

From: Official Information  
Sent: Wednesday, 28 November 2018 3:38 PM  
To: 'requests@taxpayers.org.nz'  
Cc: [REDACTED]  
Subject: LGOIMA response: Hold Music

Importance: High

Dear [REDACTED]

Thank you for your email, received on November 21 2018. You requested the following information, under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

*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.*

Response:

Our hold music is used to support our phone channel service. From July 2017 to November 2017 the technology in use was Customer Centre version 6 (CC6), from December 2017 to present it is Customer Interaction Centre (CIC). The answers below reflect these technologies.

- 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).*

For CC6: None, royalty free music was used  
For CIC: No cost, out of box music on PureConnect

- 2) The name of the service provider(s) engaged by the Council to provide hold music.*

CC6: Avaya  
CIC: PureConnect

- 3) The full playlist of songs which are used as hold music.*

CC6:

- Crystal Realm.mp3
- Deliberate Thought.mp3
- Friday Morning.mp3
- Heart's Mists.mp3
- Rain on the Island.mp3
- The First Step.mp3
- The Soul of the Vision.mp3
- White.mp3

CIC: None, no music tracks that carry artist or producer rights are used; they are "out-of-the box" tracks provided by the PureConnect platform.

You have the right to ask the Ombudsman to investigate and review our decision. Complaints can be sent by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Publication of responses to LGOIMA requests

Please note: our LGOIMA responses may be published on the Christchurch City Council website a month after they have been responded to, with requesters' personal details withheld. If you have any concerns about this please contact the Official Information team on [officialinformation@ccc.govt.nz](mailto:officialinformation@ccc.govt.nz).

Yours sincerely,

**Ana Macadie**

Information Advisor  
Office of the Chief Executive  
Christchurch City Council  
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