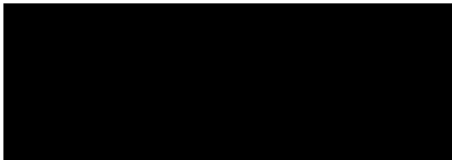




08 OCT 2018



Dear 

Thank you for your email of 18 September 2018 to the Ministry of Education requesting the following information "for the 2017/18 financial year":

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

Your request has been considered under the Official Information Act 1982 (the Act).

The Ministry has used the standard hold music provided by Microsoft with the Skype for Business – Enterprise Voice solution. The hold music is included in the Microsoft licensing.

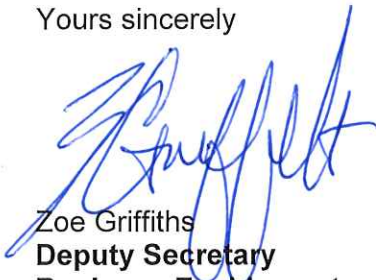
There is no breakdown of costs for hold music within the total amount spent on licensing. Therefore, I am refusing question one of your request for the total amount spent by the Ministry on hold music under section 18(e) of the Act, as this data does not exist. I can confirm the same tune used by the Ministry is available for free use (royalty free).

In relation to question three, we have attached the tune used by the Ministry as hold music for your reference. It is titled "DefaultHold" and is a Microsoft provided tune. Any further information on this tune has not been provided by Microsoft to the Ministry.

Please note, the Ministry now proactively publishes OIA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Zoe Griffiths  
**Deputy Secretary**  
**Business Enablement and Support**

Encl.