



6 September 2023

[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 9 August 2023. You requested the following regarding Inland Revenue's hold music:

1. *What companies or agencies does IRD deal with to licence the music it provides on hold?*
2. *How long have these licences been in place?*
3. *How are the tracks selected and who does that?*
4. *I can see that a small number of the selection is works by non-New Zealand artists. What is the policy, if any, regarding selection of New Zealand works?*
5. *How much has been paid over time to rights holders as a result of these licences, and what proportion has gone to New Zealand rights-holders?*
6. *What playout system ("infrastructure" in the letter attached to the tweet above) has been used in the past, and what system is replacing it?*
7. *Will the new system allow for tracks to be refreshed more often\ and how often is that likely to be?*

Question 1

One NZ provide services for Inland Revenue's hold music; including procuring music rights from their suppliers who manage the approvals and licences for the music that we play whilst customers are waiting to be connected to an Inland Revenue staff member or whilst on hold. The music is supplied to Inland Revenue via One NZ, who obtains the music from Cloud Productions. Inland Revenue does not liaise directly with Cloud Productions.

Question 2

Inland Revenue is unable to confirm the exact date the licenses were obtained, and therefore how long it has been in place. However, we can confirm the licensing has been in place since at least 1 July 2007 when the Telecommunications Services Outsourcing Agreement (TSOA) with One NZ came into effect. Licenses are renewed annually as part of the "as a service" model. This part of your request is therefore refused under section 18(e) of the OIA, as the document alleged to contain the information cannot be found despite reasonable efforts to locate it.

Question 3 and 4

Inland Revenue's Voice and SMS Channel Management team is responsible for selecting the tracks. One NZ supplies options from Cloud Productions for Inland Revenue to choose from. There is currently no policy regarding the selection of New Zealand or non-New Zealand music. This part of your request is therefore refused under section 18(e) of the OIA, as the document alleged to contain the information does not exist.

Question 5

The monthly fees Inland Revenue pay to One NZ for the music are set out in the table on the following page.

Cost per month (excl. GST)	Service description
\$335.04	Provides licensing for content (music) played to our customers in our phone queue or on hold.
\$1,042.85	Provides licencing for permission to play music to our customers in our phone queue or on hold (public performance).

Inland Revenue pays these fees to One NZ, Cloud Productions then pays copyright to OneMusic to reproduce and compile the music tracks. OneMusic provides the licensing permissions to Cloud Productions, which then gives access for Inland Revenue to use the music in our phone queues.

As Inland Revenue does not pay copyright to OneMusic, this part of your request is refused under section 18(g) of the OIA; Inland Revenue does not hold information on how much is paid over time to New Zealand or non-New Zealand rights holders.

Question 6 and 7

The current system Inland Revenue uses to manage contact centre services for hold music is Genesys Engage. In the future Inland Revenue will be using the Genesys Cloud system. Once Inland Revenue transitions to using the Genesys Cloud system, this will allow for tracks to be refreshed more frequently. Inland Revenue has not yet created policies or procedures for how often music is to be refreshed.

Right of Review

If you disagree with my decisions on your OIA request, you can ask an Inland Revenue review officer to review my decisions. To ask for an internal review, please email the Commissioner of Inland Revenue at: commissionerscorrespondence@ird.govt.nz.

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

If you choose to have an internal review, you can still ask the Ombudsman for a review.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely



Juliet Glass

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