

AGS IT Services - Rate Card 2025

Service	Description
Network Access	
1Gbps Switchport	Use of a single network port on AGS' multiservice network
1Gbps Switchport With PoE(+)	Use of a single network port on AGS' multiservice network, including in-line power
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.
Layer 2 VLAN	Point to (multi)point connectivity through AGS' multiservice network
Layer 3 VLAN	Routed connectivity through AGS' multiservice network
Wireless Network Service	
Managed SSID on an existing Access Point	Connection to the AGS WLAN via a dedicated SSID
Occasional access to internet via an airport SSID	Voucher to connection to Glasgow Airport WiFi
Structured cabling	
Structured cabling	Structured cabling from customer unit to appropriate node room
Point-to-point fibre or copper (dark fibre)	Point to Point fibre connectivity separate from AGS network

Includes	Excludes	SLA (from valid PO to start of work)
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
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
Enabling new network outlet and disabling old network outlet. Modifying switchport config Supported for connectivity. SLAs available on request		5 days
Creation of dedicated VLAN for customer and isolation of said VLAN	Routing Addressing	2 weeks
Creation of dedicated VLAN for customer, allocation of address space and firewall rules		2 weeks
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	2 weeks
Connectivity for 1 device for specified length of time		5 days
Cabling, termination, testing and management costs	Survey of the area for complex work	4 weeks
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

Specification	Considerations / Assumptions
Existing cat5e structured cabling at 1Gbps 24x7 support for connectivity. SLAs available on request	Charges are per network port Network outlet over structured cabling already exists. Sufficient switch capacity exists
Existing cat5e structured cabling at 1Gbps 24x7 support for connectivity. SLAs available on request	Charges are per network port Network outlet over structured cabling already exists. Sufficient switch capacity exists
Existing cat5e structured cabling at 100Mb minimum	Network outlet over structured cabling already exists Like for like: no change to service charge
AGS standard WLAN. Cost is per SSID per AP Access Point model is Aruba 305	Sufficient capacity for an additional SSID on the Access Point
Shared internet service	Price is per device, per day / 5 days Payment in advance
Cat6 cabling with minimum line rate of 100Mbps	Cost and timelines will be increased if node room is >90m from customer unit or if there is insufficient switch capacity
Fibre cabling between node rooms dependent on customer specifications	Customer to specify type and bandwidth of fibre required, functionality of their service and locations of their equipment Additional infrastructure (such as switches) will increase costs and timelines

AGS IT Services - Rate Card 2025

Service	Description
Telephony Service	
Internal Call Routing Only	Calls can be made only to internal extensions at the local Airport from which the service is provided
Internal & External Call Routing	Calls can be made outside the local Airport (e.g. Local access / STD access / International Access, etc)
FAX Circuit	Analogue circuit for FAX transmissions.
IP Handset	IP telephony handset with data pass-through.
Supplementary Services	
Voicemail Enablement	Mailbox against internal extension
Divert Enablement	Ability to autonomously divert to another circuit / number
Conferencing Enablement	Ability for a designated extension to create conference calls
Hunt Group Enablement	Designation of a hunt group number
Pickup Group Enablement	Designation of a pick up group
Present CLI Enablement	Presentation of your DDI extension to other, external, recipients of your call

Includes	Excludes	SLA (from valid PO to start of work)
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.
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 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
Handset.	Subsequent replacements.	5 days
Allocated voice mailbox against defined extension		5 days
Call divert config availability		5 days
Conference call creation for designated extension		5 days
Creation of hunt group		5 days
Creation of pick up group		5 days
Configuration to present extension DDI to other autonomous systems		5 days

Specification	Considerations / Assumptions
Physical connectivity to a voice enabled node room	Network outlet over structured cabling already exists. Sufficient switch capacity exists
Physical connectivity to a voice enabled node room	Network outlet over structured cabling already exists. Sufficient switch capacity exists
Physical connectivity to a voice enabled node room	Network outlet over structured cabling already exists. Sufficient switch capacity exists
MiTel 6920 (Black, Wired, 320x240 3.5" LCD, GB Eth Passthrough) or current equivalent	
In addition to circuit and handset costs	
In addition to circuit and handset costs	
In addition to circuit and handset costs	
In addition to circuit and handset costs	
In addition to circuit and handset costs	
In addition to circuit and handset costs	CLI Type 5 is present on external facing trunk

Rate of Inflation #REF! #REF!

AGS IT Services - Rate Card 2025

Service	Description
Internet Service	
Dedicated Public IP	Own unique IP address on AGS' public range
Discrete Content Filtering	Setting of own specific website/application filtering rules outwith the standard AGS applied baseline
Firewall Rule/Config Changes	Firewall changes to enable internet connectivity
Wired Internet Service at 5Mbps Bandwidth	Shared internet service at 5Mb bandwidth (upload and download)
Wired Internet Service at 10Mbps Bandwidth	Shared internet service at 10Mb bandwidth (upload and download)
Wired Internet Service at 20Mbps Bandwidth	Shared internet service at 20Mb bandwidth (upload and download)
Wired Internet Service at 30Mbps Bandwidth	Shared internet service at 30Mb bandwidth (upload and download)
Wired Internet Service at 40Mbps Bandwidth	Shared internet service at 40Mb bandwidth (upload and download)
Wired Internet Service at 50Mbps Bandwidth	Shared internet service at 50Mb bandwidth (upload and download)
Wired Internet Service at 75Mbps Bandwidth	Shared internet service at 75Mb bandwidth (upload and download)

Wired Internet Service at 100Mbps Bandwidth	Shared internet service at 100Mb bandwidth (upload and download)
Wired Internet Service at 150Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 150Mb bandwidth (upload and download)
Wired Internet Service at 200Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 200Mb bandwidth (upload and download)
Wired Internet Service at 250Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 250Mb bandwidth (upload and download)
Wired Internet Service at 300Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 300Mb bandwidth (upload and download)
Wired Internet Service at 350Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 350Mb bandwidth (upload and download)
Wired Internet Service at 400Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 400Mb bandwidth (upload and download)
Wired Internet Service at 450Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 450Mb bandwidth (upload and download)
Wired Internet Service at 500Mbps Bandwidth Not Available At ABZ/SOU	Shared internet service at 500Mb bandwidth (upload and download)
Wireless Internet Service provisioned over Public WiFi (Costs per Device)	Wireless Internet Service provisioned over Public WiFi via voucher code for a single device.

Includes	Excludes	SLA (from valid PO to start of work)
Single publicly routable IP address		4 weeks
Setup and curation of app/content filtration ruleset		2 weeks
Network changes and firewall configuration		4 weeks (concurrent)
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
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
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
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
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
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
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

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
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
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
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
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
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
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
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
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
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
Provision of voucher code to enable access. Support is via Public WiFi service.	Any requirements for access beyond HTTP/HTTPS	1 week

Specification	Considerations / Assumptions
Provision of a single publicly routable IP address owned by AGS, for the use by the tenant.	We have spare capacity in our public range.
Provision of specific ruleset to be applied to 3rd party customer VLAN with respect to application and content filtering.	Customer is utilising Airport Internet breakout
	Customer to supply detailed requirements of firewall connectivity and ports to be configured
Wired internet over Cat5e structured cabling Dedicated internet service delivering 5Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 10Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 20Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 30Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 40Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 50Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 75Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet

Wired internet over Cat5e structured cabling Dedicated internet service delivering 100Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 150Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 200Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 250Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 300Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 350Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 400Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 450Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wired internet over Cat5e structured cabling Dedicated internet service delivering 500Mbps download and upload speeds	Assumption that structured cat5e cabling exists Firewall changes will be identified during scoping and will add to costs Costs apply per connection / network outlet
Wireless internet availability via voucher code to public WiFi provision. Throttled and restricted as per in force public WiFi restrictions.	Public WiFi coverage available

AGS IT Services - Rate Card 2025

Service	Description
Information Service	
Information Display Screens	FIDS or other information screens
API Data Feed (Low Use)	Access to Airport API to ingest flight updates to 3rd party systems
API Data Feed (Medium Use)	Access to Airport API to ingest flight updates to 3rd party systems
API Data Feed (High Use)	Access to Airport API to ingest flight updates to 3rd party systems
Chroma API Change To Data	Modification of fields provisioned to consumer
MATV Outlet (Freeview)	For terrestrial, Freeview TV
MATV Outlet (Sky)	For terrestrial, Sky TV
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)

Chroma connectivity - GLA	Connectivity to Chroma application
Chroma hardware - GLA	PC, monitor, mouse and keyboard
Airport Operating System (Chroma) - GLA	Read only access
Airport Operating System (Chroma) - GLA	Read & Write access
Remote access to Chroma	Access to Chroma over WebAODB

Includes	Excludes	SLA (from valid PO to start of work)
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
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
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
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
Modification of fields provisioned to consumer	Setup of consumer	2 Weeks
TV, installation, brackets, cabling to aerial		4 weeks
TV, installation, brackets, cabling to dish	Sky dish and subscription	4 weeks
Receiver and setup	Display, Data Port	4 weeks

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
PC, monitor, mouse and keyboard		10 days
	Training costs	5 days
	Training costs	5 days
	Training costs	5 days

Specification	Considerations / Assumptions
Standard screen: 40" NEC Controlling PC: GLA standard desktop. Brackets installed within GLA height restrictions and suitable to screen orientation and location Structured cabling: Cat 5e/6 at 100Mb	This item covers any FIDS or information displays in addition to standard GLA FIDS locations and offering PC will be located in suitable node room
Calls to the API not more frequently than: Full update: 4 hours Delta update: 10 minutes	As specification
Calls to the API not more frequently than: Full update: 1 hour Delta update: 30 seconds	As specification
Calls to the API not more frequently than: Full update: 15 minutes Delta update: 10 seconds	As specification
Customer specifies TV. Price will be included in one-off costs	Aerial point accessible within acceptable distance
Customer specifies TV. Price will be included in one-off costs	Subject to approval to mount another dish. Sky subscription is tenants responsibility
Customer specifies required channels.	Availability of data point

Existing cat5e/6 structured cabling at 100Mb	
Standard GLA desktop PC, monitor, keyboard and mouse	
	Training required before access granted Chroma admin to set up and train users
	Training required before access granted Chroma admin to set up and train users

Rate of Inflation #REF! #REF!

AGS IT Services - Rate Card 2025

Service	Description
Data Centre - Standard Co-location Service	
Hosting	1U (up to 0.2kW)
Hosting	Quarter rack (up to 0.75kW)
Hosting	Half rack (up to 1.5 kW)
Hosting	Full rack (up to 3 kW)

Includes	Excludes
<p>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)</p>	<p>WAN and internet connectivity Additional cabling - see structured cabling above Power installation</p>
<p>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)</p>	<p>WAN and internet connectivity Additional cabling - see structured cabling above Power installation</p>
<p>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)</p>	<p>WAN and internet connectivity Additional cabling - see structured cabling above Power installation</p>
<p>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)</p>	<p>WAN and internet connectivity Additional cabling - see structured cabling above Power installation</p>

SLA (from valid PO to start of work)	Specification	Considerations / Assumptions
		<p>Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs</p>
	<p>Power source Cabinet size</p>	<p>Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs</p>
	<p>Power source Cabinet size</p>	<p>Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs</p>
	<p>Power source Cabinet size</p>	<p>Installation in a designated third party room Sufficient capacity in cabinet / node room Purchase price of new cabinet will be reflected in cost If additional power required, building warrant needs to be arranged and will lead to increase in costs</p>

Rate of Inflation #REF! #REF!

AGS IT Services - Rate Card 2025

Service	Description
IT Professional Services	
IT Professional Services	Project Management
IT Professional Services	Technical Consultancy
IT Professional Services	Airport Escorting - New

Includes	Excludes	SLA (from valid PO to start of work)
IT project management for customer projects	Implementation services Support services Cost of materials and other consultancy Travel & expenses	
IT consultancy	Implementation services Support services Cost of materials and other consultancy Travel & expenses	
Airport Escorting		

Specification	Considerations / Assumptions
IT project management for customer projects	Costs will depend on the qualifications and experience of the allocated resource and complexity/scope of work
IT consultancy	Costs will depend on the qualifications and experience of the allocated resource and complexity/scope of work
Cost per Hour	First hour is free