



Music on hold

Effective 1st January 2026

Applies to: use of copyright music* when played via a telephone switchboard (or equivalent system) so as to be audible to users on any telephone service other than those known as premium rate services.

1. Royalty rates

The rates apply to all royalties falling due from the effective date of this tariff and are shown **exclusive of VAT**.

The **higher royalty rate** (standard plus 50%) is payable for the first year of the licence where the music user **has not** obtained *PRS for Music's* licence before musical performances commence.

Rates are determined by the number of **external lines** with music on hold. For internet protocol (IP) based call centre and other systems or services the number of external lines equivalent will be established by reference to the **average maximum call capacity***. Rates are per switchboard or service.

Annual royalty rates

		Higher Rate	Standard Rate
1.1	Up to 5 external lines	£276.83	£184.55
	6 to 15 external lines	£369.21	£246.14
	16 to 30 external lines	£461.61	£307.74
	31 to 45 external lines	£553.92	£369.28
1.2	46 external lines and over	Standing charge	£199.50
		Additional charge per external line	£6.25

Example calculation:
(46 external lines and over)

Annual standard rate royalty for 50 external lines:
£133.00 (annual standing charge) plus [50 lines x £6.25] =
£445.50

2. GENERAL CONDITIONS

This tariff is subject to *PRS for Music's* General Conditions Applicable to Tariffs and Licences, available on request.

3. INFLATION ADJUSTMENT

Every year on 1st January, the monetary sums in this tariff will be adjusted for inflation. The adjustment formula will apply to the standard rates, using the mean (to the nearest whole percentage point) of the percentages by which the Retail Prices Index and Average Weekly Earnings index (unadjusted) change in the year to the previous August.

August is the latest month prior to the anniversary date for which figures are likely to be published for both indices.

After application of the inflation adjustment the royalty rates will be rounded to the nearest penny, except in the case of the annual standing charge in section 1.2, which will be rounded to the nearest pound.

All royalties will be charged at the royalty rate in force at the beginning of the licence-year.

4. DEFINITIONS

- **average maximum call capacity** is the measurement for internet protocol (IP) based systems. This is the average of 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.
- **PRS for Music** is the trading name of the Performing Right Society Limited.
- **PRS for Music's repertoire** means all and any musical works (including any associated words), the right of public performance in which is controlled by *PRS for Music* or by any of the societies in other countries with which *PRS for Music* is affiliated.
- **use of copyright music** means performances of copyright music within *PRS for Music's* repertoire*, including any words associated therewith.

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*See Definitions (Section 4)