



15 October 2018



Dear 

Official Information Act request relating to Details and Costings of the Department of the Prime Minister and Cabinet's (DPMC's) Hold Music

Thank you for your Official Information Act 1982 (the Act) request received on 18 September 2018. You requested:

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

DPMC is based across multiple locations, and is not limited to a single phone system. There is also no detailed costings associated with hold music used by DPMC. In the case of the Central Agency Shared Services' Phone system, DPMC uses generic, unlicensed music, which does not incur cost. The full hold music playlist for this system is a single piece, Mozart's Sonata in B Flat Major I Allegro.

Spark also provides phone systems for a portion of DPMC staff, and the associated hold music is not an itemised cost in the service. Further, DPMC does not hold a playlist for this music.

Some DPMC staff are also located in the Executive Building, and are provided phone services by Parliamentary Services. DPMC understands that the hold music for this service is also obtained as part of a broader phone package, and does not hold a playlist for this music either.

In terms of the Act, I must refuse the portions of your request where information is not held under section 18(g)(i), as while the information may exist, I do not believe it is held by a this or any other government agency covered by the Act.

This response will be published on the DPMC's website during our regular publication cycle. Typically, information is released quarterly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

You are entitled to ask the Ombudsman to review this response under section 28(3) of the Act. You can contact the Ombudsman online via the Ombudsman website, by email (info@ombudsman.parliament.nz) or by post to The Ombudsman, PO Box 10152, Wellington 6143. Further details can be found on the Ombudsman website at: www.ombudsman.parliament.nz.

Yours sincerely



Karen Jones
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