



Reference: FOI4372

Request:

Under the Freedom of Information Act, I would like a breakdown, please, of the total cost to the council over each of the last five financial years (2021/22; 2020/21; 2019/20; 2018/19; 2017/18) for the following:

1. Recorded messages on the council's telephone services (including a brief description of what was recorded)

Response: Zero. There are a number of different messages implemented across the Authority for different purposes. These messages maybe recorded by individual services/staff on an ad hoc basis and could change regularly dependent on service/customer need.

2. On-hold music used on the council's telephone services (including details of song names and artists)

Response: Zero. Music on hold is part of a wider package that was paid for as part of procurement of the telephone system.