



## Tele-Conferencing Facilities

### Video and telephone conferencing

Save money on travel and time away from the Islands by using our video conferencing facility, ideal for interviews, meetings or consultations. This facility enables you to connect by video link to anywhere in the world, provided the receiving end has access to video conferencing equipment.

We offer a range of conferencing options to suit your needs:

- Conference room with or without video conferencing facility, seats 10 people, available Monday to Friday 8.30am until 4.30pm.
- Speakerphone with international call capability.
- Video conferencing equipment available to rent at a location of your choice (telephone line and power required).

We can arrange telephone multi-party conferencing from our conference room or at your premises:

- Multi-party conference bridge for voice calls with up to 30 participants. This service can be purchased in slots of 1 hour and is accessible worldwide.

We can liaise with the receiving end to offer a seamless service.

If you require a video conferencing room at the distant end, we can organise this for you.

Our rates are fully inclusive for the period purchased. Please note the receiving end may also apply a charge.

Depending on the distant end's connection, there may be a Bridge cost from a third party.

Rental of equipment: one day's rental consists of an eight hour period. Should the service be required for longer than this period, it can be purchased in increments of eight hours. Please make your requirements known at the time of booking.

### To arrange a booking

Please complete a booking form, ensuring the Falkland Island **local times** are correct.

Please provide us with a contact name, email address and telephone number at your distant end, to ensure a test can be carried out prior to your booking.

Is the distant end connected using IP or ISDN?

Do you have a venue organised at your distant end with conferencing facilities or do you need us to assist you?

We stress the importance of us needing to liaise with and/or organise the distant end and carry out a test prior to your conference to ensure a successful conference call.

## Example of charges

### Using an IP connection:

Our room & equipment	£65.00 per hour or £350.00 per day
Distant end organisation set up	£35.00 per hour

### Using an ISDN connection, you will require a bridge:

Our room & equipment	£65.00 per hour or £350.00 per day
Distant end organisation set up	£35.00 per hour
Bridging charges	\$150.00 per hour (in intervals of 15 minutes)
Bridging scheduling fee	\$50.00 charge

### At your own premises:

Equipment hire	£260.00 per day
Set up & disconnection	£99.00
Additional daily charge if not in use	£100.00
Distant end organisation set up	£35.00 per hour
Bridging charges	if applicable, \$150.00 per hour (in intervals of 15 minutes)
Bridging scheduling fee	if applicable, \$50.00 charge

## Full list of charges

Conference room no telecoms - per hour	£13.00
Conference room no telecoms - per day	£90.00
Conference room plus video equipment - per hour	£65.00
Conference room plus video equipment - per day	£350.00
Rental of video conferencing equipment (at customers premises) - per day	£260.00
Video conferencing distant end organization per hour ( A test is essential prior to carrying out a conference)	£35.00
Set up and disconnection video conferencing equipment (at customers premises)	£99.00
Video conferencing - daily charge not in use (if at customers premises)	£100.00
Conference room booking distant end charges (if applicable)	Customer Services to advise
Bridging to distant end \$150.00 per hour (can book increments of 15 mins)	
Bridging/scheduling admin fee \$50.00	
Room booking for distant end venue (if required) – charges vary	
Multi-party conference bridge (voice calls) up to 30 participants	£10.00 / hour (plus normal call rates apply)

### Cancellation fees

Distant end (as per their terms and conditions):

1 business day or less: Scheduling fee + 100% of Room Rental

1-2 Business Days: Scheduling fee + 50% of Room Rental

More than 2 business days: Scheduling Fee only.

### Sure

1 business day or less: 100% of Rental charge

1-2 Business Days: 50% of rental charge

More than 2 business days: Administration fee £20

### Other info

During the videoconference please try to relax and speak clearly and naturally. There is a slight delay in transferring video through the network, so allow the on-screen speaker to finish before you respond. The microphone is very sensitive and will pick up any sounds in the room.

The success of your videoconference is our primary objective; however the current state of videoconferencing technology is such that unforeseen technical difficulties can occur. Sure is not responsible for any cost incurred due to technical difficulties, which may occur during a videoconference. Fees for the conference will not be waived due to technical problems, unless specific problems can be reliably traced to an affiliate hardware malfunction. Thank you for your understanding. We appreciate your business.

### Contact us

Call freephone 131, e-mail [info@sure.co.fk](mailto:info@sure.co.fk) or visit our website [www.sure.co.fk](http://www.sure.co.fk)