

Our Copyright service levels

Registering your works and agreements is an important part of our service and helps ensure you get paid in a timely and accurate manner. We have made our copyright service levels (SLAs) available to view.

Work Registrations

Service	Task	Turnaround time
OLR registrations (with valid agreement numbers)	Receive, load and acknowledge registrations	2 working days
CWR registrations (with valid agreement numbers)	Receive and load all CWR files and acknowledge registration	2 working days

Works Processing (effective from April 2013)

Service	Task	Turnaround time	Processing target
Active works processing	Process all matched works Recorded Media (physical products including DVDs and CDs)	By deadline date (in time to enable accurate invoicing or appropriate backclaims)	Process down to 0 €
	Process all matched works IPC and A Distribution	By deadline date prior to the cut offs for distribution	Process down to 5 €
	Process all PRS matched works	By deadline date prior to the cut offs for distribution	Process down to 5 €
	Process UK online matched works - for example iTunes and Amazon	By deadline date (case deadline variable based on volume)	Process down to 15 €

Agreement registration

Service	Task	Turnaround time	Processing target
Agreement registrations	Create new agreement where no additional information is required	5 working days	Process agreement within 5 days of receipt

Glossary

Term	Definition
SLA	A Service Level Agreement (SLA) is part of a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
OLR	Online registration form (OLR) is our online tool for registering your music.
CWR	Common Works Registration (CWR) is an internationally agreed format for the electronic registration and exchange of works information between publishers and societies.
Active work	All valid works registrations are automatically loaded to our copyright system. An active work is a work that is either due for licensing or has been used for broadcast, online exploitation or public performance. Many works registrations require no further intervention when they are matched to active usage or licences. However, sometimes there may be manual effort that is required to make the work ready for distribution or licensing. This manual effort is governed by the published Active Works turnaround and processing targets.
IPC	The Independent Production Company scheme (IPC) is a licensing scheme for independent production companies primarily making content for Channel 4, Five and S4C.