

Useful Contact Information

(Quick reference guide)

The following tables provide a useful summary of contact details Commercial Customers may require. For further information regarding when each contact route would apply, refer to individual Quick Reference Guides for each process.

HEATHROW COMMERCIALISATION

To request new services and installations or seek advice and updates

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	heathrow@sita.aero	Mon-Fri 0800-1700

Note - the above email is a group email address accessible by the Commercial Team. Customers will also be provided with their specific Account Manager and Service Delivery Manager details.

INCIDENT MANAGEMENT

To log a ticket or seek updates

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	itservicedesk@heathrow.com	24x7
Phone	0208 976 5665	

SERVICE REQUEST

To log a request or seek updates

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	itservicedesk@heathrow.com	24x7
Phone	0208 976 5665	

CHANGE MANAGEMENT

To log a requirement or seek updates

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	heathrow@sita.aero	Mon-Fri 0800-1700
Phone	0208 230 3117	

ELECTRONIC COMMUNICATIONS APPROVAL PROCESS – ECAP

To submit an application or seek advice

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	radioapprovals@heathrow.com	Mon-Fri 0900-1700
Phone	0208 745 0060	

BILLING AND DEBT MANAGEMENT

To make an enquiry or seek advice

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	commercial_telecoms@heathrow.com	Mon-Fri 0800-1700
Phone	0208 745 6565	