

GEMA • Postfach 80 07 67 • 81607 München

To the GEMA publishers

Processing times for agreement registrations and work documentation

Dear Sir or Madam,

over the past few months, GEMA Copyright Operations has experienced extended processing times, particularly in the areas of agreement registrations, work registrations and amendments to works.

Following a thorough review, we have determined that the extended processing times are linked to temporary internal peaks in workload and specific procedural pressures within GEMA Copyright Operations. In particular, increased volumes of work registrations, work amendments and agreement registrations, an ageing documentation system, and additional requirements arising from the ongoing transition to ICE are presenting a major challenge to all departments within GEMA.

Provided that the required notifications and documents have been submitted by the publisher members in full and in the correct manner, any resulting delays will not be regarded as a failure on the part of the publishers concerned.

We are aware that longer processing times can lead to inquiries and additional clarification efforts for GEMA publisher members in their dealings with contractual partners. GEMA regrets the associated inconvenience and is working as a matter of high priority to further stabilise the processing situation and reduce existing backlogs where necessary.

The strategic solution for a sustainable improvement in the documentation processes concerned lies in the transition to ICE Cube, scheduled for December 2026.

Until then, GEMA will continue to implement appropriate operational measures to stabilise the current situation and minimise any potential impact on its publisher members as far as possible.

You can find this letter, along with all further developments in this regard and general updates on the transition to ICE Cube, on our **ICE GetOn page**.

This letter is intended to provide a factual overview of the current processing situation.
It does not constitute an assessment of individual case enquiries.

Yours faithfully,
GEMA