



15 December 2022

Ref: DOIA 2223-1151

Ziyun Wang

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

Tēnā koe Ziyun Wang

Thank you for your email of 29 November 2022 to the Ministry of Business, Innovation and Employment (MBIE) 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 October 2022 to now?

Please refer to the table below for the information requested.

Average wait time	Priority line	Public/General line
October 2022	0:08:37	1:59:53
November 2022	0:10:23	1:26:09

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

Please note that this response and enclosed documents, with your personal details removed, may be published on the MBIE website.

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

Nāku noa, nā

Nelowfar Ghumkhor
National Manager, Immigration Contact Centre
Engagement and Experience branch

