

09 January 2020

Nick  
fyi-request-11856-f085d069@requests.fyi.org.nz

Dear Nick

Thank you for your request made under the Official Information Act 1982 (the Act), received on 11 December 2019. You requested the following:

*I wish to know the titles of the songs in your current hold music playlist (as of today, 11 December 2019). Would you be able to provide a list of these please?*

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 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.

I also note your suggestion to make our list of hold music publicly available. We will look into this further.

Thank you for your request.

Yours sincerely



Anton Hall-Brownie  
**Group Lead – Centralised Operations, Capability & Outcomes**

## Appendix 1

<b>Song Name</b>	<b>Artist</b>
<p><b>Sierra Leone</b>  Walking In Light  Blue Lady  Magic (What She Do)  Weather With You  Poi E  Can't Get Enough  Venus</p>	<p><b>Coconut Rough</b>  Th' Dudes  Hello Sailor  DD Smash  Crowded House  Patea Maori Club  Supergroove  The Feelers</p>
<p><b>How Bizarre</b>  Rain  Love Your Ways  Misty Frequencies  Not Given Lightly  Falling in Love Again  Alright With Me</p>	<p><b>OMC</b>  Dragon  Salmonella Dub  Che Fu  Chris Knox  Anika Moa  Carly Binding</p>
<p><b>Maybe Tomorrow</b>  She Has To Be Loved  Won't Give In  The Other Side  Hey Girl  Welcome Home  Wandering Eye</p>	<p><b>Goldenhorse</b>  Jenny Morris  Finn Brothers  Breaks Co Op  Katchafire  Dave Dobbyn  Fat Freddy's Drop</p>
<p><b>The Answer</b>  Home  Always On My Mind  Never Too Late  Sun Goes Down  Vampires</p>	<p><b>The Black Seeds</b>  Cornerstone Roots  Tiki Taane  Nathan King  Nesian Mystik  Dukes</p>
<p><b>Young Blood</b>  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</p>	<p><b>The Naked and Famous</b>  The Naked and Famous  Brooke Fraser  P-Money Feat Vince Harder  Avalanche City  Ladi6  Lawrence Arabia  Gotye Feat Kimbra  The Babysitters Circus</p>
<p><b>Life In Sunshine</b>  Royals  Team  Running Out  Talk Is Cheap  Geronimo  Birds</p>	<p><b>Jamie McDell</b>  Lorde  Lorde  Knights of the Dub Table  Chet Faker  Sheppard  Louis Baker</p>

<b>Song Name</b>	<b>Artist</b>
<p><b>Stolen Dance</b> Thinking Out Loud Budapest Sugar Blame It On Me Like I Can Yellow Flicker Beat Cheerleader</p>	<p><b>Milky Chance</b> Ed Sheeran George Ezra Maroon 5 George Ezra Sam Smith Lorde Omi</p>
<p><b>Someone New</b> Hey Special Uptown Funk Hold Back The River So High Shut Up and Dance Ex's &amp; Oh's</p>	<p><b>Hozier</b> Sammy Johnson Six60 Mark Ronson Feat Bruno Mars James Bay Six60 Walk The Moon Elle King</p>
<p><b>King</b> Ashes and Fire Wings New Rush Wild Hoops Magnets Stay Youth Hide Away</p>	<p><b>Years &amp; Years</b> Katie Benge Delta Goodrem Gin Wigmore Troye Sivan The Rubens Disclosure Feat Lorde Kygo Feat Maty Noyes Troye Sivan Daya</p>