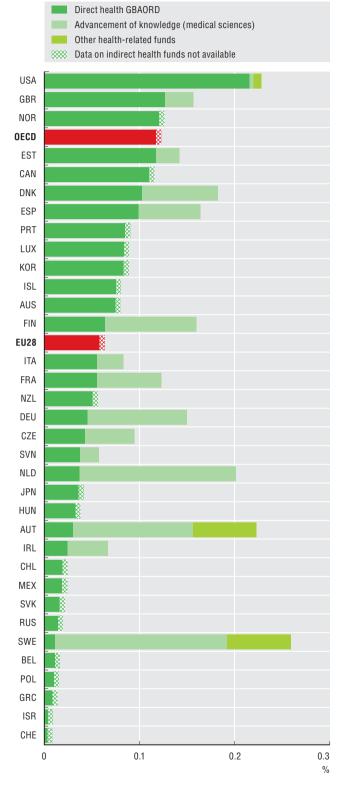
3. Health innovation

Government funding of health-related R&D, 2012

As a percentage of GDP



Source: OECD, based on OECD Research and Development Statistics Database, www.oecd.org/sti/rds, and national data sources, June 2013. See chapter notes.

StatLink and http://dx.doi.org/10.1787/888932891967

Economies worldwide face important social challenges. Health care for ageing populations, long-term chronic illnesses such as diabetes, drug-resistant diseases or global pandemics are among governments' most important policy challenges. Innovation can greatly improve the capacity of health systems to address these problems and help contain costs. The public sector plays a significant role, alongside businesses and non-profit organisations, by supporting R&D and innovation both directly and indirectly and through procurement of new treatments resulting from R&D.

Data on government budget appropriations or outlays for R&D (GBAORD) show that direct government support of health-related R&D in OECD countries was about 0.1% of their combined GDP in 2012. Health R&D funding is largest in the United States, in both absolute and relative terms, at around 0.23% of GDP. Adjusting for institutional differences in the funding, however, health R&D reaches some 0.26% of GDP in Sweden and above 0.22% of GDP in Austria.

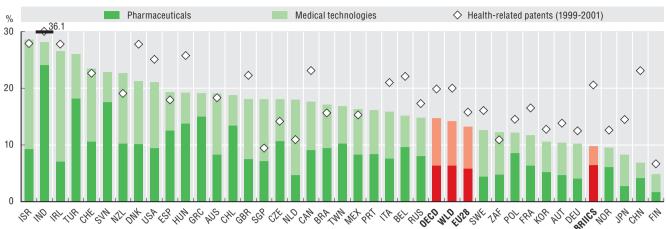
Economies also differ in the extent to which they appropriate the results of health-related innovative activities and in the importance of health patents in overall patenting. In Israel and India health patents account for more than 28% of total patents filed under the Patent Cooperation Treaty (PCT), whereas in Japan, China and Finland they represent well under 10%. Over time, the relative weight of health patents in overall patenting has generally decreased in OECD and BRIICS economies. The United States, Japan and Germany account for the majority of pharmaceutical patents filed under the PCT system.

Definitions

Direct health GBAORD comprises government R&D budgets primarily committed to the socio-economic objective of protecting and improving human health. Funds related to the advancement of knowledge are nonoriented research funds and general university funds, i.e. the estimated R&D content of government block grants to universities, for which it is possible to identify the amount dedicated to R&D in the medical sciences. Other health-related funds are ad hoc OECD estimates based on national sources that cover general support for R&D in hospitals and related areas that are excluded from GBAORD estimates. Healthrelated patents are identified using Schmoch's classification (2008, revised in 2013): pharmaceuticals are patents filed in class A61K, excluding A61K8/* (cosmetics) of the International Patent Classification (IPC); medical technologies patents relate to IPC classes A61 [B, C, D, F, G, H, J, L, M, N] and H05G. Pharmaceuticals are considered an area of application rather than a specific technology while medical technologies generally refer to products and technologies such as operating tables and massage devices.

4. TARGETING NEW GROWTH AREAS

3. Health innovation

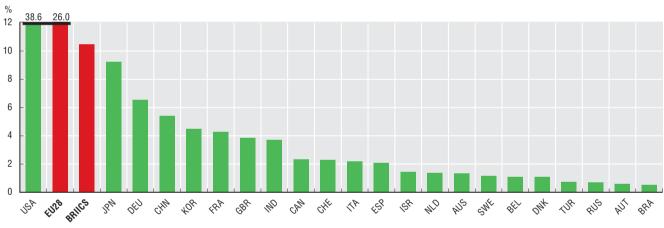


Health-related patents, 1999-2001 and 2009-11

As a percentage of total Patent Cooperation Treaty patent applications

Source: OECD, Patent Database, June 2013. See chapter notes.

StatLink and http://dx.doi.org/10.1787/888932891986



Countries' share in pharmaceutical patents, 2009-11

Patent Cooperation Treaty patent applications

Source: OECD, Patent Database, June 2013. See chapter notes.

StatLink and http://dx.doi.org/10.1787/888932892005

Measurability

Public funding of health R&D is difficult to measure owing to institutional complexity and diversity. It may be publicly or privately funded and be carried out in firms, universities, hospitals and private not-for-profit institutions. The GBAORD health category is used as a proxy for total central government funding of health-related R&D, even though it only covers programmes for which health is the primary objective. The classification of funds depends on how governments present R&D priorities and on the formal mandate of the institutions concerned. Arrangements for funding R&D in hospitals also vary. To address some of these limitations and to provide a more complete picture of healthrelated R&D, funding of medical sciences via non-oriented research and general university funds is included when available as are other relevant funds, notably general support for R&D in hospitals. Health patent data relate to patent applications filed under the PCT and are based on the priority date, the inventor's residence and fractional counts. Only economies that applied for more than 250 patents in 2009-11 are included. Different data sources might lead to different results.

Cyprus

The following note is included at the request of Turkey:

"The information in this document with reference to 'Cyprus' relates to the southern part of the Island. There is no single authority representing both Turkish and Greek Cypriot people on the Island. Turkey recognizes the Turkish Republic of Northern Cyprus (TRNC). Until a lasting and equitable solution is found within the context of the United Nations, Turkey shall preserve its position concerning the 'Cyprus issue'."

The following note is included at the request of all the European Union Member States of the OECD and the European Union:

"The Republic of Cyprus is recognised by all members of the United Nations with the exception of Turkey. The information in this document relates to the area under the effective control of the Government of the Republic of Cyprus."

Israel

"The statistical data for Israel are supplied by and under the responsibility of the relevant Israeli authorities or third party. The use of such data by the OECD is without prejudice to the status of the Golan Heights, East Jerusalem and Israeli settlements in the West Bank under the terms of international law."

"It should be noted that statistical data on Israeli patents and trademarks are supplied by the patent and trademark offices of the relevant countries."

4.1. R&D funding and specialisation

R&D specialisation, top three performing industries, 2011

For comparability reasons, estimates are only calculated for countries with data available by main economic activity based on ISIC Rev.4 or an analogous classification.

ISIC Rev.4 Divisions as follows: Agriculture, mining, utilities and construction: 01-03, 05-09, 35-39 and 41-43; Chemicals and minerals: 19-23; ICT equipment: 26; Information and communication services: 58-63; Electrical equipment and machinery nec: 27-28; Transport equipment: 29-30; Finance and other business services: 64-66 and 69-82 excluding 72; R&D services: 72; Wholesale, retail and transport services: 45-47, 49-53, 55-56.

For Australia, Denmark, France, Germany, Italy, the Netherlands, Portugal, Spain and the United Kingdom, data refer to 2010.

For Austria, Belgium, Sweden and the United States, data refer to 2009.

For Switzerland, data refer to 2008.

Data are drawn from national sources for Canada and Switzerland.

For Estonia, "Chemicals and minerals" includes a significant investment in new technology in the oil industry (ISIC Rev.4 Division 19) in 2011.

R&D budgets by socio-economic objectives, 2012

"Other" includes support for research on education and society, exploration and exploitation of space, and budgets not elsewhere classified.

For Chile, EU28, France, Israel, Korea, Mexico, Spain, Sweden and the United Kingdom, data refer to 2011.

For Canada, OECD and Switzerland, data refer to 2010.

For Poland, data refer to 2008.

For Israel, a substantial part of defence R&D is not included in estimates reported to the OECD.

For Japan, military procurement contracts are excluded from defence in government budget appropriations or outlays for R&D (GBAORD).

For Korea, general university funds (GUF) cannot be identified separately from general advancement of knowledge; both categories are reported under non-oriented research.

For Mexico, GUF cannot be identified separately from general advancement of knowledge; both categories are reported under the former heading.

For the United States, GUF is not estimated and is therefore not included in total reported GBAORD. General support for universities is the responsibility of state governments.

Top two technologies patented by countries, 2009-11

Data relate to patent applications filed under the Patent Cooperation Treaty (PCT). Patent counts are based on the priority date, the inventor's residence country and fractional counts. Patents are allocated to technology fields using International Patent Classification (IPC) codes, following the classification presented in Schmoch (2008, revised in 2013).

4.2. Green innovation

R&D budgets for energy and the environment, 2002 and 2012

Data refer to 2002 and 2012 except for Canada (2010), Chile (2011), EU28 (2011), France (2011), Israel (2011), Italy (2001), Korea (2011), Mexico (2002), the OECD (2010), Poland (2008), the Russian Federation (2001, 2009), Spain (2011), Sweden (2011), Switzerland (2010) and the United Kingdom (2011).

General notes:

Patents in selected environmental technologies, 1998-2000 and 2008-10 and; Countries' share in selected environmental technologies, 2008-10

Data relate to patent applications filed under the Patent Cooperation Treaty (PCT). Patent counts are based on the priority date, the inventor's residence and fractional counts. Patents in environment-related technologies are defined using combinations of IPC classes and codes Y02 of the European Classification (ECLA), as detailed in www.oecd.org/env/consumption-innovation/indicator.htm.

Additional note:

Patents in selected environmental technologies, 1998-2000 and 2008-10

Only economies that applied for more than 250 patents in 2008-10 are included. For technology fields based on ECLA codes, data for 2008-10 are underestimated.

4.3. Health innovation

Government funding of health-related R&D, 2012

Direct health GBAORD includes government budget appropriations or outlays for R&D primarily committed to the socioeconomic objective of protecting and improving human health.

Funds for the general objective of "Advancement of knowledge", comprising non-oriented research funds and general university funds, the estimated R&D content of government block grants to universities, have been included as health-related on the basis of available data attributing a fraction of R&D funds in this category to the field of medical sciences. The "Other" category represents *ad hoc* OECD estimates based on available national sources covering general support for R&D in hospitals and related areas that is excluded from GBAORD estimates.

For Chile, Denmark, Estonia, Finland, Israel, Italy, Korea, Mexico, Slovenia, Spain, Sweden and the United Kingdom, data refer to 2011.

For Canada and Switzerland, data refer to 2010.

For the Russian Federation, data refer to 2009.

For Poland, data refer to 2008.

General notes:

Health-related patents, 1999-2001 and 2009-11 and; Countries'share in pharmaceutical patents, 2009-11

Data relate to patent applications filed under the Patent Cooperation Treaty (PCT). Patent counts are based on the priority date, the inventor's residence and fractional counts. Health-related patents are defined using International Patent Classification (IPC) codes, following the classification presented in Schmoch (2008, revised in 2013).

Additional note:

Health-related patents, 1999-2001 and 2009-11:

Only economies that applied for more than 250 patents in 2009-11 are included.

4. TARGETING NEW GROWTH AREAS

Notes and References

4.4. Biotechnology R&D

General notes:

Number of firms active in biotechnology, 2011 and; Biotechnology R&D in the business sector, 2011

Biotechnology firms use biotechnology to produce goods or services and/or to perform biotechnology R&D. These firms are captured by biotechnology firm surveys.

Biotechnology R&D firms perform biotechnology R&D. These firms are captured by R&D surveys.

Dedicated biotechnology firms devote at least 75% of their production of goods and services, or R&D, to biotechnology. These firms are captured by biotechnology firm surveys.

Dedicated biotechnology R&D firms devote at least 75% of their total R&D to biotechnology. These firms are captured by R&D surveys.

For Denmark and Slovenia data are preliminary.

For the Russian Federation, a proxy indicator is used: R&D expenditure by priority areas of S&T (Life sciences). These include: Bioengineering; Biocatalysis, biosynthesis and biosensor technologies; Biomedical and veterinary technologies; Genomics and pharmaco-genetics; Living cell technologies.

Additional notes:

Number of firms active in biotechnology, 2011

For Mexico, data include firms with some biotechnology activity over 2010-11. The data are overestimated as they cover two years and therefore exclude firm exit. Data are for firms with 20 or more employees only.

For the Netherlands and Sweden, firms with 10 or more employees only.

For the United Kingdom, an estimated 66% of biotechnology firms (for most of which biotechnology, as defined by the OECD, is the main activity) undertake R&D.

Biotechnology R&D in the business sector, 2011

For Germany, 2011 business expenditures on R&D (BERD) were used to calculate biotechnology R&D intensity, as 2012 BERD was not available.

For Mexico, with 20 or more employees only. 2010 BERD was used to calculate biotechnology R&D intensity, as 2011 BERD was not available.

For the Netherlands and Sweden, firms with 10 or more employees only.

Biotechnology R&D in the government and higher education sectors, 2011

Government expenditure on R&D (GOVERD); higher education expenditure on R&D (HERD).

For Italy, the higher education sector is excluded.

For the Netherlands, provisional data; the higher education sector is excluded. Public-sector firms or institutes with 10 or more employees only.

For the Russian Federation, a proxy indicator is used: R&D expenditure by priority areas of S&T (Life sciences). These include: Bioengineering; Biocatalysis, biosynthesis and biosensor technologies; Biomedical and veterinary technologies; Genomics and pharmaco-genetics; Living cell technologies.

For Slovenia, data are provisional.

4.5. Nanotechnology R&D

General notes:

Number of firms active in nanotechnology, 2011 and; Nanotechnology R&D in the business sector, 2011

Nanotechnology firms use nanotechnology to produce goods or services and/or to perform nanotechnology R&D. These firms are captured by nanotechnology firm surveys.

Nanotechnology R&D firms perform nanotechnology R&D. These firms are captured by R&D surveys.

Dedicated nanotechnology firms devote at least 75% of their production of goods and services, or R&D, to nanotechnology. These firms are captured by nanotechnology firm surveys.

Dedicated nanotechnology R&D firms devote at least 75% of their total R&D to nanotechnology. These firms are captured by R&D surveys.

For Japan, number of business enterprises with a paid-in capital of JPY 100 million or more.

Additional notes:

Number of firms active in nanotechnology, 2011

For Mexico, data include firms with some nanotechnology activity over 2010-11. The data are overestimated as they cover two years and therefore exclude firm exit. Data are for firms with 20 or more employees only.

Nanotechnology R&D in the business sector, 2011

For Japan and Mexico, 2010 business expenditures on R&D (BERD) were used to calculate nanotechnology R&D intensity, as 2011 BERD was not available.

For the Russian Federation, preliminary estimates based on data gathered in the R&D survey.

Nanotechnology R&D in the government and higher education sectors, 2011

Government expenditure on R&D (GOVERD); higher education expenditure on R&D (HERD).

For Italy and Korea, the higher education sector is excluded.

For Japan, 2010 GOVERD and 2010 HERD were used to calculate nanotechnology R&D intensity, as 2011 data were not available. For Korea, 2011 GOVERD and 2011 HERD were used to calculate nanotechnology R&D intensity, as 2012 data were not available.

4.6. ICT innovation

R&D expenditure in information industries, 2011

The "information industries" aggregate comprises ISIC Rev.4 Divisions 26 and 58-63. The terms "ICT equipment", "Publishing, audiovisual and broadcasting activities", "Telecommunications" and "IT and other information services" refer to ISIC Rev.4 Divisions 26, 58-60, 61 and 62-63, respectively. "ICT services not allocated" refers to industries within Divisions 58-63 that cannot be separated.

For Australia, Denmark, France, Germany, Italy, the Netherlands, Portugal, Spain and the United Kingdom, data refer to 2010.

For Austria, Belgium, China, Sweden and the United States, data refer to 2009.

For Switzerland data refer to 2008.

Data from national sources for Canada and Switzerland.

ICT-related patents, 1999-2001 and 2009-11

Data relate to patent applications filed under the Patent Cooperation Treaty (PCT). Patent counts are based on the priority date, the inventor's residence and fractional counts. ICT-related patents are defined using International Patent Classification (IPC) codes, following the classification presented in Schmoch (2008, revised 2013). Only economies that applied for more than 250 patents in 2009-11 are included.

Enterprises with broadband connection, by employment size, 2012

For Australia, data refer to 2010/11 (fiscal year ending 30 June 2011) instead of 2012.

For Canada, medium-sized enterprises have 50-299 employees instead of 50-249 persons employed. Large enterprises have 300 or more employees instead of 250 or more persons employed.

For Japan, all businesses with 100 or more persons employed instead of 10 or more, 100-299 instead of 50-249, and 300 or more instead of 250 or more.

For Mexico, data refer to 2008 instead of 2012 and to businesses with 20 or more persons employed instead of 10 or more. For Switzerland, data refer to 2011 instead of 2012.

4.7. Broadband price and quality

Prices of fixed broadband basket, 33 GB, 15 Mbit/s and above, September 2012

The OECD basket of fixed broadband services includes total charges for a subscription with a minimum speed of 15 Mbit/s and 33 GB for 60 hours of usage a month. USD purchasing power parities (PPP) are used to facilitate international comparisons.

Prices of mobile voice calls plus data traffic reference baskets, August 2012

The OECD methodology for measuring prices for communication services is based on consumption patterns or "baskets" of fixed, mobile and leased line communication services prices, collected from multiple operators with the largest market shares in each country. The current presentation of the price benchmarking results for mobile broadband services covers services provided over a handset or smartphone.

The 30 calls/100MB, 100calls/500MB and 900calls/2GB OECD baskets of mobile telephone charges include fixed and usage charges for respectively 30, 100 and 900 voice calls, and a volume of 100 MB, 500 MB and 2GB of data traffic per month. These baskets approximately portray small, average and large users of voice and mobile data. USD purchasing power parities (PPP) are used to facilitate international comparisons. Additional information on the computation methodology can be found in the OECD Communications Outlook 2013.

4.8. Fixed and wireless broadband

Wireless broadband penetration by technology, December 2009 and 2012

Wireless terrestrial broadband includes standard (voice plus data) and dedicated mobile data subscriptions, as well as terrestrial fixed wireless and satellite broadband. The latter two categories in the family of wireless technologies are widespread in only a few countries and, from the usage perspective, correspond to fixed broadband connections.

Standard mobile broadband subscriptions may include dedicated mobile data subscriptions when breakdowns are not available. Data for Israel, Mexico, Switzerland and the United States are estimates.

Fixed wired broadband penetration by speed tiers, December 2009 and 2012

OECD subscription data (December 2012) merged with Akamai's actual speed data (2nd quarter, 2012).

Figures on fixed wired broadband subscriptions exclude fixed terrestrial wireless and satellite broadband technologies, which are typically used in fixed locations. These are grouped with other wireless subscriptions, and are relevant for only a few countries, and in particular, the Czech Republic (with a penetration rate of 8.6%) and the Slovak Republic (4.8%). Data for Mexico, Switzerland and the United States are OECD estimates.

Data for Mexico, Switzenand and the officed States are OECD estimat

Household Internet access by income quartile, 2008 and 2012

For Australia, data refer to 2010/11 (fiscal year ending 30 June 2011) instead of 2012.

For Canada, the Czech Republic, Denmark, Israel, the Netherlands and the United States, data refer to 2011 instead of 2012. For Chile, data refer to 2009 instead of 2008.

For Korea, data are not available by income quartiles but by thresholds. The bottom quartile was made equivalent to an income of less than KRW 100 million and the top quartile to an income of more than KRW 300 million.

For New Zealand, data refer to 2006 instead of 2008.

For Switzerland and Turkey, data refer to 2010 instead of 2012.

For the United States, data refer to 2007 instead of 2008.

For Australia, Canada, France, Ireland, Mexico, Turkey and the United Kingdom, data by quartile are not available.

4.9. Internet users

Regular Internet users by age, 2012

National source for the Russian Federation is the Institute for Statistical Studies and Economics of Knowledge, Higher School of Economics (HSE) of the National Research University, May 2013.

For the Czech Republic, Denmark and the Netherlands, data refer to 2011.

For Korea and Mexico, Internet users are defined for a recall period of 12 months.

For Switzerland, data refer to daily Internet users. Internet users are defined for a recall period of 6 months.

Regular Internet users by educational attainment and age, 2012

For EU countries and Turkey, data by educational attainment for 16-24 and 65-74 year-olds are OECD estimates based on Eurostat; for 16-24 year-olds, they are a 2010-12 average.

For the Czech Republic, Denmark and the Netherlands, data by educational attainment for 65-74 year-olds refer to 2011. For Turkey, data refer to 2010.

For Switzerland, Internet users are defined for a recall period of 6 months.

For Mexico data refer to all Internet users defined for a recall period of 12 months.

For Chile and Switzerland, data for the lower educational level include all individuals without tertiary education.

Individuals who purchased on line in the last three months, by age class, 2012

For Australia, Canada, Chile, Mexico, New Zealand and Switzerland the reference period is the last 12 months.

For Australia, data refer to the financial year ending 30 June 2010 (2009/10) instead of 2012.

For Canada, the question refers to "ordering goods or services over the Internet from any location (for personal or household use, not business use)".

For the Czech Republic, Denmark and the Netherlands data refer to 2011 instead of 2012.

For Chile, data refer to 2009 instead of 2007. In 2009, no time period is specified, instead of last 12 months.

For Israel, data refer to all individuals aged 20 and over instead of individuals aged 16-74 and to 2006 instead of 2007.

For Japan, details by age are not available. Data refer to all individuals aged 6 and over instead of 16-74.

For New Zealand, data refer to 2006 instead of 2007 and relate to e-purchases for personal use only requiring an on line payment. For Switzerland, data refer to 2005 instead of 2007.

For Turkey, data refer to 2010 instead of 2012.

For the United States, data are drawn from the PEW Research Center and cover all individuals aged 18 and over, instead of 16-74, who ever purchased a product on line. Data refer to September 2007 and May 2011.

4.10. Emerging technologies

Acceleration in the development of patented technologies, 2000-11

Data relate to patent applications filed under the Patent Cooperation Treaty (PCT). Patent counts are based on the application date, the International Patent Classification (IPC) codes and fractional counts. Patent "bursts" correspond to periods characterised by the sudden and persistent increase in the number of patents filed at the 4-digit IPC class level. Top patent bursts are identified by comparing the filing patterns of all 4-digit IPC classes. The intensity of a patent burst refers to the relative strength of the observed increase in filing patterns. Only IPC classes featuring a positive burst intensity in the 2000s are included.

Descriptions of IPC codes are available at: www.wipo.int/classifications/ipc/en.

Acceleration in the co-development of patented technologies, 1996-2001 and 2006-11

Data relate to patent applications filed under the Patent Cooperation Treaty (PCT). Patent counts are based on the application date and the co-occurrence of IPC codes in patents, using fractional counts. Patent "bursts" correspond to periods characterised by the sudden and persistent increase in the number of patents filed in the pairs of 4-digit IPC classes considered. Top patent bursts are identified by comparing the filing patterns of all possible pairs of 4-digit IPC classes. The intensity of a patent burst refers to the relative strength of the observed increases in the filing patterns. Technology domains have been identified through text analysis of the combinations of IPC codes considered. Only IPC combinations with a positive burst intensity in the 2000s (either starting or ending burst) are included.

Descriptions of IPC codes are available at: www.wipo.int/classifications/ipc/en.

References

Kleinberg, J. (2003), "Bursty and Hierarchical Structure in Streams", Data Mining and Knowledge Discovery, Vol. 7, No. 4, pp. 373-397. Doi: http://dx.doi.org/10.1023/A:1024940629314.

- OECD (2002), Frascati Manual 2002. The Measurement of Scientific and Technological Activities. Proposed Standard Practice for Surveys on Research and Experimental Development, 6th edition, OECD Publishing, www.oecd.org/sti/frascatimanual. Doi: http://dx.doi.org/10.1787/9789264199040-en.
- OECD (2005), "A Framework for Biotechnology Statistics", OECD, Paris, www.oecd.org/dataoecd/5/48/34935605.pdf.
- OECD (2009), "Guidelines for a Harmonised Statistical Approach to Biotechnology Research and Development in the Government and Higher Education Sectors", Working Party of National Experts on Science and Technology Indicators, DSTI/EAS/STP/ NESTI(2009)1/FINAL, OECD, Paris, www.oecd.org/dataoecd/33/9/44279076.pdf.
- OECD (2009), "OECD Biotechnology Statistics 2009", OECD, Paris, www.oecd.org/dataoecd/4/23/42833898.pdf. Doi: http://dx.doi.org/10.1787/9789264073937-en.
- OECD (2009), OECD Patent Statistics Manual, OECD Publishing, Paris. Doi: http://dx.doi.org/10.1787/9789264056442-en.

OECD (2011), Science, Technology and Industry Scoreboard 2011, OECD Publishing. Doi: http://dx.doi.org/10.1787/sti_scoreboard-2011-en.

Schmoch, U. (2008), "Concept of a Technology Classification for Country Comparisons, Final Report to the World Intellectual Property Organisation (WIPO)", revised in January 2013, www.wipo.int/export/sites/www/ipstats/en/statistics/patents/pdf/wipo_ipc_technology.pdf.



From: OECD Science, Technology and Industry Scoreboard 2013

Innovation for Growth

Access the complete publication at: https://doi.org/10.1787/sti_scoreboard-2013-en

Please cite this chapter as:

OECD (2013), "Health innovation", in OECD Science, Technology and Industry Scoreboard 2013: Innovation for Growth, OECD Publishing, Paris.

DOI: https://doi.org/10.1787/sti_scoreboard-2013-31-en

This work is published under the responsibility of the Secretary-General of the OECD. The opinions expressed and arguments employed herein do not necessarily reflect the official views of OECD member countries.

This document and any map included herein are without prejudice to the status of or sovereignty over any territory, to the delimitation of international frontiers and boundaries and to the name of any territory, city or area.

You can copy, download or print OECD content for your own use, and you can include excerpts from OECD publications, databases and multimedia products in your own documents, presentations, blogs, websites and teaching materials, provided that suitable acknowledgment of OECD as source and copyright owner is given. All requests for public or commercial use and translation rights should be submitted to rights@oecd.org. Requests for permission to photocopy portions of this material for public or commercial use shall be addressed directly to the Copyright Clearance Center (CCC) at info@copyright.com or the Centre français d'exploitation du droit de copie (CFC) at contact@cfcopies.com.

