

Dear Mr Savage,

Thank you for your Freedom of Information request received on 30 September 2012. You asked:

I would like to request some information regarding the 'on hold' music used on your telephone lines (Vivaldi - I think). I work in an environment where daily benefit enquiries are made. The music used on your phonelines is often a topic of discussion between clients and staff. Could you help me with the following requests:

- 1. Who's responsibility was it for choosing the current 'on hold' music (Vivaldi - I think).*
- 2. If other 'on hold' music was considered - what was considered and why wasn't it selected?*
- 3. Was there any particular reason that the current music was chosen?*
- 4. Are there any current plans to change the 'on hold' music or change the system in use? If so what will change?*
- 5. What are the current yearly operating costs for running the DWP telephone system? If other systems have been considered, or a change is planned, how will these costs change?*
- 6. Has anyone before made a similar request - if so can you direct me to your response?*

1. The current DWP telephony system was introduced in 2006 and the on-hold music was agreed by a group of staff representing different contact centre operational areas across DWP at that time.
2. We do not hold the information requested.
3. Selection of the on-hold track was influenced by the desire to obtain a cost-effective solution. The DWP telephony provider has a group wide licence to use the Vivaldi music, which means that it is free for DWP to use. If we had chosen to use another piece of music outside of the group wide licence, they would have had to obtain the licence for it, which would have cost DWP, and, ultimately, the taxpayer.
4. DWP does not have any plans to change the 'on hold' music. DWP is currently considering its future strategy for the provision of telephony services via the new Government PSN contract frameworks. Whilst there are no immediate plans to change the service we receive, this strategy may result in changes being introduced in the future.
5. The DWP running costs of the IPCC (Internet Protocol Contact Centre) and Benefit Delivery Centre) Network for 2011/12 were £27.3m; running costs for the current year are in line with this level of spend.

6. Our FOI records (from 2007 onwards) do not show any queries relating specifically to the queries you raise.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, 6-12 Tothill Street, London. SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk