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16 October 2018

Tēnā koe 

OFFICIAL INFORMATION ACT REQUEST

Thank you for your request of 21 September 2018, made under the Official Information Act 1982, verbatim from your email, as follows:

Please interpret “hold music” as the music that plays when an individual makes a phone call to the Ministry, and is then put on hold.

We request the following information for the 2017/18 financial year:

- 1. The total amount spent by the Ministry on hold music. Please ensure to disclose any subscription fees, licensing fees, and any one-off/recurring payments made to the Ministry's service provider(s).*
- 2. The name of the service provider(s) engaged by the Ministry to provide hold music.*
- 3. The full playlist of songs which are used as hold music.*

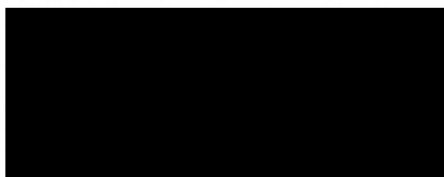
We do not wish to cause unnecessary expense or burden on your agency. If clarification of any of our requests is needed, please call or email. Likewise, if a request proves unnecessarily burdensome in form and we are likely to be able to adjust it to be more specific or better suited to your information systems without losing the benefit of what is sought, please also get in touch. If there is likely to be a delay in being able to assemble or provide some of the information requested, please provide the rest of the information as it becomes available.

The Ministry does not pay for hold music as per your interpretation of the term. We therefore do not have any subscription or licensing fees.

We would note however, that the Ministry's iPECS telephone system, supplied by LG, provides a default sound bite for callers when placed on hold. The sound bite plays on repeat. There is no cost to the Ministry for this service, provided as part of our telephone system.

You have the right to seek a review of these decisions by way of complaint to the Ombudsman, under section 28(3) of the Official Information Act 1982.

Nāku noa, nā



Helen Potiki
Acting Chief Executive