

APPENDIX 7: BASIS OF CHARGING FOR SERVICE OFFERINGS

Common Infrastructure Products and Basis of Charging				
Product	Description	Commercials	Basis of Charging Ref	Comments
Managed Passive Infrastructure	Managed Common Passive Infrastructure Service			
	Within Demised Areas	Commercial Terms	6.4	
	Non Demised /Common Areas	Non Regulated Charge	6.2	This will be a Non Regulated Charge for Airlines and/or their nominated Service Provider. All other Customers will be subject to Commercial terms.
Space in Shared Comms Rooms	Licence for shared use of HAL provisioned and maintained designated shared communications rooms at a standard 'all -in' rate for defined floor area of airline cabinets plus access zones to each where HAL common passive network infrastructure is utilised (Infrastructure use subject to separate terms and licensing). Utility costs payable in addition.	Other		AOC Rents Group will agree price and escalation. See also Note 1 & 2.
	Category A – Data centres		6.5	
	Category B – Primary Comms Rooms		6.5	
	Category C – Secondary Comms Rooms		6.5	
	Category D - Cabinets		6.5	
	Where an airline wishes to rent available rack space in a HAL provisioned and maintained equipment rack.	Either Non Regulated Charge Or Commercial Terms	6.2 / 6.4	
CUSS	HAL CUSS is a Common user service for self check-In by passengers.	Specified Activity	6.1	Commercials being addressed in HAL-AOC CUSS & Check-in meetings

Product	Description	Commercials	Basis of Charging Ref	Comments
Self Service KIOSK	Airline provided Kiosk to provide Self service Check-In. Service connects to HAL passives.	Other	6.5	Airport Wide Rate AOC Rents Group
Managed LAN Service	Managed LAN Infrastructure Service ('Active' and 'Passive' as defined in policy document)	Commercial Terms	6.4	
Wireless LAN	Managed Wireless LAN Infrastructure Service	Non Regulated Charge	6.2	See also Note 2.
Wireless Metropolitan Area	Licensed	3rd Party Offering	6.3	See also Note 2.
CCTV High Resolution	HAL has installed common CCTV systems throughout LHR with a high resolution quality to meet the requirements of the Wheeler report and provide, where necessary suitable picture quality for the authorities. Permitted views from these cameras may be purchased from HAL for the Airlines own use. Should an Airline or Airlines require further views from similar grade cameras additional cameras can be installed at cost to the Airline (cost will be installation cost and ongoing maintenance). Note: Any cameras installed for an Airline viewing public areas will become the property of HAL and will form part of the LHR CCTV estate in line with the Wheeler report from the DfT. To view cameras tenants will require a HAL PC configured system and software.	Non Regulated Charge	6.2	Airlines can install own CCTV in non public areas. Airlines need further technical enhancement e.g. sending images outside HAL firewalls, to be an attractive proposition. Also the ability to view entire campus on one system at present 2 VMS solution deployed. See also Note 2.
CCTV Low Resolution	Airlines may install CCTV in their demised areas. Airlines may individually or as a community, install CCTV in common areas using Common Passive Infrastructure providing always that the cameras used and the images they provide are of low resolution. The low resolution images must be of such low grade that they would otherwise be inadequate to fulfil the requirements laid down by the Wheeler Report. If and when such images required were of a high enough resolution or quality to meet the Wheeler	Either Commercial Terms Or Non Regulated Charge	6.4/6.2	

Product	Description	Commercials	Basis of Charging Ref	Comments
	Report, then only the Airport provided High Resolution CCTV may be utilized.			
CUTE / MUSE	Shared Terminals	3rd Party Offering	6.3	Currently AOC contract to provide computerised check-in services.
	Single Occupier Terminal			Occupier Choice
BRS	Shared Terminals	3rd Party Offering	6.3	Currently AOC contract to provide computerised check-in services.
	Single Occupier Terminal			Occupier Choice
Gatelink	3rd party Service to provide entertainment and other data to aircraft on Stands.	3rd Party Offering	6.3	
Airside Conformance Tracking ACT (Formerly ICISS)	Internet Self Service Check-In and Bag drop system. The Pax checks-in via the internet then prints a boarding document. At Ticket presentation the boarding document is scanned to ensure only one Pax can enter with the self printed boarding card.	Other	6.5	Basic level recovered via Aircraft Charges. DFT requirement no direct charge to user.
ACT One way	The ICISS product has additional functionalities available subject to commercial agreement. It can send one way message to Airline advising passenger is airside. Available to all.	Commercial Terms	6.4	ICISS to be renamed Airside Conformance Tracking. Airlines awaiting commercial/SLA details for one way.
ACT Two way	The ICISS product has additional functionalities available subject to commercial agreement. It can send a two way messaging where Airline responds advising passenger is permitted to proceed; this is subject to additional criteria.	Commercial Terms	6.4	
Check-in Desk Allocation System	Check-in desk allocation system	Other	6.5	See Check-in (S.A.) Protocol
Gate Manager (IDAHO db)	Gate signage system (agents change gate status e.g. Boarding, Last Call etc.) via	Other	6.5	

Product	Description	Commercials	Basis of Charging Ref	Comments
MERLIN (Baggage Tracking)	CUTE workstation Baggage tracking and management reporting system.	Other	6.5 (6.1)	Included within Baggage Cost - Specified Activity
Connections Product	Any introduction of a "Connections" product to ensure good co-ordination within the Alliance/Terminal.	3rd Party Offering	6.3	Any data feeds will be required from HAL systems on Commercial terms
Stand Planning	ARIS already in use but the intention is to implement PRESTON.	Other	6.5	
FIDS Complete System	As an alternative to just a data feed HAL can provide a complete FIDS system in a CIP or any other area the Airlines require.	Commercial Terms	6.4	
Real time Passenger Experience (RTPE)	Currently under development,			Charging basis to be discussed and determined by SSB/HAL working group.
SIS (Staff Information System)	Resource Planning System to allow Airlines to plan staff and other resources required to operate aircraft. Note new Web Based system and pricing for the new Ultra FIDS (Web Based)	Commercial Terms	6.4	
Access Control	Airlines can arrange access to their own demise by key or other physical method. If required a swipe card based system (MAID) can be provided.	Commercial Terms	6.4	
Fire Alarms	Base Provision	Other	6.5	Within Aircraft Charges. See also Note 2.
	Additional Provision	Commercial Terms	6.4	
Panic Alarms	If required HAL can connect any Airline panic alarms into the HAL system.	Commercial Terms	6.4	

Product	Description	Commercials	Basis of Charging Ref	Comments
IPT	The Internet Protocol Telephony system	Other	6.5	Certain phones are provided via Airport charges e.g. Gate phones.
		Specified Activity	6.1	Others are charged as part of a separate charge e.g. Check-in desks.
		Commercial Terms	6.4	Airline specific connectivity is on commercial terms.
Radio	Optionally take service from 3rd Party Provider e.g. RSL or Air Radio.	3rd Party Offering	6.3	Push to talk or cellular Provided through sponsorship or for PAX experience no commercial terms with site occupier. E.G. Gate rooms
Ground to Air Radio	Airline requirement for use of shared Antenna.	3rd Party Offering	6.3	
ISP	Broadband Service contract via HAL and provided through DMSL through licensed telco providers	3rd Party Offering	6.3	
TV	HAL Provided TV	Other	6.5	
	Customer required - a cable can be run into a specified area. Occupier's responsibility to have the necessary licences and/or subscriptions and set top boxes. Service can only provide standard Sky & Terrestrial Channels. HAL will run cable into a specified area and then terminate it in a coaxial socket at a location to be agreed.	Commercial Terms	6.4	

Note 1: in the cases of Shared Communications Rooms, Wireless services, CCTV and Fire Alarms, the following applies:

Note 2: This service offering is a right only for Airlines and/or their nominated Service Provider (in the provision of services to airlines). All other tenants' requests are subject to the discretion of HAL and, if approved, will be charged on Commercial Terms.