



Information Usage Survey

Frequently Asked Questions

Who is Copyright Clearance Center?

Copyright Clearance Center (CCC) creates market-based solutions that help clients get the information they want when they want it through voluntary copyright licensing, award-winning cloud-based workflow tools and intelligent, customized solutions on state of the art technology. CCC's solutions fuel research, power publishing and respect copyright.

To learn more, visit www.copyright.com.

Why am I being asked to complete this survey?

Your company holds an Copyright License from CCC or RightsDirect. As part of the license agreement, employees of your firm must participate in an Information Usage Survey every two years. Your input is critical in helping CCC allocate royalty payments among copyright holders and helps maintain and expand publication coverage that is important to your industry.

How do I get started?

Your in-house survey coordinator will send you a link to the survey registration page (www.corporateusagesurvey.com) and let you know your survey start date and CCC Company Code (which is required for registration). During registration you will be asked to provide your email address, create a



password and identify your company and your role. The survey period typically lasts two weeks. If you encounter any trouble during the registration process, send a screenshot of the error or issue to support@corporateusagesurvey.com.

Please note that your personal information will not be used for any purposes other than validation of your participation in the survey, nor will it be shared with any third parties. For more information please review CCC's complete [privacy policy](#) at www.copyright.com. The Information Usage Survey is administered by TideWatch, an independent third-party market research firm.

Will CCC remind me?

Yes, daily email reminders will begin on the first day of the survey. If you do not receive the reminders see below:

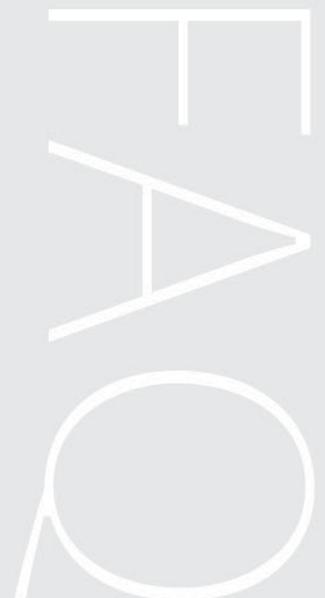
- Email reminders are sent daily at 9 am ET.
- If you registered on the actual start date, the reminders will begin the following day.
- Check your personal junk/spam folder.

What information will I report?

You will be asked to report published materials you have shared within your company during the survey. Examples of published materials include journals, newspapers, newsletters, websites, magazines, books, industry publications, standards, and blogs. The survey site will direct you to report publication information and how you used it (emailed to colleagues, posted to an intranet site, photocopied, etc.).

What do you mean by "sharing"?

For the purpose of the survey, "sharing" means distribution to others in your company. Examples include photocopies or printouts, sending through email, posting content to an intranet/collaboration site/internal network, sending by fax.



You do not have to report the use of information such as internal memos, company information, proprietary or personal information and you do not have to report on any information distributed outside your company.

What if I haven't used or shared any published materials on a given day?

If you do not use or share any published materials on a given day simply click "Log None for Today".

How long does the survey last?

The survey lasts approximately 10 business days. Once the survey period is complete, your company will not be asked to participate again for two years.

How will the information be used?

First, your content usage data is separated from information about you or your company so that your responses are kept anonymous. Then this usage data is combined with usage data from other people participating in the survey – from your company, from other companies in your industry and, in some cases, from companies in other industries. The combined data is used to help CCC allocate royalties among participating copyright holders. Your input is critical to ensure that copyright holders receive fair compensation for the use of their materials from the pool of royalties that is collected from licensed companies.

Please note that the content usage data that you provide does not directly affect the license fee that your company pays, although the larger pools of usage data contribute to CCC's longer-term projections and calculations of annual license fees across industries.

Who do I contact if I have additional questions?

- For general questions contact your in-house survey coordinator.
- For technical support contact TideWatch at support@corporateusagesurvey.com.

