



File No. DOIA 2223-0675

10 October 2022

Ziyun Wang

fyi-request-20674-8459b65b@requests.fyi.org.nz

Dear Ziyun Wang

Thank you for your email of 6 October 2022 requesting, under the Official Information Act 1982, the following information:

Can you please kindly provide the average Immigration Contact Centre (ICC) wait time for both the priority line and public line for September 2022?

Please refer to the tables below for the average Immigration Contact Centre wait time for both the priority line and general line, for September 2022.

Priority Line	
Date	Average Wait
September 2022	0:04:56

General Line	
Date	Average Wait
September 2022	1:43:28

I trust you will find this information useful.

You have the right to seek an investigation and review by the Ombudsman of this response. The relevant details can be found at: www.ombudsman.parliament.nz.

Yours sincerely

Nelowfar Ghumkhor

National Manager, Immigration Contact Centre
Engagement and Experience