AGS IT Services - Rate Card 2024

Data

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)
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	5 days if cabling exists 4 weeks if new cabling required
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	6 days if cabling exists 4 weeks if new cabling required
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		5 days
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	4 weeks
Occasional access to internet via an airport SSID	Voucher to connection to Glasgow Airport WiFi	Connectivity for 1 device for specified length of time		1 day
Structured cabling				
Structured cabling	Structured cabling from customer unit to appropriate node room	Cabling, termination, testing and management costs	Survey of the area for complex work	4 weeks
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)	4 weeks

Voice

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)
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	5 days if cabling exists. 4 weeks if new cabling required.
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	5 days if cabling exists. 4 weeks if new cabling required.
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	5 days if cabling exists 4 weeks if new cabling required
IP Handset	IP telephony handset with data pass-through.	Handset.	Subsequent replacements.	5 days
Supplementary Services				
Voicemail Enablement	Mailbox against internal extension	Allocated voice mailbox against defined extension		5 days
Divert Enablement	Ability to autonomously divert to another circuit / number	Call divert config availability		5 days
Conferencing Enablement	Ability for a designated extension to create conference calls	Conference call creation for designated extension		5 days
Hunt Group Enablement	Designation of a hunt group number	Creation of hunt group		5 days
Pickup Group Enablement	Designation of a pick up group	Creation of pick up group		5 days
Present CLI Enablement	Presentation of your DDI extension to other, external, recipients of your call	Configuration to present extension DDI to other autonomous systems		5 days

Internet Access

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)
Internet Service				
Dedicated Public IP	Own unique IP address on AGS' public range	Single publicly routable IP address		4 weeks
Discrete Content Filtering	Setting of own specific website/application filtering rules outwith the standard AGS applied baseline	Setup and curation of app/content filtration ruleset		2 weeks
Firewall Rule/Config Changes	Firewall changes to enable internet connectivity	Network changes and firewall configuration		4 weeks (concurrent)
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	4 weeks

Service	Description	Includes	Excludes	SLA
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	4 weeks
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	1 week

Information Services

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)
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	4 weeks
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 commissioning of consumer	4 weeks

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 commissioning of consumer	4 weeks
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 commissioning of consumer	4 weeks
Chroma API Change To Data	Modification of fields provisioned to consumer	Modification of fields provisioned to consumer	Setup of consumer	2 Weeks
MATV Outlet (Freeview)	For terrestrial, Freeview TV	TV, installation, brackets, cabling to aerial		4 weeks
MATV Outlet (Sky)	For terrestrial, Sky TV	TV, installation, brackets, cabling to dish	Sky dish and subscription	4 weeks
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)	Receiver and setup	Display, Data Port	4 weeks
Chroma connectivity - GLA	Connectivity to Chroma application	1 network outlet over existing structured cabling	Any new structured cabling - see above for information	5 days if cabling exists 4 weeks if cabling required
Chroma hardware - GLA	PC, monitor, mouse and keyboard	PC, monitor, mouse and keyboard		10 days
Airport Operating System (Chroma) - GLA	Read only access		Training costs	5 days
Airport Operating System (Chroma) - GLA	Read & Write access		Training costs	5 days
Remote access to Chroma	Access to Chroma over WebAODB		Training costs	5 days

Equipment CoLocation

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)
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	

Professional Services

Service	Description	Includes	Excludes	SLA (from valid PO to start of work)
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	