service failure	Within 6 hours	48 hours
<b>Network Failure</b>	Network port is down	Within 6 hours	24 Hours
<b>IPTV Receiver Failure</b>	End user device not working	Within 6 hours	24 Hours

The Supplier will take all reasonable steps to restore Service within 4 hours, excluding any time required to:

- Secure a permit for entry or works to any part of the cable run. This could include an Authority to Proceed for a baggage area, road closure(s) or airfield area(s).
- Make safe a public area to gain access to the faulty cabling.
- Gain access to non Supplier offices and equipment cabinets.
- Resolve Health & Safety issues prior to, or during, resolution works.
- Install replacement cabling.

The Incident Restoration time will be calculated on a monthly basis. The Incident Restoration time is an aggregate percentage measure calculated as follows:

- Total number of Incidents logged in the month = M
- Total number of Incidents where the Restoration exceeded the Service Level = L
- $100 - (L/M \times 100)$  = percentage of Incidents meeting the Service Level



## 7. Customer obligations

### People/Management

7.1 The Customer shall:

- (a) Ensure that any use of the IPTV Service by its employees, agents or sub-contractors, is compliant with the design of the services.
- (b) Provide a point of contact for management/escalation of Service issues;

### Provisioning

7.2 The Customer shall:

- (a) Ensure that all Service Requests are complaint with the minimum term.
- (b) Ensure that the IPTV receiver and remote control are not lost or stolen. Charges will apply to lost equipment.

### Fix/Support Process

7.3 The Customer shall:

- (a) Use reasonable endeavours to diagnose a fault reported to it by clients and only raise Incidents with the IT Service Desk if the Customer believes there is a fault with the IPTV Service.
- (b) Within a reasonable time of the Customer becoming aware that an Incident has occurred, notify the Supplier of the Incident and, if required, or deemed necessary, provide the Supplier with all reasonable assistance to resolve the Incident.

## 8. Service Management

### 8.1 Service Reviews

Service Review meetings shall be held at least annually between key representatives from the Supplier and a nominated Customer representative. Attendees from the Customer side shall be agreed by the parties. Other stakeholders may be invited to these reviews as required. These meetings shall include, but not be limited to:

- a) A review of performance against Service Levels;
- b) A review of any Planned Works; and
- c) Discussion of any new Service Requests received by the Supplier.

## 9. Dispute resolution and escalation process

The hierarchical escalation path for a Priority 1 Incident is as follows:

Escalation level	Supplier	Customer
1	IT Service Desk	
2	Incident Manager	
3	Account Manager	
4	Head of Commercial Telecoms	

## Appendix A: Channels available

### Freeview

A large number of the Freeview Channels are available but may vary from time to time dependant on availability. Please note that the High Definition (HD) channels are not available.

### Sky

Sky Channels are available through the IPTV Service at an additional monthly charge with a 12 Month minimum term.

Sky determines from time the channels to be included in the Sky Offering. Sky currently intends that the channels to be included within the Sky Offering (in standard definition only) shall be as follows:

- a. Sky Sports 1
- b. Sky Sports 2
- c. Sky Sports 3
- d. Sky Sports 4
- e. Sky Sports News
- f. Sky Sports F1
- g. Sky One
- h. Biography Channel
- i. Animal Planet
- j. Discovery
- k. Sky Living
- l. History Channel
- m. MTV
- n. MTV Dance
- o. MTV Hits
- p. National Geographic
- q. National Geographic Wild
- r. Nickelodeon
- s. NickToons
- t. Comedy Central
- u. VH1
- v. Eurosport UK

(together the "Sky Channels").

In determining the make-up and charges of the Sky Offering from time to time HAL shall notify the changes to the Customer in advance.

The Customer acknowledges that any enhanced, interactive, high definition or 3D services will not be made available as part of the Sky Channels.