



24 June 2014

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 8 June 2014 seeking the following information:

"I am writing to request information relating to your organisations use of Telephone Conference Call services and use of online Web Meeting tools, under the Freedom of Information Act 2000. In summary, we are interested in any information held by you regarding our request for your 2013-2014 financial year. We understand that under the Act, we do not have to specify particular files or documents and that it is your department's responsibility to provide the information we require."

I am treating your correspondence as a request for information under the Freedom of Information (FOI) Act 2000.

A search for the information has now been completed within the Ministry of Defence (MOD), and I can confirm that some information in scope of your request is held.

Records exist centrally for the conferencing service provided to the MOD by BT MeetMe. This is provided under a central Government negotiated structure. Details of this service have been used to populate the attached forms.

Some information relating to MOD employees has been withheld in accordance with Section 40 (Personal Information) of the FOI Act. This is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

I attach answers where appropriate to your specific questions at Annex A to this letter in the format you provided.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Deputy Chief Information Officer, 2nd Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal

review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

Yours sincerely,

**Information Systems and Services HQ
Policy Secretariat**

Introduction

Hello,

These are the specific questions that we would like answering. We have detailed them into specific sections and sign-posted you through the document.

We have supplied this document in MS Word Format that you can add your answers straight into. Once you have done this you can email it back to us by sending it to [REDACTED] or completing it and posting it to us.

[REDACTED]
Or the fastest way, once you have the data is to add your answers online by visiting this link:

[REDACTED]
You only need to submit your data through one of the methods.

Section 1

Your Details

Your First Name * Details are being withheld under Section 40 (Personal Information).

Your Surname * Details are being withheld under Section 40 (Personal Information).

Your Company or Organisation Name :* Ministry of Defence

The Name of your Department: Information Systems and Services

Your Contact Telephone Number * Details are being withheld under Section 40 (Personal Information).

Your Email Address * ISS Net-FxdSAsstHd@mod.uk. Further details on this individual are being withheld under Section 40 (Personal Information).

Your Postal Address

Building Name or Number * Building 405, MOD Corsham

Street Name * Westwells Road,

Locality Name Town / City * CORSHAM

County Wiltshire

Post Code * SN13 9NR

Section 2

Person or Department Responsible for Conference Calls and Web Meetings

First Name * Details are being withheld under Section 40 (Personal Information).

Last Name Details are being withheld under Section 40 (Personal Information).

What is the name of the Department they work in? * Information Systems and Services

What is the Telephone Number of the person who is responsible for the procurement of Conference Calls and Web Meetings? * Details are being withheld under Section 40 (Personal Information).

What is the Email Address of the person who is responsible for the procurement of Conference Calls and Web Meetings? *

ISS Net-FxdSAAstHd@mod.uk. Further details on this individual are being withheld under Section 40 (Personal Information).

Their Postal Address

Building Name or Number * Building 405, MOD Corsham

Street Name *Westwells Road

Locality Name Town / City * CORSHAM

County Wiltshire

Post Code * SN13 9NR

Section 3

Do you currently purchase or use UK access Conference Call Services? *

These are services where UK based people dial into a UK based number.

YES (If YES, Go to **Section 4**) YES.

NO (If NO, Go to **Section 5**)

Section 4

UK Conference Calls

Tell us about your current provider...

What are the names of the suppliers you use for Conference Calls? * BT

What is the rate per minute each participant is charged to join a Conference Call?

Please enter this as a number only. Example 25 for 25p

1.9

What is your monthly expenditure for the use of this service?

Please enter this as a number only. Example £24.99 would be 24.99

13,000

How many minutes of audio conferencing does your organisation do per month?

600,000

What is the maximum number of participants you have in a Conference Call?

40

If you currently have a contract please state the date of expiry.

There is no defined end date.

Section 5

Do you currently purchase or use International access Conference Call Services? *

These are services where people based around the globe dial into a local telephone number in the country they are based in.

YES (If YES, Go to **Section 6**)

NO (If NO, Go to **Section 7**) NO

Section 6

International Conference Calls

Tell us about your current provider...

What is the name of your current provider for International Conference Calls?

What is your monthly expenditure for the use of this service?

Please enter this as a number only. Example £24.99 would be 24.99

How many minutes of international audio conferencing does your organisation use per month?

Do you have an international dial in tariff that your supplier offers?

If you currently have a contract please state the date of expiry.

Section 7

Additional Charges

Please detail any bridging charges, call set-up fees, call recording charges, transcription charges and any other information that you think might be relevant.

No information held.

Section 8

Do you use web meeting tools similar to 'WebEx' or 'Go To Meeting'?

These are services where participants can see documents or computer screens as well as audio participation over both the internet and or traditional public switch telephone networks (PSTN).

YES (If YES, Go to **Section 9**)

NO (If NO, Go to **Section 10**) NO

Section 9

Web Meetings / Webinars and Online Meetings

Tell us about your current provider...

Who is your current supplier?

How much were you charged in total for this service.

What are the commercial terms on which they offer the services?

This could be that you get a specific discount for being a Public Sector supplier or you must buy through G-Cloud etc.

How many licences do you use?

If you currently have a contract please state the date of expiry.

Section 10

Thank You!

We are really grateful for you taking time to get this data to us.