

[REDACTED]

From: official information
Sent: Thursday, 29 November 2018 16:25
To: [REDACTED]
Cc: official information
Subject: FW: LGOIMA 18253: Information Request: Hold Music

Dear [REDACTED],

Further to your information request of 21 November 2018 in respect of the below, I am now able to provide Hamilton City Council's response.

You requested:

This is a request for information under the Local Government Official Information and Meetings Act 1987.

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

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

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

Our response:

- 1) The total amount spent by the Council on hold music. Please ensure to disclose any subscription fees, licensing fees, and any one off/recurring payments made to the Council's service provider(s).
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- 2) The name of the service provider(s) engaged by the Council to provide hold music.
Microsoft-supplied generic "music on hold" that comes with Skype for Business
- 3) The full playlist of songs which are used as hold music.
Microsoft-supplied generic "music on hold" that comes with Skype for Business

Kind regards

[REDACTED]
On behalf of the Privacy Officer

DDI: 07 [REDACTED] / Email: [REDACTED]@hcc.govt.nz

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From: official information
Sent: Thursday, 22 November 2018 2:21 PM
To: [REDACTED] [@taxpayers.org.nz](mailto:[REDACTED]@taxpayers.org.nz)
Cc: official information <officialinformation@hcc.govt.nz>
Subject: RE: LGOIMA 18253: Information Request: Hold Music

Dear [REDACTED]

I write to acknowledge your information request of 21 November 2018 in respect of the below.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information or not “as soon as reasonably practicable”, no later than 20 working days after the day we received your request. We will respond to you no later than 19 December 2018.

Kind regards

[REDACTED]
On behalf of the Privacy Officer

DDI: 07 [REDACTED] | Email: [REDACTED] [@hcc.govt.nz](mailto:[REDACTED]@hcc.govt.nz)

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From: [REDACTED] [@taxpayers.org.nz](mailto:[REDACTED]@taxpayers.org.nz)
Sent: Wednesday, 21 November 2018 1:46 PM
To: Taxpayers' Union Information Requests <requests@taxpayers.org.nz>
Subject: Information Request: Hold Music

Dear Sir/Madam,

This is a request for information under the Local Government Official Information and Meetings Act 1987.

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

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

- 1) The total amount spent by the Council on hold music. Please ensure to disclose any subscription fees, licensing fees, and any one off/recurring payments made to the Council's service provider(s).
- 2) The name of the service provider(s) engaged by the Council 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.

To avoid unnecessary printing and postage costs, we ask that you send a **confirmation of receipt**, the response and any other correspondence related to this request to requests@taxpayers.org.nz

Regards

[Redacted]

Research Intern | New Zealand Taxpayers' Union | Auckland Ratepayers' Alliance

Phone +64 [Redacted] | Mob +64 [Redacted] Email [Redacted]@taxpayers.org.nz

New Zealand Taxpayers' Union Inc. | Main +64 4 282 0300 | Level 4, 117 Lambton Quay, Wellington | PO Box 10518, The Terrace, Wellington | www.taxpayers.org.nz

Auckland Ratepayers' Alliance Ltd. | Main +64 9 281 5172 | PO Box 133099, Eastridge, Auckland | www.ratepayers.nz

We are 100% funded by people like you. If you like what we do, join the [Taxpayers' Union](#) or the [Auckland Ratepayers' Alliance](#).