

| <b>Queue</b>                                            | <b>Average speed to Answer</b> |
|---------------------------------------------------------|--------------------------------|
| API - Voice                                             | 7m 55s                         |
| Bonds - Voice                                           | 16m                            |
| Building - Voice                                        | 10m 36s                        |
| Business Govt - Voice                                   | 1m 21s                         |
| Business Register - Voice                               | 3m 23s                         |
| Companies - Voice                                       | 4m 9s                          |
| Consumer Protection - Voice                             | 3m 6s                          |
| Disclose - Voice - Disclose Register - Market Integrity | 4m 11s                         |
| Domestic Violence - Voice Employment NZ                 | 45s                            |
| Employment Services - Voice                             | 1m 56s                         |
| EWRB - Voice (Electrical Workers Registration Board)    | 1m 33s                         |
| FSPR - Voice (Financial Service Providers Register)     | 5m 17s                         |
| GETS - Voice (Governmnet Electronic Tender Service)     | 3m 19s                         |
| IAA - Voice (Immigration Adviser Authority)             | 2m 28s                         |
| Insolvency - Voice                                      | 2m 18s                         |
| INZ CAB Lang - Voice                                    | 4m 12s                         |
| INZ DHB - Voice                                         | 3m 30s                         |
| INZ Employer Accreditation - Voice                      | 1m 6s                          |
| INZ ETA - Voice                                         | 7m 23s                         |
| INZ LIA - Voice                                         | 20s                            |
| INZ MEPV - Voice                                        | 8m 23s                         |
| INZ NZPolice - Voice                                    | 19s                            |
| INZ PanelDr - Voice                                     | 1m 22s                         |
| INZ Residency - Voice                                   | 7m 47s                         |
| INZ Settlement - Voice                                  | 11m 3s                         |
| INZ Special Visa Category - Voice                       | 33s                            |
| INZ Study - Voice                                       | 7m 17s                         |
| INZ Visa View - Voice                                   | 52s                            |
| INZ Visit - Voice                                       | 7m 52s                         |
| INZ Work - Voice                                        | 7m 42s                         |
| IPONZ - Voice (Intellectual Property Office)            | 4m 15s                         |
| LBP - Voice (Licence Building Practitioner)             | 2m 53s                         |
| MBIE Reception - Voice                                  | 3m 20s                         |
| Mediation Tribunal - Voice                              | 9m 28s                         |
| Migrant Exploitation - Voice Employment NZ              | 46s                            |
| MVTR - Voice (Motor Vehicle Trader Register)            | 2m 36s                         |
| NCSC - Voice                                            | 1m 48s                         |
| NZBN - Voice                                            | 1m 9s                          |
| NZCRS - Voice (NZ Claims resolution Service)            | 3m 24s                         |
| Paid Parental Leave - Voice Employment NZ               | 2m 33s                         |
| PGF - Voice (Provincial Growth Fund - Kanoa)            | 1m 22s                         |
| PPSR - Voice                                            | 9m 11s                         |
| RealMe - Voice                                          | 3m 46s                         |
| Resource Markets - Voice                                | 4m 22s                         |

|                               |        |
|-------------------------------|--------|
| RSM - Voice (Radio Spectrum)  | 1m 56s |
| StandardsNZ - Voice           | 3m 28s |
| TAS - Voice                   | 51s    |
| Tenancy - Voice               | 17m 1s |
| Trading Standards - Voice     | 6m 35s |
| UTA - Voice (Unit titles Act) | 3m 19s |

Note: Data is for the month of October 2024