



16 May 2023

[Redacted]

Dear [Redacted]

Thank you for your request of 20 April 2023, made under the Official Information Act 1982 (OIA). You requested:

- 1) *Does your organisation hold a music license for its various offices and buildings?*
- 2) *Does your organisation require multiple music licenses for different buildings?*
- 3) *How much does your organisation pay for each of its music licenses?*
- 4) *Who provides your music license(s)?*
- 5) *Why do you have the licenses? Is music played in general staff areas, to staff at their desks, in staff training sessions, at conferences or to callers on hold?*

**Questions 1 and 2: Does Inland Revenue hold a music licence for its offices and buildings? Does Inland Revenue require multiple music licences for different buildings?**

Inland Revenue does not hold a music licence for offices and buildings.

**Questions 3, 4 and 5: How much does Inland Revenue pay for each music licence, who provides the licences, and why does Inland Revenue have the licences?**

Inland Revenue plays phone queue and hold music to our contact centre customers while they wait for their call to be answered. One New Zealand provides the contact centre services, which include procuring music rights from their suppliers, who manage the approvals and licences for this music. The monthly fees we pay to the suppliers for the music are set out in the table below.

Cost per month (excl. GST)	Service description
\$335.04	Provides licensing for content (music) played to our customers in our phone queue or on hold.
\$1,042.85	Provides licencing for permission to play music to our customers in our phone queue or on hold (public performance).

In addition, from time to time, Inland Revenue may have music in its advertising campaigns. The contracted advertising agency involved in creating and producing those campaigns is responsible for obtaining any required approvals and licenses. We do not pay separately for the music included in advertising campaigns, and therefore do not hold this information. This part of your request is refused under section 18(g) of the OIA, as Inland Revenue does not hold the information.

### **Rights 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: [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 at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

### **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 that 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 before it is published.

Thank you for your request. I trust that the information provided is of assistance to you.

Yours sincerely



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