



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555
DX41001 ELY Fax: (01353) 665240
www.eastcambs.gov.uk

Further to your information request FOI/EIR 21/22-248 please find your question and our response below.

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

Response:

1. No costs for the five financial years for recorded messages, as these are carried out internally

For all years the following messages are made available:

- GDPR message – Privacy notice and data protection
- Waste Services – service disruptions/amendments to service dates/bin bag delivery dates
- Bank Holidays and Xmas closures and opening times
- Holding messages – information re: online services and holding music which is Vivaldi's Four Seasons

In addition, 20/21 & 21/22

- Covid notices i.e. reception closure, opening my appointment only

In addition, 21/22

- Information re: online condolence book for HRH The Duke of Edinburgh

2. No costs for on hold music for the five financial years – MC Vivaldi 'Four Seasons' is used

This concludes your request FOI/EIR 21/22-248

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.