

12 December 2018

John Homer  
[fyi-request-9085-f214f362@requests.fyi.org.nz](mailto:fyi-request-9085-f214f362@requests.fyi.org.nz)

REF: OIA-4417

Dear John

**Request made under the Official Information Act 1982**

Thank you for your email of 20 November 2018 requesting the following information under the Official Information Act 1982 (the Act):

*I hereby request the list of hold music that you have for your contact us mobile numbers*

The mobile phone numbers listed under 'media enquiry' on the NZ Transport Agency's *Contact Us* page do not contain hold music. Your request has therefore been declined under section 18(e) of the Act as the information requested does not exist.

I can however confirm that the current playlist for our national contact centre is Lazy Sunday 3. This is subject to change.

Please find a full list of the artists and songs utilised in the table below.

01	Télépopmusik	Breathe	4:38
02	Jack Johnson	Flake	4:40
03	Coldplay	The Scientist	5:08
04	Röyksopp	So Easy	3:44
05	The Beloved	Sweet Harmony (Live The Dream Mix)	6:40
06	Groove Armada	My Friend	5:00
07	Poppin' Fresh	Work Is For Suckers	5:18
08	The Wiseguys	Too Easy (Main Mix)	5:42
09	Thievery Corporation	Richest Man In Babylon	3:51
10	Turin Brakes	Underdog	3:34
11	Mercury Rev	Holes	5:54
12	Epsilon-Blue	One In A Million Vocals – Beccy Rose	4:43
13	Dirty Vegas	Days Go By (Acoustic Mix)	2:43
14	Gabin	La Maison	5:56
15	Norah Jones	Come Away With Me	3:18

If you call after hours, certain toll free lines to our national contact centre divert to afterhours providers who may have different hold music.

If you would like to discuss this reply with the NZ Transport Agency, please contact Tania Barnett, Senior Customer Access Representative, by email to [tania.barnett@nzta.govt.nz](mailto:tania.barnett@nzta.govt.nz) or by phone on 0800 108 809.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Charlton', with a long horizontal stroke extending to the right.

**Michelle Charlton**

Senior Manager Customer Service Centre