

5 November 2018



Mr Tim Everitt
fyi-request-8828-812c1b50@requests.fyi.org.nz

Dear Mr Everitt

Ref: 0052912

Official Information Act Request

Thank you for your request of 8 October 2018, made via the FYI website, asking for the following information under the Official Information Act 1982:

"I would like to know the contents of your hold playlist."

Our response

ACC has three telephone platforms currently in use. These are *Avaya*, *Genesys* and *Skype for Business*. *Avaya* and *Genesys* each play a different hold music playlist. *Skype for Business* plays the same hold music playlist as the *Avaya* platform. The below lists outline the music played on each platform.

Avaya platform:

- Can't Stop The Feeling – Justin Timberlake
- Over The Rainbow – Tiki Tane
- Rolling In The Deep – Adele
- Somebody That I Used To Know – Gotye featuring Kimbra
- Something In The Water – Brooke Fraser
- Take It Easy – Stan Walker
- Don't Stop Believin' – Journey
- Forever – Six60
- Hold Back The River – James Bay
- Just The Way You Are – Bruno Mars
- Happy – Pharrell Williams
- So True – The Black Seeds
- Shake It Off – Taylor Swift
- Team – Lorde
- Poi E – Patea Maori Club

Genesys platform:

- Sensitive To A Smile – Herbs
- You're My Best Friend – Queen
- You Make My Dreams – Daryl Hall and John Oates
- Only To Be – Six60
- Special – Six60
- Safe and Sound – Capital Cities
- Let It Go – James Bay
- I Do – Gin Wigmore

- We're All In This Together – Ben Lee
- Stay Together – Six60
- City Of Blinding Lights – U2
- Team – Lorde
- Anchor Me – The Mutton Birds
- Lovely Day – Bill Withers
- For Today – Netherworld Dancing Toys

Queries

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz.

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

Yours sincerely

Government Engagement & Support