



**Te Tari Taiwhenua
Internal Affairs**

11 JUN 2018

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Finn O'Connor

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Dear Finn

Official Information Act 1982 request 17/18-0467: On hold music for Department of Internal Affairs' phone lines

Thank you for your request for information received by the Department of Internal Affairs (Department) on 31 May 2018. This response is provided to you under the Official Information Act 1982 (Act).

You requested:

I would like to inquire as to the music that plays whilst you are on hold. Specifically, the music that plays when you call 0800 22 50 50 and are waiting for an operator.

The music that plays while callers are on hold with the Department's Contact Centre is non-licensed generic pipe music bundled with the WaveCube unit used by the Department for hold music. The Department does not hold any information about the artist or band who composed the music.

The Department's provider for servicing the WaveCube unit is Cogent, based in Wellington.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Briget Ridden

Manager Branch Development and Support
Service Delivery and Operations