



15 June 2023

[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 29 May 2023. You requested the following:

- 1. Could you please send me a list of the music that the IRD plays when people are waiting on hold?*
- 2. How come the IRD still plays the same songs since like, forever? Have you ever thought about changing the beats that you play when ppl ring up the IRD?*

Question One

Hold music is the music played after entering a queue, prior to speaking to a Customer Service Officer. The table contained in Appendix 1 sets out the list of Inland Revenue's current hold music songs. When a customer calls and enters a queue, the hold music will start with one of the below songs in bold and continue through the list.

Question Two

Songs have been added and removed from Inland Revenue's hold music list over the last few years. There have been some limitations in technology that do not allow tracks to effectively cycle through the playlist. Inland Revenue is in the process of refreshing its infrastructure which will allow for further flexibility and access to a wider pool of songs/artists in the near future.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely

[REDACTED]

Amanda Gray
Service Owner
Planning, Design and Delivery - Voice & SMS Channel Management

Appendix 1: hold music

Song Name	Artist
Sierra Leone Walking In Light Blue Lady Magic (What She Do) Weather With You Poi E Can't Get Enough Venus	Coconut Rough Th' Dudes Hello Sailor DD Smash Crowded House Patea Maori Club Supergroove The Feelers
How Bizarre Rain Love Your Ways Misty Frequencies Not Given Lightly Falling in Love Again Alright With Me	OMC Dragon Salmonella Dub Che Fu Chris Knox Anika Moa Carly Binding
Maybe Tomorrow She Has To Be Loved Won't Give In The Other Side Hey Girl Welcome Home Wandering Eye	Goldenhorse Jenny Morris Finn Brothers Breaks Co Op Katchafire Dave Dobbyn Fat Freddy's Drop
The Answer Home Always On My Mind Never Too Late Sun Goes Down Vampires	The Black Seeds Cornerstone Roots Tiki Taane Nathan King Nesian Mystik Dukes
Young Blood Punching In A Dream Something In The Water Everything Love Love Love Like Water Apple Pie Bed Somebody That I Used To Know Everything's Gonna Be Alright	The Naked and Famous The Naked and Famous Brooke Fraser P-Money Feat Vince Harder Avalanche City Ladi6 Lawrence Arabia Gotye Feat Kimbra The Babysitters Circus
Life In Sunshine Royals Team Running Out Talk Is Cheap Geronimo Birds	Jamie McDell Lorde Lorde Knights of the Dub Table Chet Faker Sheppard Louis Baker
Stolen Dance Thinking Out Loud Budapest Sugar Blame It On Me Like I Can Yellow Flicker Beat Cheerleader	Milky Chance Ed Sheeran George Ezra Maroon 5 George Ezra Sam Smith Lorde Omi

Song Name	Artist
<p>Someone New Hey Special Uptown Funk Hold Back The River So High Shut Up and Dance Ex's & Oh's</p>	<p>Hozier Sammy Johnson Six60 Mark Ronson Feat Bruno Mars James Bay Six60 Walk The Moon Elle King</p>
<p>King Ashes and Fire Wings New Rush Wild Hoops Magnets Stay Youth Hide Away</p>	<p>Years & Years Katie Benge Delta Goodrem Gin Wigmore Troye Sivan The Rubens Disclosure Feat Lorde Kygo Feat Maty Noyes Troye Sivan Daya</p>