

Our ref: OIA 18 - 37

20 September 2018

[REDACTED]
New Zealand Taxpayers' Union

Email: [REDACTED]

Dear [REDACTED]

I refer to your email dated 18 September 2018 to the Education Review Office requesting the following official information for the 2017/8 financial year:

1. *The total amount spent by the Department on hold music. Please ensure to disclose any subscription fees, licensing fees, and any one-off/recurring payments made to the Department's service provider(s).*
2. *The name of the service provider(s) engaged by the Department to provide hold music.*
3. *The full playlist of songs which are used as hold music.*

ERO does not use "hold music" or engage a service provider to provide hold music. I am refusing your request under section 18(g) of the Official Information Act 1982 as ERO does not hold the information.

You have the right to seek an investigation and review by the Ombudsman of this decision.

Yours sincerely

[REDACTED]
Jeremy France
Deputy Chief Executive Corporate Services
Education Review Office | Te Tari Arotake Mātauranga
National Office | Tari Matua
[REDACTED]