



## IRISH MUSIC RIGHTS ORGANISATION CLG

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# Hold Music Tariff

Introduced 20th November 2025

Effective for all new licences and renewals from 01<sup>st</sup> January 2026

To be read in conjunction with the Dual Licence Contract\* and the Dual Licence General Terms\*.

### 1. SCOPE OF TARIFF

This tariff applies to performances of copyright music within the Repertoire Controlled by IMRO when played by telephonic or internet protocol (IP) based call centres or other similar systems/ services as to be audible to incoming callers before they are connected to an internal extension with more than 10 phone lines. The first ten phone lines are covered under the Workplace / Retail / Food Service Tariffs (if applicable)\*.

This tariff does not include any other use including that which occurs within other workplaces, classes, shopping centres, retail stores, bars, hotels, attractions, featured music events, car parks, or any additional music use tariffs, even if other areas have a separate licence.

### 2. DUAL COPYRIGHT MUSIC LICENCE CONTRACT

This tariff is incorporated into and forms an integral part of the Dual Licence Contract. A breach of any term or condition of this tariff shall constitute a breach of the Dual Licence Contract. In the event of any conflict between the constituent parts of the Dual Licence Contract, the descending order of precedence shall be as follows: (i) the main body of the Dual Licence Contract; (ii) this tariff; and (iii) the Dual Licence General Terms\*.

### 3. ROYALTY RATES

The following rates apply to all Royalties falling due under this tariff between 1 January 2026 and 31<sup>st</sup> December 2026. The annual Royalty charge for performances of music in scope of this tariff (outlined under paragraph 1) is as set out in the Appendix, calculated based on the number of external lines with music on hold.

For internet protocol (IP) based call centres or other similar systems/ services, the number of external lines is the maximum number of separate calls that the system is programmed to accept, whether placed on hold or connected to an agent, at any given time during the licence period.

Band	From Line	To Line	Tariff € (euro) per Band of 10	% Discount on Tariff	Net Tariff € (euro) Cumulative
Band 1 (Base Fee)	0	10	164.53	100.00%	0.00*

<b>Band 2</b>	11	20	164.53	0.00%	164.53
<b>Band 3</b>	21	30	164.53	80.00%	197.44
<b>Band 4</b>	31	40	164.53	80.00%	230.35
<b>Band 5</b>	41	50	164.53	80.00%	263.26
<b>And thereafter for each subsequent Band without limit</b>	-	+10	+164.53	80.00%	+32.91

All amounts are progressively banded, with prices / discounts applied per band, with the number of phone lines rounded up to the nearest 10 phone lines.

For example, 27 Lines is calculated at €192 (Base Fee plus 10 at Band 1 rate, plus 10 at Band 2 rate, plus 10 at Band 3 as it is per band or part thereof).

#### 4. EFFICIENCY

One or more of the following surcharges will, if applicable, be automatically applied to the sum of Royalty calculated in accordance with paragraph 3 above in respect of each licensed premises:

- A compliance surcharge of 60% of unpaid Royalties applies if the licensee fails or has failed to self-declare and obtain a licence from IMRO in advance of being approached by an IMRO representative.
- A self-service surcharge of 8% of the applicable Royalties applies if the licensee chooses to purchase by a method other than via the new online self-service portal maintained at <http://www.imro.ie/paynow> with auto-renewal enabled.
- An extended payment surcharge of 12% of the applicable Royalties for an extended payment term will apply if the licensee pays the annual Royalties later than the 30-day prompt payment term after the date of the invoice issued by IMRO, unless otherwise agreed or waived by IMRO and licensee failed to provide DD / payment card details on order.

For the avoidance of doubt, the efficiency surcharges pursuant to this Tariff shall not apply to any Royalty payable in respect of any period prior to 1<sup>st</sup> November. The Royalty is without prejudice to any other amounts payable to IMRO in respect of music outside the scope of this Tariff or otherwise.

#### 5. INFLATION ADJUSTMENT

The foregoing Royalty rates are related to the Consumer Price Index of Retail Prices for mid-October 2025 (on the November 1996 base) as published in the Irish Statistical Bulletin and will be adjusted on 1 January 2027 and on each subsequent anniversary of that date in proportion to annual changes in that Index.

#### 6. DEFINITIONS

Capitalised terms used but not defined in this tariff shall have the meaning set forth in the Dual Licence Contract.

“**Dual Licence Contract**” means the Dual Copyright Music Licence Contract between the Licensee, IMRO and PPI.

“**Dual Licence General Terms**” means the General Terms and Conditions Applicable to the Dual Copyright Music Licence Contract and Related IMRO and PPI Tariffs.

**“IMRO”** means the Irish Music Rights Organisation CLG.

**“Licence Year”** means the first and each recurring 12 consecutive month period.

**7. VALUE ADDED TAX**

Every Licensee under this tariff shall pay to the Irish Music Rights Organisation CLG, in addition to the Royalty due under this tariff, a sum in respect of Value Added Tax calculated at the relevant rate on the Royalty payable.

**Appendix**  
**Calculation of Royalty up to 100 phone lines**

<b>0 – 500 Phone Lines</b>		
<b>Phone Lines From</b>	<b>Phone Lines To</b>	<b>Fee €</b>
0	10	0*
11	20	165
21	30	197
31	40	230
41	50	263
51	60	296
61	70	329
71	80	362
81	90	395
91	100	428