

25 September 2026

[REDACTED]
 [REDACTED]
 [REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 31 August 2026. You requested is attached as **Appendix A**.

Question 1 – Use of recorded music

Recorded music is played to Inland Revenue customers when they are on hold, waiting for their call to be answered, and when they are placed on hold during a call. This was the case during the years ending 30 June 2025 and 30 June 2026.

Questions 2, 3 and 4 – Supplier and payment information

Inland Revenue's Music on Hold service is provided through One NZ. Under the One NZ service agreement, Cloud Productions Ltd supply the music files used and OneMusic supply the associated licencing permitting Inland Revenue to play commercial music and operates the relevant licensing arrangements with music rights organisations, including APRA AMCOS. Inland Revenue does not separately contract with or make a separate payment to APRA AMCOS under the One NZ Music on Hold service.

Inland Revenue's contractual relationship is solely with One NZ. Inland Revenue's payments are also made solely to One NZ, who distributes the funds to OneMusic and Cloud Productions. Inland Revenue does not contract directly with, or make payments directly to, either OneMusic or Cloud Productions.

The total cost for the Music on Hold service, under Inland Revenue's arrangement with One NZ, for the years ending 30 June 2025 and 30 June 2026 are in the table below:

Year ending 30 June	Cost
2025	\$15,897.62
2026	\$20,375.52

Question 5 – Contract and agreement information

The services provided by Cloud Productions and OneMusic are on an annual renewal basis through the agreement between One NZ and Inland Revenue. There is no notice, as such, required to terminate the contract or prevent its renewal, other than the overarching provisions of the agreement with One NZ.

It is important to note that Inland Revenue is not a direct party to the contract or licensing agreement with Cloud Productions or OneMusic.

The following table sets out the arrangement details for the services provided by Cloud Productions and OneMusic, through the contract between Inland Revenue and One NZ:

	Cloud Productions	OneMusic
Service	Music on Hold content/files	Music on Hold public performance/music licence
Commencement of current arrangement	1 April 2026	1 October 2025
Current End date	31 March 2027	30 September 2026
Next Renewal date	1 April 2027	1 October 2026
Renewal Arrangement	Annual renewal arrangement	Annual renewal arrangement
Renewal Period	12 months	12 months

Questions 6 and 7 – Renewal intention and extension options

Inland Revenue currently intends to continue the arrangements for our Music on Hold with One NZ. There is no separately identifiable fixed-term extension options for Cloud Productions or OneMusic services within the current contract.

Question 8 – Phone queues with hold music

The total number of customer-facing voice queues where hold music is currently enabled is 38.

Question 9 – Team responsible for management and procurement

The Music on Hold service is provided by One NZ as part of One NZ's Contact Centre managed service to Inland Revenue.

The team at Inland Revenue responsible for the administration of the voice platforms that use the Music on Hold is the Real-time Channel Management team within Customer and Compliance Services – Individuals; Planning, Design and Delivery segment.

The underlying agreements with Cloud Productions and OneMusic are managed by One NZ and Inland Revenue is not responsible for managing or procuring the associated music copyright licensing. Therefore, part B of question 9 of your request is refused under section 18(g) of the OIA, as the information requested is not held by Inland Revenue.

Right of review

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

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Jamie O'Donnell

Voice Channel Service Integration & Delivery Manager, Digital

Appendix A

Accordingly, under the Official Information Act 1982, I request the following information concerning music played to callers while they are on hold on Inland Revenue's public-facing telephone and contact-centre services. For each of the financial years ending 30 June 2025 and 30 June 2026, please provide:

- 1. Whether Inland Revenue used recorded music on any public-facing telephone or contact-centre service while callers were placed on hold.*
- 2. The name of each supplier or rights organisation paid for:*
 - a. music-on-hold content, programming, production or curation;*
 - b. copyright, communication or public-performance licensing applying to music on hold; or*
 - c. any bundled telecommunications, contact-centre or subscription service incorporating music on hold or its associated licensing.*
- 3. The total amount paid to each relevant supplier or rights organisation in each financial year, excluding GST.*
- 4. Whether Inland Revenue made any payment directly - or, to the extent recorded in information held by Inland Revenue, through another supplier - to:*
 - a. OneMusic New Zealand;*
 - b. APRA AMCOS;*
 - c. Recorded Music New Zealand; or*
 - d. any other collective management or music licensing organisation, in connection with music played to callers while on hold*
- 5. Current contracts, licences and renewal dates For every current contract, licence, subscription, purchase order or other arrangement relating to music on hold, please provide:*
 - a. The name of the contracted supplier or rights organisation.*
 - b. The date on which the current arrangement commenced.*
 - c. The exact date on which the current contract, licence or arrangement is due to expire or end.*
 - d. If it does not have a fixed end date:*
 - e. its next anniversary, renewal or review date;*
 - f. whether it renews automatically;*
 - g. the length of each renewal period; and h. the notice required to terminate it or prevent renewal.*
- 6. Whether Inland Revenue presently intends to renew, extend, replace or procure a new arrangement, and any recorded date or anticipated timeframe for that decision or procurement process.*
- 7. Any remaining extension options available under the current contract and the latest date to which it could be extended.*

8. *The aggregate number of public-facing telephone services or contact-centre queues on which music on hold is currently enabled. I am not seeking individual telephone numbers, technical configurations or operationally sensitive information.*
9. *The position title or team responsible for managing or procuring:*
 - a. *the music-on-hold service; and*
 - b. *the associated music copyright licensing. If music on hold is included within a wider telecommunications or contact-centre contract, please identify the principal supplier and provide the amount attributable to music or music licensing where that information is separately recorded.*

If music on hold is included within a wider telecommunications or contact-centre contract, please identify the principal supplier and provide the amount attributable to music or music licensing where that information is separately recorded. I am not asking Inland Revenue to create a new financial breakdown where one is not already held.

If different Inland Revenue business units or contact-centre operations manage their own arrangements, please identify that fact and provide any centrally held information about those arrangements.

I am not seeking detailed supplier pricing methodologies, profit margins, trade secrets, individual telephone numbers or technical security information. If any particular detail is considered commercially sensitive, please provide the remaining information and, where possible, an aggregated figure rather than withholding the relevant item in full.

I would prefer the information in a searchable electronic format, with expenditure and contract information supplied as a table where practicable.