


# 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 [foi@speakserve.com](mailto:foi@speakserve.com) or completing it and posting it to us.

 SpeakServe Limited, 85 Fleet Street, London, EC4Y 1AE

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

<http://bit.ly/1k7Eci7>

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

## **Section 1**

### **Your Details**

**Your First Name \***

**Your Surname \***

**Your Company or Organisation Name \***

**The Name of your Department:**

**Your Contact Telephone Number \***

**Your Email Address \***

### **Your Postal Address**

**Building Name or Number \***

**Street Name \***

**Locality Name**

**Town / City \***

**County**

**Post Code \***

## Section 2

### Person or Department Responsible for Conference Calls and Web Meetings

First Name \* [REDACTED]

Last Name \* [REDACTED]

What is the name of the Department they work in? \* Defra,

What is the Telephone Number of the person who is responsible  
for the procurement of Conference Calls and Web Meetings? \*

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

[ls.communications@defra.gsi.gov.uk](mailto:ls.communications@defra.gsi.gov.uk)

### Their Postal Address

Building Name or Number \*

Street Name \*

Locality Name

Town / City \*

County

Post Code \*

## **Section 3**

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

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

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

## **Section 4**

### **UK Conference Calls**

Tell us about your current provider...

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

BT Conferencing

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

0.009 Bridge

0.008 Free-Phone Access if required

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

12,403.65 (2013-2014 financial year)

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

540,360 (2013-2014 financial year)

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

Average 3 - 4

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

## **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.

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

## 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.

## 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**)

## Section 9

### Web Meetings / Webinars and Online Meetings

Tell us about your current provider...

#### Who is your current supplier?

We use two services

Internal Webinars – Provided by IBM using Microsoft Live meeting.

External Webinars – Level 3.

#### How much were you charged in total for this service.

Internal – Costs are not separately identified within the standard laptop service charge

External – between May 2013 – April 2014 Core Defra was charged  
£1,411.11

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

For Live Meeting the conditions are included within our contract with  
IBM

**How many licences do you use?**

Live Meeting is included within the standard laptop service. Core Defra  
has approximately – users.

There are 25 users registered to host calls from Level 3.

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

The IBM contract ends in January 2018

Current expiry date for the Managed Telecoms Convergence  
Framework is 31 December 2015



## **Section 10**

### **Thank You!**

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

**Now please either**