



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI374493323

Thank you for your request for information relating to Council Telephone Service Costs.

You have requested the following information:

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)

We are advising you as per Section 1(1) of the Act that this information is not held. To clarify, Coventry City Council manages messaging in-house from a small team. A log of what was recorded/dates and costs are not measured as this forms a small part of their overall roles. We will have standard messaging through the year for scheduled annual billing, bank holidays and events like remembrance day. Ad-hoc messaging is arranged as necessary regarding one off events such as Godiva Festival etc.

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

We are advising you as per Section 1(1) of the Act that this information is not held. The costs form part of the overall ICT budget and therefore cannot be distinguished. We can advise that Customer Services use the standard music option provided by the telephony supplier 8x8 however we do not

have a list of artists etc.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance