

Commercial Service Request Process

(Quick reference guide)

SERVICE REQUEST FULFILMENT

Manages requests from end users for common and straight-forward changes to a service. They are handled by the Service Desk and do not require a Change Request to be submitted. A Service Request is characterised by the fact that the change can be made under strict, well-defined procedural control and is therefore (virtually) risk-free.

WHAT ACTIVITIES DO COMMERCIAL SERVICE REQUESTS COVER?

There are two categories of Service Requests that Commercial customers can request from the Service Desk.

- Request the movement of a port from one location to another. A maximum of 50 ports can be moved per Service Request. If more than 50 ports require moving, please contact the Commercial iSales Team via heathrow@sita.aero for further information.
- Various requests relating to telephony services including examples such as: new or relocation of a telephone line extension, new hunts groups and handset upgrades. A full list of available telephony requests can be found on Heathrow.com, Commercialisation page. A maximum of 9 telephone extensions and handsets can be requested via a Service Request. If more than 9 extensions are required, please contact the Commercial iSales Team via heathrow@sita.aero for further information.

IMPORTANT CONSIDERATIONS

Service Requests will only be completed where physical cabling infrastructure is already in place to the data port. If, following an engineer site visit, it is found physical cabling does not exist the Request will be routed to the iSales team to arrange for the physical installation to be quoted and delivered. In this event the Service Request Service levels will not apply but the Customer will be advised and updated of the Request status. If it is known to be a new install and that cabling is required contact the Commercial iSales Team via heathrow@sita.aero for further information.

WHAT DO I NEED TO RAISE A SERVICE REQUEST?

Dependent upon the request type the following forms will require completion. They are available from the Service Desk or can be found on the Heathrow.com Commercialisation page. For both request types your Heathrow Account Code will need to be provided for billing purposes.

- Heathrow Patching Services Request Template
- Heathrow Telephony Services Request Template

If you cannot find a template that matches your requirement please contact the Commercial iSales Team via heathrow@sita.aero for advice.

HOW TO RAISE A SERVICE REQUEST

Complete the relevant template, including account details and email to the following

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	itservicedesk@heathrow.com	24x7

SERVICE LEVELS

ACTIVITY	SERVICE LEVEL
Telecoms Patching less than 50 ports	3 working days
Telephony Services	5 working days

ESCALATION POINTS

If you are not receiving satisfactory updates regarding your request please contact the following centrally managed group addresses stating that you wish to make an escalation:

EMAIL	PHONE
itservicedesk@heathrow.com	0208 976 5665
heathrow@sita.aero	-