

New Zealand Customs Service National Call Centre average wait time between 1 January 2021 and 30 September 2025 (in seconds)						
Month	2020	2021	2022	2023	2024	2025
January	42	17	57	57	51	116
February	43	16	70	64	70	137
March	24	19	66	39	65	102
April	45	46	99	37	73	75
May	46	40	59	40	88	130
June	47	32	85	26	85	134
July	47	44	78	42	81	87
August	48	35	63	49	78	124
September	50	22	57	82	89	117
October	50	49	76	147	88	-
November	51	90	62	99	121	-
December	52	60	66	73	176	-