



**Te Tari Taiwhenua  
Internal Affairs**

1 August 2018

45 Pipitea Street, Thorndon, Wellington 6011

PO Box 805, Wellington 6140

Phone +64 4 495 7200

Email [OIA@dia.govt.nz](mailto:OIA@dia.govt.nz)

Website [www.dia.govt.nz](http://www.dia.govt.nz)

Do Kyun Kim  
Fyi-request-8122-  
865a889a@requests.fyi.org.nz

Dear Do Kyun Kim

**Your Official Information Act request OIA1819-0020**

Thank you for your request under the Official Information Act (the Act). You asked the Inland Revenue Department for:

1. The cost of each 0800 call from a landline or mobile
2. How many calls Inland Revenue gets on a monthly basis
3. Whether Inland Revenue can also publish normal landline phone numbers alongside 0800 numbers and whether Inland Revenue has normal landline numbers for domestic callers.

The Inland Revenue Department transferred the first of your questions to the Department of Internal Affairs, under section 14 of the Act, which provides that a request may be transferred where it is more closely connected with the functions of another department. The Department is the Lead Agency for the Telecommunications as a Service (TaaS) agreement that contains pricing information for 0800 calling. We accepted the transfer on 6 July 2018.

You have requested "*The cost of each 0800 call from a landline or mobile.*"

Inland Revenue uses the TaaS agreement and has selected Spark to provide their 0800 service. The Department has considered your request and is of the view that releasing the pricing information for the service provided by Spark as part of the TaaS agreement would unreasonably prejudice Spark's commercial position. We are withholding this information under section 9(2)(b)(ii) of the Act, which provides that information may be withheld if releasing it would be "likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information".

We consider that withholding this information is not outweighed by other considerations which render it desirable, in the public interest, to make that information available.

If you have any feedback or questions about the Department's response, please let us know at [OIA@DIA.govt.nz](mailto:OIA@DIA.govt.nz)

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](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Yours sincerely

PP 

**Chris Webb**

General Manager Commercial Strategy and Delivery  
Commercial Strategy and Delivery