

## What is it?

We have set up an on-line resource to provide guidance to customers on PAF licensing. It is called the PAF<sup>®</sup> Licensing Centre. In the PAF licence agreements, we refer to the PAF Licensing Centre as a communications channel with customers regarding PAF matters.

## How does it work?

The PAF Licensing Centre allows us to use a single channel for communications with customers regarding the PAF licences.

It also allows us to issue guidance about specific areas of compliance with the PAF licence agreements, where these only affect a small number of customers or a particular group of customers. In order to simplify our approach to PAF licensing, being able to communicate through the PAF Licensing Centre in relation to these matters is helpful to us and to customers, as it avoids our agreements having to contain provisions for specific situations that may only affect a small part of the PAF customer base.

The PAF Licensing Centre is used to:-

- describe Excepted End Users (these are End Users in respect of whose PAF use licence fees do not have to be reported – for example, if they are covered by a Corporate group licence, be an authorised free PAF registered Charity or have registered for the PAF public sector licence arrangements).
- to set out reporting forms and reporting rules for use of PAF data.
- in order to set out specific rules for pro-rating of licence fees (for example, the circumstances in which User licence fees may be pro-rated for part years).

We have also provided in the licence that notifications and communications to licensees may be given through the PAF Licensing Centre, provided that Royal Mail emails at the same time. If the licence is amended, Royal Mail may give licensees notice of the amendment through the PAF Licensing Centre. Licence amendment may happen where we have consulted with the PAF Advisory Board and Ofcom or, if necessary, to comply with the law.

