



9 November 2021

File No. DOIA 2122-0961

Azaria Bialik

Email: fyi-request-17317-83e3bc68@requests.fyi.org.nz

Dear Azaria,

Thank you for your email of 23 of October 2021 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following information:

Could you please share the recent statistics around the waiting time for people to receive support and consultation from the Immigration Contact Centre using the phone numbers published on the immigration website: Contact Centre (Toll-free from NZ landlines only): 0508 558 855 Auckland: 09 914 4100 Wellington: 04-910-9915 Rest of the world: +64-9-914-4100

We are able to provide the following statistics in response to your request:

Month	Average wait	Longest wait
Jul-21	0:10:29	4:27:21
Aug-21	0:05:24	1:39:20
Sep-21	0:15:21	2:17:11
Oct-21	0:17:17	5:56:19

We trust that you find this information helpful.

You have the right to seek an investigation and review by the Ombudsman of this decision to withhold information. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely,

Nelowfar Ghumkhor
National Manager
Immigration Contact Centre
Service Centre