

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-rexxxxx@xxx.xxx.xxx.xx](mailto:freedom-of-information-rexxxxx@xxx.xxx.xxx.xx)

Our Ref: FOI 3911

DATE: 4 October 2012

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?*

You can expect a reply by 29 October 2012 unless we need to come back to you to clarify your request or the balance of the public interest test needs to be considered.

If you have any queries about this letter please contact us 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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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](http://www.ico.gov.uk)