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.

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY