



12 November 2024

Cooper O'Neil  
fyi-request-28790-591156a9@requests.fyi.org.nz

Dear Cooper O'Neil

Thank you for your request made under the Official Information Act 1982 (OIA), received on 17 October 2024. You requested the following (numbered for ease of response):

*Under the provisions of the Official Information Act 1982, I would like to request the following information regarding the voice recordings used in Inland Revenue's 0800 phone menus:*

- 1. The name of the company or individual(s) contracted to provide the voice recordings for the automated phone menus.*
- 2. The name of the voice actor(s) or artist(s) used in these recordings.*
- 3. Copies of any invoices or financial records related to the procurement of these voice recordings, including the cost breakdown and details of services provided.*

### **Item 1 and 2**

Inland Revenue uses a generated voice provided through Amazon Polly called 'ARIA – NZ accent – female'. On demand recordings are generated by an AI-powered text-to-speech tool through Inland Revenue's voice service provider, OneNZ Concierge. Concierge is provided and managed by OneNZ.

### **Item 3**

Inland Revenue contracts OneNZ to provide a service called 'voice concierge' which includes multiple voice services such as the voice recordings via Amazon Polly, inbound and outbound calls, phone line management and other services. Voice concierge is charged as a package by OneNZ, which means that Inland Revenue cannot separate the cost for the voice recording service via Amazon Polly. Therefore, this part of your request is refused under section 18(g) of the OIA, as the information is not held by Inland Revenue and we do not believe it is held by another agency.

As it may be of interest to you, the total value of contracts for services for the 2022/2023 financial year is included in Inland Revenue's response to Question 69 in the Finance and Expenditure Committee (FEC) Annual Review written questions: [Inland Revenue - Annual Review 2022-23 - written questions and responses.](#)

### **Right of review**

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: [commissionerscorrespondence@ird.govt.nz](mailto:commissionerscorrespondence@ird.govt.nz).

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

If you choose to have an internal review, you can still ask the Ombudsman for a review.

### **Publishing of OIA response**

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://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

A handwritten signature in black ink, appearing to read 'Juliet Glass', with a large, stylized flourish at the end.

Juliet Glass

**Service Leader, Commercial Services & Strategic Property**