

1 May 2020

Patricia Nagaretnam  
fyi-request-12736-e9c4b2f8@requests.fyi.org.nz

Dear Ms Nagaretnam

Thank you for your request made under the Official Information Act 1982 (the Act), received on 30 April 2020. You requested the following:

*...the names of songs you play on the hold music play list.*

Hold music is the music played after entering a queue, prior to speaking to a Customer Service Officer. The table contained in Appendix 1 sets out the list of hold music songs. When a customer calls and enters a queue, the hold music will start with one of the below songs in bold and continue through the list.

Thank you for your request.

Yours sincerely



Anton Hall-Brownie  
**Group Lead – Centralised Operations, Capability & Outcomes**



**Appendix 1**

<b>Song Name</b>	<b>Artist</b>
<p><b>Sierra Leone</b>  Walking In Light  Blue Lady  Magic (What She Do)  Weather With You  Poi E  Can't Get Enough  Venus</p>	<p><b>Coconut Rough</b>  Th' Dudes  Hello Sailor  DD Smash  Crowded House  Patea Maori Club  Supergroove  The Feelers</p>
<p><b>How Bizarre</b>  Rain  Love Your Ways  Misty Frequencies  Not Given Lightly  Falling in Love Again  Alright With Me</p>	<p><b>OMC</b>  Dragon  Salmonella Dub  Che Fu  Chris Knox  Anika Moa  Carly Binding</p>
<p><b>Maybe Tomorrow</b>  She Has To Be Loved  Won't Give In  The Other Side  Hey Girl  Welcome Home  Wandering Eye</p>	<p><b>Goldenhorse</b>  Jenny Morris  Finn Brothers  Breaks Co Op  Katchafire  Dave Dobbyn  Fat Freddy's Drop</p>
<p><b>The Answer</b>  Home  Always On My Mind  Never Too Late  Sun Goes Down  Vampires</p>	<p><b>The Black Seeds</b>  Cornerstone Roots  Tiki Taane  Nathan King  Nesian Mystik  Dukes</p>
<p><b>Young Blood</b>  Punching In A Dream  Something In The Water  Everything  Love Love Love  Like Water  Apple Pie Bed  Somebody That I Used To Know  Everything's Gonna Be Alright</p>	<p><b>The Naked and Famous</b>  The Naked and Famous  Brooke Fraser  P-Money Feat Vince Harder  Avalanche City  Ladi6  Lawrence Arabia  Gotye Feat Kimbra  The Babysitters Circus</p>
<p><b>Life In Sunshine</b>  Royals  Team  Running Out  Talk Is Cheap  Geronimo  Birds</p>	<p><b>Jamie McDell</b>  Lorde  Lorde  Knights of the Dub Table  Chet Faker  Sheppard  Louis Baker</p>

<b>Song Name</b>	<b>Artist</b>
<p><b>Stolen Dance</b>  Thinking Out Loud  Budapest  Sugar  Blame It On Me  Like I Can  Yellow Flicker Beat  Cheerleader</p>	<p><b>Milky Chance</b>  Ed Sheeran  George Ezra  Maroon 5  George Ezra  Sam Smith  Lorde  Omi</p>
<p><b>Someone New</b>  Hey  Special  Uptown Funk  Hold Back The River  So High  Shut Up and Dance  Ex's &amp; Oh's</p>	<p><b>Hozier</b>  Sammy Johnson  Six60  Mark Ronson Feat Bruno Mars  James Bay  Six60  Walk The Moon  Elle King</p>
<p><b>King</b>  Ashes and Fire  Wings  New Rush  Wild  Hoops  Magnets  Stay  Youth  Hide Away</p>	<p><b>Years &amp; Years</b>  Katie Benge  Delta Goodrem  Gin Wigmore  Troye Sivan  The Rubens  Disclosure Feat Lorde  Kygo Feat Maty Noyes  Troye Sivan  Daya</p>