AGS IT Services - Rate Card

Updated 03/01/2023

Service	Description	Includes	Excludes
Network Access			
1Gbps Switchport	Use of a single network port on AGS' multiservice network	1 network outlet over existing structured cabling. Supported connectivity. SLAs available on request	Any new **structured cabling** - see below for information
1Gbps Switchport With PoE(+)	Use of a single network port on AGS' multiservice network, including in-line power	1 network outlet over existing structured cabling. Supported connectivity. SLAs available on request	Any new **structured cabling** - see below for information
Change Configuration or Move Network Port	Amendment of config of network port (eg: adding VLAN to trunk). Movement of network presentation to another customer area / unit.	Enabling new network outlet and disabling old network outlet. Modifying switchport config Supported for connectivity. SLAs available on request	
Layer 2 VLAN	Point to (multi)point connectivity through AGS' multiservice network	Creation of dedicated VLAN for customer and isolation of said VLAN	Routing Addressing
Layer 3 VLAN	Routed connectivity through AGS' multiservice network	Creation of dedicated VLAN for customer, allocation of address space and firewall rules	
Wireless Network Service			
Managed SSID on an existing Access Point	Connection to the AGS WLAN via a dedicated SSID	Network design, configuration of WiFi Access Point and SSID set-up Supported connectivity. SLAs available on request	**Firewall changes** - see below Any new **structured cabling** - see below for information
Occasional access to internet via an airport SSID	Voucher to connection to Glasgow Airport WiFi	Connectivity for 1 device for specified length of time	
Structured cabling			
Structured cabing	Structured cabling from customer unit to appropriate node room	Cabling, termination, testing and management costs	Survey of the area for complex work

Point-to-point fibre or copper (dark fibre)	Point to Point fibre connectivity separate from AGS network	Fibre works	Survey of area for complex work Onward connectivity from switches to customer infrastructure Fibre containment (if routes don't already exist)

Service	Description	Includes	Excludes
Telephony Service			
Internal Call Routing Only	Calls can be made only to internal extensions at the local Airport from which the service is provided	Voice service over existing structured cabling. Standard analogue handset. Supported connectivity and hardware. SLAs available on request.	Any new **structured cabling** - see below for information
Internal & External Call Routing	Calls can be made outside the local Airport (e.g. Local access / STD access / International Access, etc)	Voice service over existing structured cabling. Standard analogue handset. Supported connectivity and hardware. SLAs available on request.	Call charges. Any new **structured cabling** - see below for information
FAX Circuit	Analogue circuit for FAX transmissions.	Fax service over existing structured cabling Supported connectivity. SLAs available on request.	Call charges. Any new **structured cabling** - see below for information
IP Handset	IP telephony handset with data pass-through.	Handset.	Subsequent replacements.
Supplementary Services			
Voicemail Enablement	Mailbox against internal extension	Allocated voice mailbox against defined extension	
Divert Enablement	Ability to autonomously divert to another circuit / number	Call divert config availability	
Conferencing Enablement	Ability for a designated extension to create conference calls	Conference call creation for designated extension	
Hunt Group Enablement	Designation of a hunt group number	Creation of hunt group	
Pickup Group Enablement	Designation of a pick up group	Creation of pick up group	
Present CLI Enablement	Presentation of your DDI extension to other, external, recipients of your call	Configuration to present extension DDI to other autonomouse systems	

Service	Description	Includes	Excludes
Internet Service			
Dedicated Public IP	Own unique IP address on AGS' public range	Single publically routable IP address	
Discrete Content Filtering	Setting of own specific website/application filtering rules outwith the the standard AGS applied baseline	Setup and curation of app/content filttration ruleset	
Firewall Rule/Config Changes	Firewall changes to enable internet connectivity	Network changes and firewall configuration	
Wired Internet Service at 5Mbps Bandwidth	Shared internet service at 5Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 10Mbps Bandwidth	Shared internet service at 10Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 20Mbps Bandwidth	Shared internet service at 20Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 30Mbps Bandwidth	Shared internet service at 30Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 40Mbps Bandwidth	Shared internet service at 40Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below

Wired Internet Service at 50Mbps Bandwidth	Shared internet service at 50Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 75Mbps Bandwidth	Shared internet service at 75Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 100Mbps Bandwidth	Shared internet service at 100Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 150Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 150Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 200Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 200Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 250Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 250Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 300Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 300Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below

Service	Description	Includes	Excludes
Wired Internet Service at 350Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 350Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 400Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 400Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 450Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 450Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wired Internet Service at 500Mbps Bandwidth **Not Available At ABZ/SOU**	Shared internet service at 500Mb bandwidth (upload and download)	All setup, including Network design, dedicated VLAN, port presentation, firewall and NAT rule additions. 24x7 help desk - engineers on-site within 1 day	Any new **structured cabling** - see above for information **Firewall changes** - see below
Wireless Internet Service provisioned over Public WiFi (Costs per Device)	Wireless Internet Service provisioned over Public WiFi via voucher code for a single device.	Provision of voucher code to enable access. Support is via Public WiFi service.	Any requirements for access beyond HTTP/HTTPS

Service	Description	Includes	Excludes
Information Service			
Information Display Screens	FIDS or other information screens	Screen, PC to control images, brackets, cabling, network configuration, installation Support for connectivity and hardware. SLAs available on request	Design and display of non-standard information Any new **structured cabling** - see above for information
API Data Feed (Low Use)	Access to Airport API to ingest flight updates to 3rd party systems	Setup and commissioning of source Calls to the API not more frequently than: Full update: 4 hours Delta update: 10 minutes	Setup and comissioning of consumer

API Data Feed (Medium Use)	Access to Airport API to ingest flight updates to 3rd party systems	Setup and commissioning of source Calls to the API not more frequently than: Full update: 1 hour Delta update: 30 seconds	Setup and comissioning of consumer
API Data Feed (High Use)	Access to Airport API to ingest flight updates to 3rd party systems	Setup and commissioning of source Calls to the API not more frequently than: Full update: 15 minutes Delta update: 10 seconds	Setup and comissioning of consumer
Chroma API Change To Data	Modification of fields provisioned to consumer	Modification of fields provisioned to consumer	Setup of consumer
MATV Outlet (freeview)	For terrestrial, freeview TV	TV, installation, brackets, cabling to aerial	
MATV Outlet (Sky)	For terrestrial, Sky TV	TV, installation, brackets, cabling to dish	Sky dish and subscription
IPTV Presentation	Provision of IPTV service and receiver (Services: BBC 1 BBC 2 STV Channel 4 Channel 5 BBC News Sky News BBC Parliament RT News ITV2 ITV3 ITV4 E4 4 Music Cbeebies CBBC Dave BBC Alba)	Reciever and setup	Display, Data Port
Chroma connectivity - GLA	Connectivity to Chroma application	1 network outlet over existing structured cabling	Any new structured cabling - see above for information
Chroma hardware - GLA	PC, monitor, mouse and keyboard	PC, monitor, mouse and keyboard	

Airport Operating System (Chroma) - GLA	Read only access		Training costs
Airport Operating System (Chroma) - GLA	Read & Write access		Training costs
Remote access to Chroma	Access to Chroma over WebAODB		Training costs

Service	Description	Includes	Excludes
Data Centre - Standard Co-location Service			
Hosting	1U (up to 0.2kW) #	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see **structured cabling** above Power installation
Hosting	Quarter rack (up to 0.75kW)	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see **structured cabling** above Power installation
Hosting	Half rack (up to 1.5 kW)	Cabinet secured by key Node room secured by card reader and accessed by a limited number of employees LAN connectivity available Connection to existing power supply UPS Part of fully supported IT service. (SLAs available on request)	WAN and internet connectivity Additional cabling - see **structured cabling** above Power installation

| Hosting | Full rack (up to 3 kW) | Cabinet secured by key
Node room secured by card reader and accessed by a limited number of employees
LAN connectivity available
Connection to existing power supply
UPS
Part of fully supported IT service. (SLAs available on request) | WAN and internet connectivity
Additional cabling - see **structured cabling** above
Power installation |

Service	Description	Includes	Excludes
IT Professional Services			
IT Professional Services	Project Management	IT project management for customer projects	Implementation services Support services Cost of materials and other consultancy Travel & expenses
IT Professional Services	Technical Consultancy	IT consultancy	Implementation services Support services Cost of materials and other consultancy Travel & expenses