

RETAIL & SERVICE PROVIDERS

Licensing Enquiries 1300 162 162 getallicence@onemusic.com.au onemusic.com.au August 2023

SIGN UP NOW

The Retail and Service Providers scheme is designed for the use of our music in premises selling goods or those selling professional and personal services to the public. This includes product retailers such as fashion stores, newsagents, convenience stores, homewares stores or stationers. It also is designed for service businesses such as hair and beauty salons, masseurs, physiotherapists, motor dealers, optometrists and more.

Why do I need a OneMusic licence?

1 Shows your organisation respects and supports songwriters and recording artists, our cultural creators.

2 Permission. If you use music that is protected by copyright within your business, Commonwealth legislation requires permission (a licence) from the creators of that music. You can read independent legal information at copyright.org.au.

3 The big one. You benefit by using music: keeping your patrons entertained, engaged and creating a better atmosphere.

Music creators generally authorise two organisations to administer their rights and collect their royalties in Australia. A OneMusic licence bundles all those rights into one licence and simplifies the process of gaining the required permission to use our music. If you wanted to use our music, and you did not have this licence, you would, for example, need to deal directly with the composers, songwriters, music publishers, recording artists and record labels who own the rights in the music you wish to use.

What music can I use?

We've done the hard work for you so our licence covers you to use any of our music, which includes the vast majority of all commercially released music from around the world.

Draw on the power of music

Research shows that music playing in a shop or service business encourages customers to spend more time and money there. Playing music may be enough to sway a customer's choice.



38% higher daily gross sales volume from low tempo music ⁽¹⁾



51% travel customers spend more time browsing their travel agent if music is playing. ⁽²⁾



78% more patience while waiting in doctors' surgeries if music is playing. ⁽³⁾



36% increase in referrals to your business when good music is playing. ⁽⁴⁾

Where does the money go?

OneMusic distributes the fees it collects to APRA AMCOS and PPCA, the bodies behind the licensing initiative. After the deduction of administration and operational costs, all fees collected are distributed to members or licensors (according to a range of direct data, sample data and other data sources for other uses of music).

Our fees include GST so 10% is paid to the Australian Tax Office as GST. Did you know OneMusic's licence fees are fully tax deductible?

Some industry Associations hosting OneMusic information

Australian Retailers Association (retail.org.au)

Speciality Trade Associations such as Jewellers Association of Australia

Australian Physiotherapy Association (australian.physio)

This licence scheme provides you with cover for the most common ways that retail and service providers use our music. The licence is split into three types of cover: background music, workplace music and telephone on hold music. You need only take out cover where you use our music.

1. Background Music for Retail

This covers our music (from radio, TV or recorded music) and music videos used at your business that is not given *prominence* or used as a feature of your business (such as when the music or performer of the music is part of your marketing).

How much does it cost per year?

Gold*	Retail Area (m ²)	1 September 2022 – 31 August 2023	1 September 2023 – 31 August 2024
Unrestricted number of devices playing our music from: <ul style="list-style-type: none"> a. an online stream or a music download via a personal digital music service or other online source; b. a “commercial background music supplier”; c. a commercial recorded music format, such as CD or vinyl record; d. an internet TV/radio or VOD service; and/or e. a terrestrial or digital broadcast through TV and/or radio. Digital Copy/Delivery for 2,000 tracks	1 - 50	\$579.60	\$602.78
	51 - 150	\$672.75	\$699.66
	151 - 500	\$802.12	\$834.21
	501 – 1,000	\$1,190.25	\$1,237.86
	1,001 – 2,000	\$1,449	\$1,506.96
	2,001 – 5,000	\$2,225.25	\$2,314.26
	5,001 – 7,500	\$2,742.75	\$2,852.46
	7,501 – 10,000	\$3,001.50	\$3,121.56
	10,001 – 15,000	\$3,519	\$3,659.75
	15,001 – 20,000	\$4,036.50	\$4,197.96
	20,001 plus	\$5,589	\$5,812.56

These terms in the table directly above are explained in more detail on page 4.

*If applicable, Partial Rights Deduction minus 48.25% of the total amount.

Silver*	Retail Area (m ²)	1 September 2022 – 31 August 2023	1 September 2023 – 31 August 2024
Unrestricted number of devices playing our music from: <ul style="list-style-type: none"> a. a “commercial background music supplier”; b. a commercial recorded music format, such as CD or vinyl record; c. an internet TV/radio service; and/or d. a terrestrial or digital broadcast through TV and/or radio. 	1 - 50	\$165.60	\$172.22
	51 - 150	\$258.75	\$269.09
	151 - 500	\$388.12	\$403.65
	501 – 1,000	\$776.25	\$807.30
	1,001 – 2,000	\$1,035	\$1,076.40
	2,001 – 5,000	\$ 1,811.25	\$1,883.70
	5,001 – 7,500	\$2,328.75	\$2,421.89
	7,501 – 10,000	\$2,587.50	\$2,691
	10,001 – 15,000	\$3,105	\$3,229.19
	15,001 – 20,000	\$3,622.50	\$3,767.40
	20,001 plus	\$5,175	\$5,381.99

*If applicable, Partial Rights Deduction minus 48.25% of the total amount, minimum fee \$85.

Silver Lite*	
	A single device playing our music from:
a.	a “commercial background music supplier”;
b.	a commercial recorded music format, such as CD or vinyl record; and/or
c.	an internet TV/radio service.

Retail Area (m ²)	1 September 2022 – 31 August 2023	1 September 2023 – 31 August 2024
1 - 50	\$155.25	\$161.45
51 - 150	\$212.17	\$220.66
151 - 500	\$258.75	\$269.09
501 – 1,000	\$517.50	\$538.20
1,001 – 2,000	\$672.75	\$699.66
2,001 – 5,000	\$983.25	\$1,022.58
5,001 plus	\$1,293.75	\$1,345.49

* If applicable, Partial Rights Deduction minus 48.25% of the total amount, minimum fee \$85.

Bronze	
	Unrestricted number of devices playing our music only from a terrestrial or digital broadcast through TV and/or radio.

Retail Area (m ²)	1 September 2022 – 31 August 2023	1 September 2023 – 31 August 2024
1 - 50	\$90.36	\$93.97
51 - 150	\$95.68	\$99.50
151 - 500	\$101	\$105.03
501 - 1,000	\$143.52	\$149.26
1,001 – 2,000	\$212.62	\$221.12
2,001 – 5,000	\$398.67	\$414.61
5,001 plus	\$531.56	\$552.81

Add ons

	Car Parks
	Featured Music**
	Exhibiting Music Videos
	Website Use

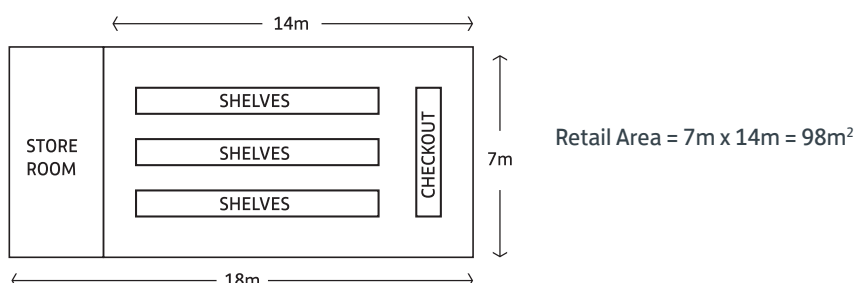
Retail Area (m ²)	1 September 2022 – 31 August 2023	1 September 2023 – 31 August 2024	Partial Rights Deduction
N/A	\$531.56	\$552.81	N/A
1 – 2,000	\$12.76 per day	\$13.26 per day	If applicable, Partial Rights Deduction minus 48.25% of total amount
2,001 plus	\$25.51 per day	\$26.53 per day	
1 – 2,000	\$361.46	\$375.91	N/A
2,001 plus	\$722.92	\$751.83	
N/A	\$584.71	\$608.10	N/A

**Does not include performances where the Entry Fee is greater than \$40 or where Gross Expenditure on Live Artist Performers for that performance is greater than \$6,000 or held by a National Event Promoter (these are licensed separately, including directly by the National Event Promoter. Please find list of National Event Promoters here: onemusic.com.au/nep/)

What do the terms in the above five tables mean?

Background Music for Retail covers our music from radios, CD players, smartphones, tablets, TV screens and other devices. By Background Music we mean our music when it is not used as a *prominent feature* of the entertainment you provide at your business.

In working out your **Retail Area**, we need the total size in square metres of your retail area where Background Music for Retail is audible by customers or staff. The Retail Area does not include storerooms ‘out the back’. If you have audible Background Music for Retail in your associated car parks DO NOT include in your measurement of the Retail Area, but declare this separately under the Car Park tariff.



By **Partial Rights Deduction** we mean where we can apply a percentage saving on the full licence fee for the components of our music not in use in your business. For example, PPCA Sound Recordings may not be in use (perhaps you just have live music and no recorded backing tracks) or perhaps APRA Works and AMCOS Works are not used at your business (perhaps you are using directly-licensed/royalty-free music).

What is a PPCA Sound Recording? A sound recording is simply a physical recording of a piece of music or song (such as what's on a CD or a digital file like an MP3) and a PPCA Sound Recording is a sound recording that the Phonographic Performance Company of Australia (or PPCA) is authorised by the copyright owners to license for copying and for performing in public - for instance when a business plays music to their customers. OneMusic Australia has been authorised by PPCA to license the PPCA Sound Recordings on its behalf.

What is an APRA Work and an AMCOS Work? A musical work is the underlying words and music of a song that have been written by a songwriter and/or composer. The Australasian Performing Right Association (or APRA) and the Australasian Mechanical Copyright Owners Society (or AMCOS) has been given the right to license the APRA Works and AMCOS Works by the songwriters, composers and music publishers – so that those words and music can be played to the public by licence holders in their businesses and/or copied. APRA, operating as OneMusic Australia, has been authorised by AMCOS to license the AMCOS Works on its behalf.

Music in **Car Parks** only applies in indoor or outdoor car parks where our music is *audible* to those customers who are parking.

Featured Music is our music, whether live or recorded, that has prominence (that is, it is not *background* music). For instance, when a DJ plays our music or where our music is played live and put together for a specific purpose or event like a VIP customer night. Featured Music under this licence scheme does not include performances where the Entry Fee is greater than \$40 or where Gross Expenditure on Live Artist Performers for that performance is greater than \$6,000. For such performances you may need to obtain a separate [Event licence](#) from OneMusic.

It is important to note that where a live band performs our music at your venue under a [National Event Promoter](#) blanket licence, you do not need to report or pay licence fees to us for that performance as they are licensed separately and directly by the [National Event Promoter](#).

A separate licence scheme covers music used in a [Dramatic Context](#). Dramatic Context is defined as the performance of musical works: a) in conjunction with a presentation on the live stage that has: (i) a storyline; and (ii) one or more narrators or characters; or b) as a Ballet.

There are a number of music uses that require a licence that includes **Digital Copy/Delivery**.

Digital Copy/Delivery is required if you download or access our music for your business from a non commercial digital music service. You should be aware that a OneMusic Australia licence, even when it includes Digital Copy/Delivery, only gives you permission to use our music in your business (or event); it does not override the Terms of Use for the personal digital music service you are using, nor does it give you permission to use that particular digital music service for a commercial purpose – that permission can only come from the owners of that digital music service. Even with our licence, the use of digital music services by you in your business may be in breach of the terms and conditions of your end user agreement with that service. You should check with your service provider.

You will also need a licence from us that includes Digital Copy/Delivery if you make any physical or digital copies of our music (such as copying one CD to another, or copying a digital download file). By choosing Digital Copy/Delivery, you are entitled to copy up to 2,000 music tracks. You do not need to include Digital Copy/Delivery in your licence if you are only playing our music from original CDs that you have bought (and not subsequently copied) or you're playing our music from a commercial background music supplier (see a list of [background music suppliers available here](#)). Depending on your use of our music and the arrangements the background music supplier has with OneMusic Australia, you may not need to get a licence directly from OneMusic Australia. Your background music supplier may already include a OneMusic Australia licence as part of its service package. Check either with us or your commercial music supplier to confirm.

By **Entry Fee** we mean a compulsory fee charged for admission such as a ticket price, membership or cover charge.

By **Gross Expenditure** we mean the total of all salaries, wages, profit shares, allowances and accommodation, travel and other expenses (but excluding GST), of the Live Artist Performer or their agent, manager, assistant or associate.

A **Live Artist Performer** is any performer (including singers, musicians, DJs, dancers, models and conductors) included in the performance of our music.

To **Exhibit Music Videos** means to play a music video via an online source such as a TV network channel, online platform, digital service or from a DVD or Blu-Ray disc.

Website Use provides you with the necessary additional cover if you use our music on your business' website. The music you use can only be played in the background of your website and is subject to a number of other limitations, which can be found in clause 2.2 of the Licence Agreement Terms and Conditions available at onemusic.com.au. These limitations mean that the music cannot itself generate any revenue, you must use between 10 and 15 different music tracks, you can't use more than one track of a particular artist or group (so the music doesn't give the appearance that the artist or group are endorsing your business), you can only use legal copies when putting the music on your website and, finally, the music itself can't be interactive (where the user can choose and change the music they listen to).



VOD means Video on Demand.

2. Workplace Music

You need cover for Workplace Music if you:

- allow your employees to play our music in the workplace (including via radios, digital music (streaming) services and CDs) whether the music is played on speakers or via headsets and earphones.
- perform our music and music videos in reception or front office areas that are open to the public (other than in your Retail Area).
- perform our music for the benefit of employees, their family, or corporate guests at functions like staff or Christmas parties put on by you (however if at any function there is an Entry Fee or the Gross Expenditure on Live Artist Performers is \$50,000 or more, you will need to obtain a separate [Event licence](#) from OneMusic).
- play our music during staff only video conferences when held via a secure network.

How much does it cost per year?

\$2.21 per year for each FTE Employee
Subject to a Minimum Annual Fee of \$243.24
Includes:
 Any number of devices for Workplace Music
 Digital Copy/Delivery for the purposes of playing Workplace Music
If applicable, Partial Rights Deduction minus 48.25% of total amount

What do the terms in the above table mean?

FTE stands for the number of Full Time Equivalent employees. So if you have four part time workers working a 19 hour week each, this adds up to 76 hours (two 38 hour working weeks), or 2 FTE.

For an explanation of **Digital Copy/Delivery**, see page 4.

For an explanation of **Gross Expenditure on Live Artist Performers**, see page 4.

3. Telephone on Hold

Telephone on Hold is our music used on your on hold system, if you have one.

How much does it cost per year?

Telephone on Hold Licence Fees are capped at \$88,450.97 (including GST) per Business per year (irrespective of the number of Locations you have licensed).

Caller Capacity lines	Telephone on Hold (Communication only)		Telephone on Hold (Communication and Reproduction)		Partial Rights Deduction
	Single Location (for 1 Location)	Multiple Locations (per Business)	Single Location (for 1 Location)	Multiple Locations (per Business)	
1 - 2	\$265.35	\$353.80	\$331.69	\$442.25	If applicable, Partial Rights Deduction minus 48.25% of total amount
3 - 5	\$348.27	\$508.59	\$431.19	\$635.74	
6 - 10	\$519.64	\$785	\$652.32	\$984.01	
11 - 25	\$862.39	\$1,304.65	\$1,077.99	\$1,630.81	
26 - 50	\$1,636.34	\$2,587.19	\$2,045.42	\$3,228.46	
51 - 100	\$2,598.24	\$4,577.33	\$3,356.71	\$5,495.01	
101 - 200	\$5,196.49	\$9,508.47	\$6,235.79	\$11,410.17	
201 - 300	\$8,845.09	\$16,584.55	\$10,614.11	\$19,901.46	
301 - 400	\$11,410.17	\$22,112.74	\$13,687.78	\$26,535.29	
401 plus*	\$19.90 per additional line	\$33.16 per additional line	\$24.32 per additional line	\$39.80 per additional line	

What do the terms in the table above mean?

When we talk about **Caller Capacity Lines** we mean how many lines (playing music) you can place on hold at any one time at all your locations. If you have VOIP or a Cloud based telephone system, the concept applies to the number of simultaneous users across all your locations.

Communication Only - you need this cover only when you have not made a copy of our music to use on your Telephone on Hold system. For example, your Telephone on Hold music is sourced directly from a purchased CD or an external agency has created and supplied your Telephone on Hold messaging.

Communication and Reproduction - many businesses require this extra level of cover because they have made a copy of our music or are accessing our music from a digital music (streaming) service. For example, you have copied our music from a CD onto a hard drive or made a copy of our music as a digital download. This also covers your business if you are using an existing recording for a purpose for which it has never been licensed for, such as in the case of personal digital music (streaming) services that most of us use at home. Even with our licence, the use of digital music services by you in your business may be in breach of the terms and conditions of your end user agreement with that service. You should check with your service provider.

Deductions & Payments

A OneMusic Australia licence now covers the use of both the APRA Works and AMCOS Works (the written songs) plus the PCCA Sound Recordings (the recorded music). We offer a deduction on your licence fees when you tell us that your business doesn't actually need both of those rights for all of your music needs. It might be that you already have a licence to use sound recordings in your background music from a source other than PCCA, for instance a record company directly. Similarly, you may not be using songs administered by APRA AMCOS for your telephone on hold because your business uses a legitimate 'royalty free' music source. In these cases you may be eligible for a Partial Rights Deduction, which will be applied by us to your licence fees when you make the proper declaration either in your licence agreement or on the OneMusic Australia licensing portal.

If your OneMusic annual licence fee is more than \$500 we will invoice you quarterly, or you can opt to pay annually no matter what your Licence Fee amount is. (Just a note that we calculate your quarterly licence fee according to the relative number of days in each quarter, not by dividing your annual fee by four).

How were the rates set and will they change?

If you are interested in how the rates for this sector were set, please visit onemusic.com.au/consultation. Apart from yearly CPI reviews and phase-in rates, OneMusic will not increase or change licence fees without first consulting the industry.

Rates include 10% GST. The GST-exclusive component of the \$ rates set out in the tables above will all be increased by CPI on 1 September of each Licence Year in accordance with clause 4.3 of the Terms and Conditions unless there are phase-in rates.

Do I have to go through OneMusic to play music in my business?

If you want access to the largest possible music collection, then the OneMusic licence provides the easiest and most cost effective way to access the vast majority of the world's repertoire of music. There are other options, which may include direct licensing arrangements with copyright owners or solely using music outside OneMusic's vast repertoire.

If you make a direct arrangement for your sound recording use or your musical work use, contact OneMusic so we can adjust your licence fee.

Supporting Music Creators

Last year the bodies behind OneMusic paid a royalty to more than 1.4 million songs, and more than 50,000 local songwriters and recording artists.

Let's be honest: music creators have earned this money. They've earned it through the hard work it took to reach the stage of being a professional songwriter or recording artist and they've also earned it by putting thousands of hours into creating a product businesses want to use.



Feedback

Comments and feedback on your licence agreement or the information guides can be sent to us at hello@onemusic.com.au

Complaints

If you are not satisfied or have an issue with the manner or standard of your interactions with OneMusic Australia you can review our [complaints procedure here](#) and if you wish to proceed with a complaint you can send it to this address complaints@onemusic.com.au

Disputes

If you do not agree with how we apply a licence to your business - you disagree about the licence agreement OneMusic has asked you to enter into, our rates or how your licence fees have been calculated - you can:

- a. send details directly to us at disputes@onemusic.com.au or 16 Mountain Street, Ultimo, NSW 2007; or
- b. lodge it directly with our independent third party Alternative Dispute Resolution facilitator, [Resolution Pathways](#).

More information on this process and how to lodge a dispute is available at [complaints and dispute resolution](#) on our website.

If you were licensed with PPCA and APRA AMCOS before OneMusic and you consider your annual fee has seen an unexpected increase under the OneMusic scheme, please contact us on 1300 162 162 or hello@onemusic.com.au

If you want to know more about the differences between a “Complaint” and a “Dispute”, please see [complaints and dispute resolution](#) on our website.

Live music = ‘tendency for effervescence’

Most retail and service providers use background music to attract and retain their customers, but have you thought about doing something a little different every now and again? Think live or featured recorded music!

One researcher actually measured humankind’s Tendency for Effervescent Assembly “It’s a special experience, that feeling of connection, of being in that giant crowd. You and everybody else in the (venue) knows the songs, and when you feel the notes coming together, you experience them collectively”.⁽⁵⁾

1. Using Background Music to Affect the Behavior of Supermarket Shoppers
Authors: Ronald E. Milliman. Source: The Journal of Marketing, Vol. 46, No. 3 (Summer, 1982), pp. 86-91.
2. RED research, May 2013 on 676 customers of a UK travel company. 331 interviewed at stores that play music, 306 interviewed at stores that do not play music
3. VisionCritical research, April 2012 of 1,000 UK businesses. Entertainment Media Research, 2009 on 2,000 UK consumers and 2010 on 400 small retailers, hairdressers, offices and factories.
4. Net promoter score (NPS) was 36 for good music and 24 for any music. 62 per cent were more likely to stay longer in stores that play good music. Research conducted by Market Measures across significant high-street shopping locations in the UK between July 2017. 1,031 people were spoken to equating to 2,474 retailer evaluations.
5. Gabriel S, Valenti J, Naragon-Gainey K, Young A F. *The Psychological Importance of Collective Assembly: Development and Validation of the Tendency for Effervescent Assembly Measure (TEAM)*. Psychological Assessment. March 2017.

Proud Partner of



APRA AMCOS is the trading name of APRA (Australasian Performing Right Association) and AMCOS (Australasian Mechanical Copyright Owners Society). APRA AMCOS grants licences for the live performance, broadcast, communication, public playing and reproduction of its members’ musical works. APRA AMCOS then distributes the net licence fees collected to its 115,000+ songwriter, composer and music publisher members and affiliated societies worldwide.

PPCA (Phonographic Performance Company of Australia Ltd) grants licences for the broadcast, communication or public playing of recorded music (such as CDs, records and digital downloads or streams) and music videos. PPCA then distributes the net licence fees collected to its licensors (generally record labels) and registered recording artists.

This information sheet is a guide only. Refer to the licence for full terms and conditions.

Examples:

The licence fees in these examples apply for licences taken out between 1 September 2023 and 31 August 2024.

A Corner Newsagent, a product retailer



A small shop of 40m² in size where the only music played is from a CD (a single device). The shop requires Background Music for Retail Silver Lite cover for 1-50m² tier at \$161.45 (or just 47 cents a day).

Ausville Regional Shopping Centre, a service provider

The shopping centre has music on a single device (supplied by a Music4U – a background music supplier specialising in Australian artists from local independent record labels) playing throughout the common areas including their amenities and car park area, and in the staff lunchroom. The total floor space where music is audible is 20,000m². Over the Christmas period they have a pianist in the atrium area for seven days playing a range of popular Christmas songs. They put on a Christmas party for their 115 full time equivalent staff where they hire a jukebox for the music.

The shopping centre needs the following annual cover from OneMusic:



Background Music for Retail Silver Lite Package, 5,001+m² tier @ \$1,345.49

(Note that the independent labels are all members of PPCA, so no partial rights deduction applies)



Car Park music \$552.81



Featured Music (for the Christmas pianist), 2,001+m² tier \$26.53 a day for seven days \$185.71



Workplace Music 115 full time staff x \$2.21 = \$254.15

Total licence fee = \$2,338.16 (or less than \$6.41 per day)

The Jean Genie, a jeanswear retailer

Jean Genie's music is also provided by Music4U but is delivered by way of 'Top 40' music videos on three screens. The shop's Retail Area is 85m².

Because Jean Genie is using three screens they require the following annual cover from OneMusic:



Background Music for Retail Silver Package, 51-150m² tier \$269.09



Exhibiting Music Videos, 1-2,000m² \$375.91

Total licence fee = \$645 (about \$1.77 per day)

The CBD Hair Salon, a service provider

Even though they have been advised that this use may still be in breach of the service's end user agreement even with a OneMusic licence, the hair salon has decided to use a *personal digital music service* to provide the background music in their salon, which has a Retail Area of 38m².

The salon needs the following annual cover from OneMusic



Background Music for Retail Gold Package, 1-50m² tier \$602.78

Total licence fee = \$602.78 (about \$1.65 a day)

Younohurtnow Physiotherapists, a service provider

Although the practice does not have music playing in reception area or any of the consultation rooms, they play music on their website and have telephone on hold for three lines using ambient music where the sound recordings have been licensed directly with Crash Records.

Younohurtnow requires the following cover from OneMusic:



Website Use \$608.10



Telephone on Hold (Communication only) with partial rights deduction of 48.25% applied \$180.23

Total licence fee = \$788.33 (\$2.16 a day)