



Department
for Environment
Food & Rural Affairs

helpline@defra.gsi.gov.uk
www.defra.gov.uk

By email: [REDACTED]

Your ref:
Our ref: RFI 5778
Date: 2nd October 2013

Dear Mr [REDACTED]

REQUEST FOR INFORMATION: Landline Telecoms

Thank you for your request for information about rates the Department pays for telecom services, which we received on 9th September 2013. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

The vast majority of Defra's telephony is provided via a call inclusive managed service and therefore do not pay explicitly for line rental or call charges under the Contract. However we do have some discrete lines, and a contract for mobiles. The information below provides details of these services.

1. Line rental prices

Line rental prices: £37.91 per quarter.

2. Landline rates (domestic/international)

Domestic – 0.85p

International – 3.00 ppm charge band 1

International – 5.00 ppm charge band 2

3. Mobile rates (domestic/international)

The mobile service is provided as part of the pan government contract.

Domestic voice £4 per month for general user.

Roaming Euro £1.67 per day

Roaming rest of the world £5 per day



INVESTORS
IN PEOPLE

4. Premium rate numbers

The cost associated with premium rate numbers will depend on the service provider the caller uses.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

[REDACTED]

[REDACTED]