

sky TV subscription



What is it?

Imagine having Sky News, Sky Sports and an extensive choice of music channels available in your passenger lounge, staff room or hotel. Sky TV keeps your staff informed with the latest news and trends and helps create an upbeat and inspiring environment to work in or visit.

Heathrow Commercial Telecoms can now provide Sky TV channels through the existing Heathrow IPTV service, giving you both Freeview and Sky TV in one integrated package. There is no need to install satellite dishes or aerials as our service is delivered over our managed network. You also have the option to hide the set-top box with remote infrared sensors allowing you to design your demise as you see fit.

What do we offer?

Sky determines the channels to be included in the offering at any one time.

Current channels included		
Sky Sports 1	Biography Channel	VH1
Sky Sports 2	Animal Planet	National Geographic
Sky Sports 3	Discovery	National Geographic Wild
Sky Sports 4	Sky Living	Nickelodeon
Sky Sports News	MTV	NickToons
Sky One	MTV Dance	Comedy Central
Eurosport	MTV Hits	History Channel

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How much does it cost?

In order to subscribe to the Sky channels package you will need to install our IPTV service first.

IPTV	
Installation	£250
Monthly	£30

In addition to the IPTV service charge you will need a subscription to the Sky TV channels. Sky subscription is on a per TV screen basis and is an incremental charge to the IPTV service.

Activation	£0 when ordered with IPTV, £140 if ordered after
Monthly	£100 per connected TV

Minimum term contract is 12 months.

What are our SLAs?

Service hours			
Service	Service hours	Service days	Critical business periods
Support	24 hours	Mon - Sun	24x7x365
Service requests	08.30 - 16.30	Mon - Fri	N/A

	Targets		
	Down for all	Down for some	Down for one
Restoration	4 hours	4 hours	8 hours



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What technical information do I need to know?

- Sky channels are only available in standard definition (SD).
- Interactive, high definition (HD) or 3D services are not available as part of the Sky package.
- In order to receive Sky channels customers must install IPTV first. This is a TV system distributed over the Heathrow network infrastructure.
- Customers are responsible for providing televisions for this service.
- The solution includes two elements; a data network connection over the Heathrow IPTV VLAN back to a set of IPTV servers; and an IPTV exterity box which will deliver both the standard Freeview and Sky channels.

Why us?

- Fully resilient service, leveraging Heathrow's own Cisco network infrastructure to deliver high availability
- Wide selection of Sky and Freeview channels
- Cost-competitive and straightforward bundled pricing model, with no hidden costs
- On-site technical team provides 24x7x365 end to end support for the solution

For further information please contact your account manager or visit www.heathrow.com/telecoms