TCRP FAQ

1. **What products are covered under TCRP?**

   The TCRP program currently covers the following products:

   - Web Search
   - Blogger
   - Photos/Picasa
   - Docs/Drive
   - Google Sites
   - Cloud

   Only applications which meet the requirements outlined below will be considered for admittance to the program.

2. **How do I know if I need TCRP?**

   The Trusted Copyright Removal Program is designed to enable high-volume submitters to send clear, accurate and good quality copyright takedown notices. The program allows partners to submit URLs in bulk through a file upload system, removes the need for a CAPTCHA, and may offer faster processing times.

3. **Are there any requirements for TCRP?**

   TCRP works best for partners that submit a high volume of notices. Therefore, partners must demonstrate a need for such a high volume tool when applying for the TCRP program, and a history of high-quality copyright removals.

   We also require that our partners maintain a high submission quality for requests made through TCRP. The TCRP is for filing clear-cut cases of infringement. For ambiguous or edge cases, partners should submit through the normal webform to avoid affecting their submission quality.

4. **It's been more than ten days since I applied to TCRP but I have not yet received an answer. What should I do?**

   You can ask for an update by contacting the TCRP team using the support form.

5. **How many URLs can I submit per day through TCRP?**

   TCRP's default submission quota starts at 5,000 URLs /day.

   The system will accept up to 30 separate notices per day as an initial quota. The bulk upload file will accept up to 100 groups of URLs, with up to 1,000 URLs in each group. TCRP members use the regular takedown process for all other Google products. All submission limits reset to 0 every 24 hours, whether or not the limit is reached.

6. **Can I increase my quota?**

   Partners who are hitting their daily quota limits (as mentioned in Q4 above) can reach out to the TCRP support team to request for a quota increase.

   When evaluating requests for quota increase, we look at our partners' submission quality. Partners who submit a high rate of URLs that were not removed may be asked to increase their submission quality and follow the TCRP guidelines before their quota is increased.

7. **How can I contact the TCRP team?**

   You can reach out to the TCRP support team for issues such as increasing daily quota, retracting previously submitted urls, overdue removal requests (more than 7 days), or a question not covered in this FAQ.

8. **What should I do if a URL needs to be removed from multiple Google products?**

   To remove URLs from multiple Google products, please submit a separate request for each product using the relevant product takedown form.

9. **How can I retract a Copyright Removal request?**

    Partners ask to retract copyright notices from time to time for a variety of reasons, usually either due to an error in their allowlisting, or because a site negotiated a license agreement after the fact. If you wish to retract such a request, please email us. Please note that we can only accept retraction requests from the same email addresses that were used to submit a copyright infringement request.

10. **How can I check if the URLs submitted through TCRP were removed?**

    Because of the high volume of submissions, we do not send individual responses to TCRP partners to avoid clogging up their mailboxes. TCRP partners can check the status of their submissions using the Removal Dashboard. There may be a slight delay before the dashboard is updated.

11. **In my dashboard, I see a URL was denied. What do I do now?**

    Bear in mind that Google may not be able to see the allegedly infringing material because it is geoblocked or behind a paywall or a login screen. If a URL is denied and you still believe there is infringement there, please email us. Include the Case ID/Confirmation ID, and supporting evidence such as screenshots.

12. **Instead of joining TCRP, can Google recommend a reporting organization / anti-piracy vendor that is in TCRP?**

    While we can't recommend a specific reporting organization, we do publish data about all reporting organization removals.