



# Market Intelligence Database

Data provider user guide – annual telecoms

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## Section 1

# Introduction

### About the Ofcom Market Intelligence Database (MID)

- 1.1 The Market Intelligence team is part of the Market Research Group, which itself sits within Ofcom's Consumer Group. The Market Intelligence team is responsible for compiling and analysing information from broadcasters and telecoms providers and disseminating this analysis throughout the organisation and to stakeholders.
- 1.2 The MID system provides the functionality to facilitate the collection, collation and analysis of:
  - Data relating to organisations, their contacts and other related information about telecoms providers who are required to submit regular returns to Ofcom.
  - Summary market data from providers of fixed and mobile telecoms services
- 1.3 The MID system can be accessed at:  
<https://mid.ofcom.org.uk/>

### This Document

- 1.4 The purpose of this document is to provide an off-line guide on how to use the system to submit your return information and maintain contact information for your organisation.

## Section 2

# Quick Reference Guide

### Ofcom Help Desk Details

2.1 If you have any problems while using the system that cannot be resolved by reference to this user guide or the on-line help, please contact Nick Collins whose details are below:

- Tel: 020 7981 3766
- Email: [nicholas.collins@ofcom.org.uk](mailto:nicholas.collins@ofcom.org.uk)

### Logging On

2.2 In order to access the MID web-site, you will need to log on using the user name and password that you have been provided with. If you do not have one or both of these details, or are having problems logging on, please contact the Nick Collins by email ([nicholas.collins@ofcom.org.uk](mailto:nicholas.collins@ofcom.org.uk)).

2.3 Enter the URL of the web-site (<https://mid.ofcom.org.uk>) and then enter the user name and password you have been given. If this is the first time you have logged on or you have not changed your password recently (currently within the last 100 days), you will be prompted to enter a new password. Please refer to paragraph 4.2 below for more details on how to change your password.

2.4 Once you have entered a valid user name and password, the MID Home Page will be displayed. From here you will be able to access the functions that have been assigned to you.

2.5 Paragraphs 3.1 to 3.8 below provide more details, while paragraphs 3.9 to 3.19 below provide more details about how the system is structured and common features.

### Adding and Amending Return Data

2.6 The MID system allows you to submit the annual telecoms Certificate of Turnover return electronically:

2.7 The on-line form for completing these returns can be found under the menu option 'Telecoms Returns' on the main menu (click the  sign to expand the menu option). Which menu options are displayed is dependent on the functions which you have been given access to (e.g. either enter data or approve a return). You may have access to all the returns or only some of them.

2.8 To enter the most recent annual fixed telecoms returns, click the 'Annual Revenues' menu option and any annual returns relevant to your organisation will be displayed.

2.9 You will need to create a blank template for the current period. To do so press the  button. This will take you to the screen below.

Ofcom

Home Log Off

List Annual Certificate Of Turnover Return > Maintain Annual Certificate Of Turnover Return Help

Firstname Surname

Organisation Admin

Telecoms Returns

- Mobile Returns
- Fixed Returns
- Annual Revenues

\* Data Provider:  View (Please click to view annual turnover grid.)

\* Return Schedule:

\* Return Status: WIP

\* Registered Number:

Other Information:

**Certificate of Relevant Turnover**

I certify on behalf of the company named on this certificate that the above statement has been accurately and properly prepared in accordance with Ofcom requirements. We confirm that the Accounting Standards and the Generally Accepted Accounting Practice in the UK have been followed in the preparation of this statement.

\* Certifier Contact Name:

\* Certifier Contact Email Address:

\* Contact Name:

Position:

\* Phone:

\* Email:

Comments:

Save

- 2.10 To create a new return you will need to select your company name and the year for which you are providing data from the dropdown menus at the top of the page and complete the fields marked with an asterisk. Once these fields are all completed satisfactorily pressing the  button will generate a blank return.

**NOTE: Contact Nicholas Collins (020 7981 3766) if the following error message appears at the top of the screen on pressing the  button:**

**'Registered number does not match with the selected data provider.'**

- 2.11 You can then amend the figures by typing in the relevant text boxes. To store any changes, press the  button.
- 2.12 Once you have reviewed and amended the figures, either advise your organisation's data certifier that the return has been completed, or if you have this responsibility, change the 'Return Status' from 'WIP' to 'Submit to Ofcom', clicking the  button to confirm the changes.
- 2.13 Note: Once you have marked a return as 'Submit to Ofcom', you will not be able to change any of the details for that return and the data will be submitted to Ofcom for approval. If you need to make further changes, you will need to contact Nick Collins who will be able to re-set the status to 'WIP'.

For more details on completing and submitting the Annual Revenues Telecoms Return, please refer to paragraphs 5.10 to 5.18.

## Section 3

# Using MID

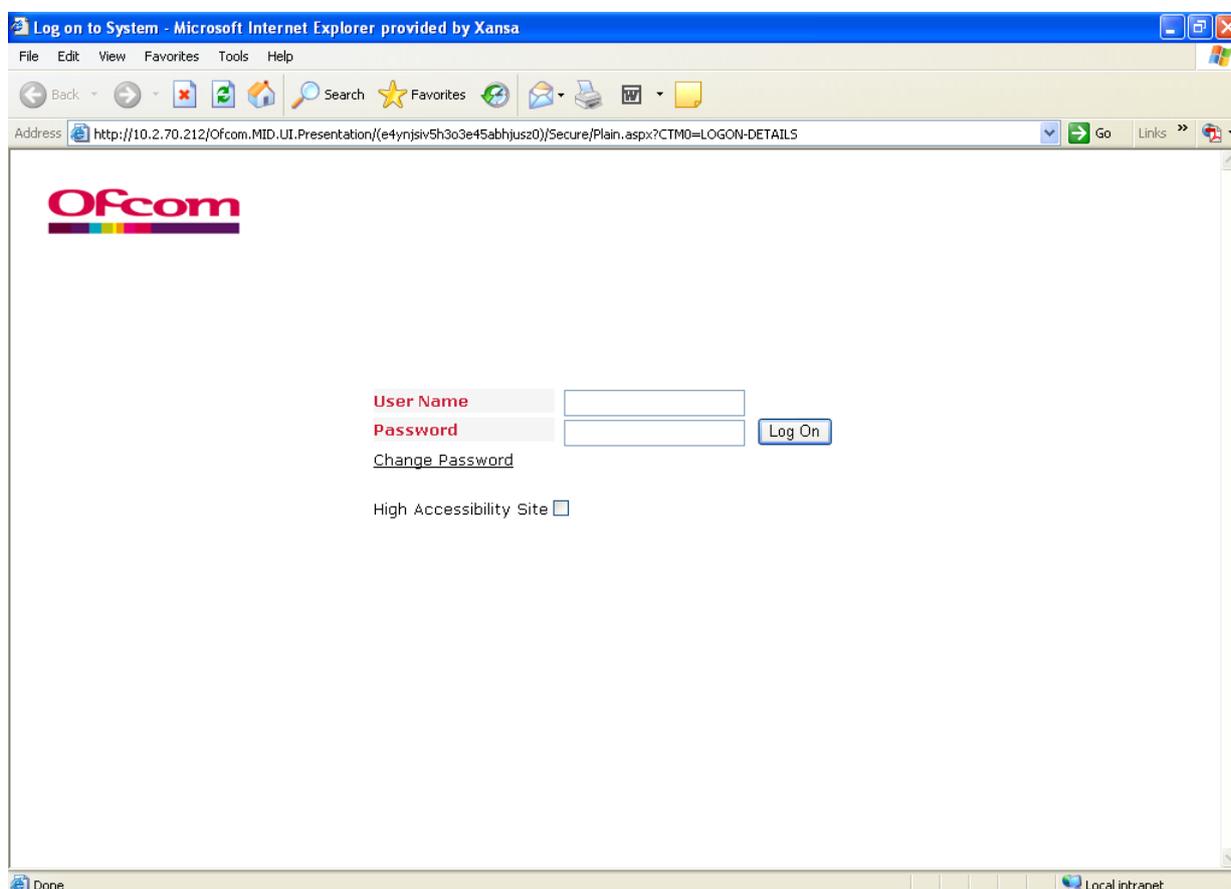
## Logging On

### Overview

- 3.1 In order to access this web-site, you will need to log on using the user name and password that you have been provided with.
- 3.2 If you do not have one or both of these details, or are having problems logging on, please contact Nicholas Collins ([nicholas.collins@ofcom.org.uk](mailto:nicholas.collins@ofcom.org.uk)).

### Logging On to the Site

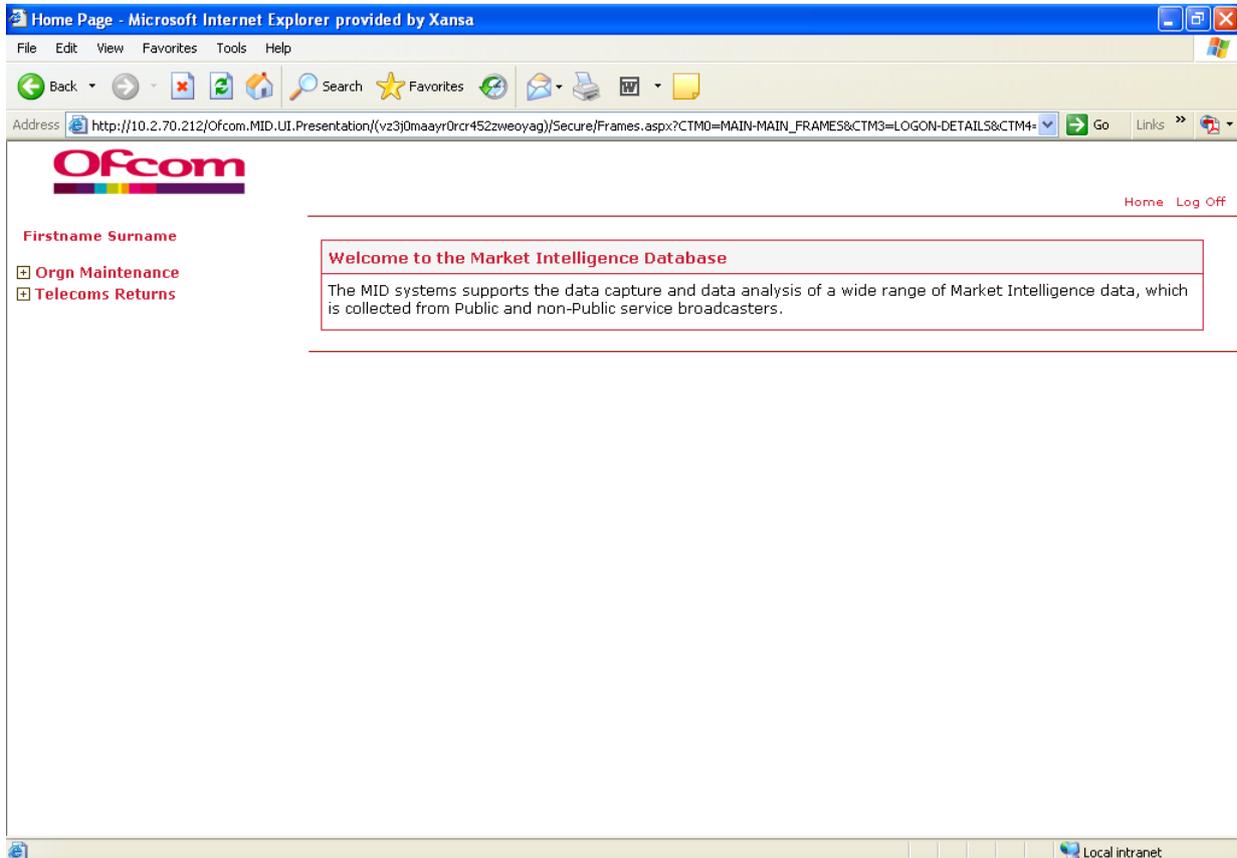
- 3.3 The log-on screen looks like this:



- 3.4 Enter the user name that was given to you.
  - You must enter a valid user name in this field. An appropriate error message will be displayed if you do not.
- 3.5 Enter your password
  - This will either be the password that was sent to you by Ofcom if this is the first time you have tried to log on to this web-site, or it will be the password that you previously set up yourself.

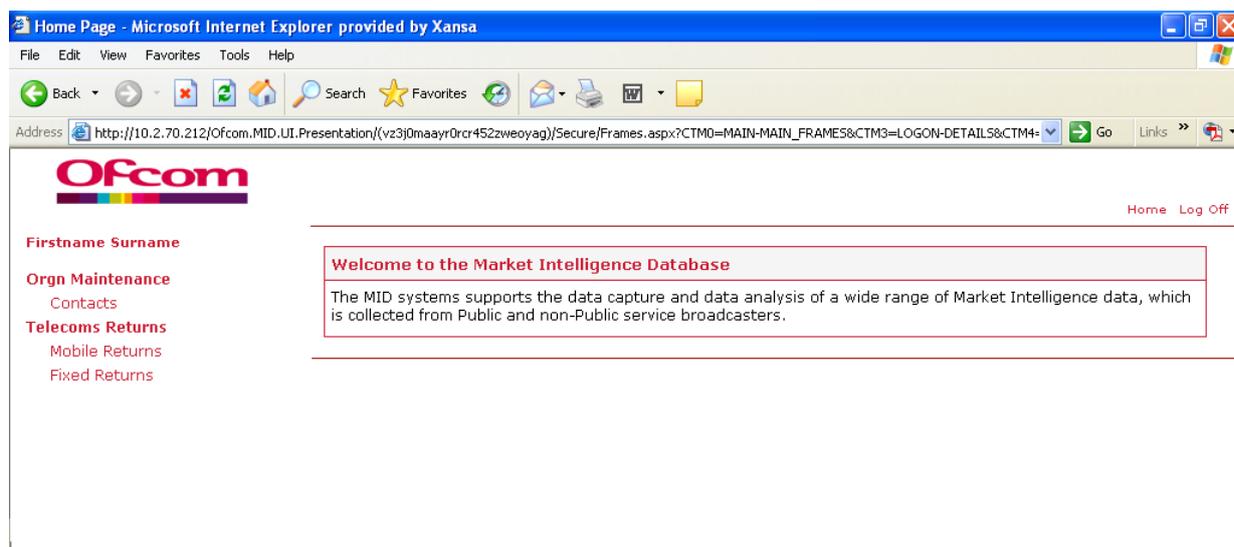
- You must enter a valid password in this field. An error message will be displayed if you fail to do so.
- If this is the first time you have logged on, you will be required to change the password given to you. Please refer to paragraph 4.2 below.

3.6 If you have entered a valid user name and password then the home page for the Ofcom MID site will be displayed.



3.7 From here you will be able to access the functions that have been assigned to you by clicking on the **+** signs to the left of the menu items on the left hand side of the screen. This will expand the menu headings to display the functions that you have been given access to.

3.8 If you checked the High Accessibility Site box, the menu structure will already be expanded as shown in the following screen print:



## Standard Screen Functions

### Overview

3.9 The Home Page is the first screen that you will see whenever you log on to the system.

3.10 Like all screens within the system:

- it is made up of two parts
  - a menu frame which displays the functions you have access to
  - a function frame which displays the screen for the function you are in – in this instance the Home Page
- there is a user banner in the top left of the screen which details your name
- there is a toolbar at the top of the screen on the right which, wherever you are in the system, allows you to
  - return to the home page by clicking on the **Home** link
  - log off the system by clicking on the **Log Off** link

3.11 A crumb trail will be displayed at the top of the screen, which shows you the function you are in and the screens you have visited within that selected function. It can be used to navigate back to those screens. However, unlike the back button on your browser, the screen will have been refreshed to show the latest information. Click on any of the underlined links to go to that screen.

**Please remember to save any changes before using the crumb trail to navigate to another screen.**

3.12 For example: **List Contacts** > Maintain Contact

3.13 In the above crumb trail, clicking on “List Contacts” will take you to back to the Contact Listing screen.

3.14 A **Help** button will be displayed towards the top of the screen on the right hand side if there is help for the screen you are in.

- Clicking this option will open a new browser window containing a stand-alone help sub-system. Guidance on the specific page you have selected will be displayed in the centre of the new window.
- In addition, a menu on the left hand displays the menu options that are available to you. Clicking on any of these menu options will, instead of launching the function itself, display the help text associated with that function. The list on the right side shows the other help pages associated with the selected function.

## Saving your changes

- 3.15 Once you have entered/amended the required details, click on the  button. A message will be displayed in the top left of the function frame to say whether the save has been successful.
- 3.16 If the save message is not displayed, correct the error and click the  button again.
- 3.17 If you cannot correct the error, contact the Ofcom help desk for further help.
- 3.18 If you leave the screen before clicking the save button, the following pop-up message will be displayed asking you to confirm that you do not wish your changes to be saved:



- 3.19 Click OK if you do not want your changes saved, otherwise click Cancel.

## Printing

- 3.20 The MID system is made up of a number of frames (please refer to paragraph 0 above). You can print any page in MID, including the different parts of a return, as detailed below
- Make sure your cursor is somewhere within the frame that you wish to print.
  - Select the Print Preview option from the toolbar at the top of the screen by selecting File and then Print Preview.
  - Change the option "As laid out on the screen" to "Only the selected frame".
  - Click the word Print and select the printer you wish to use.

## Section 4

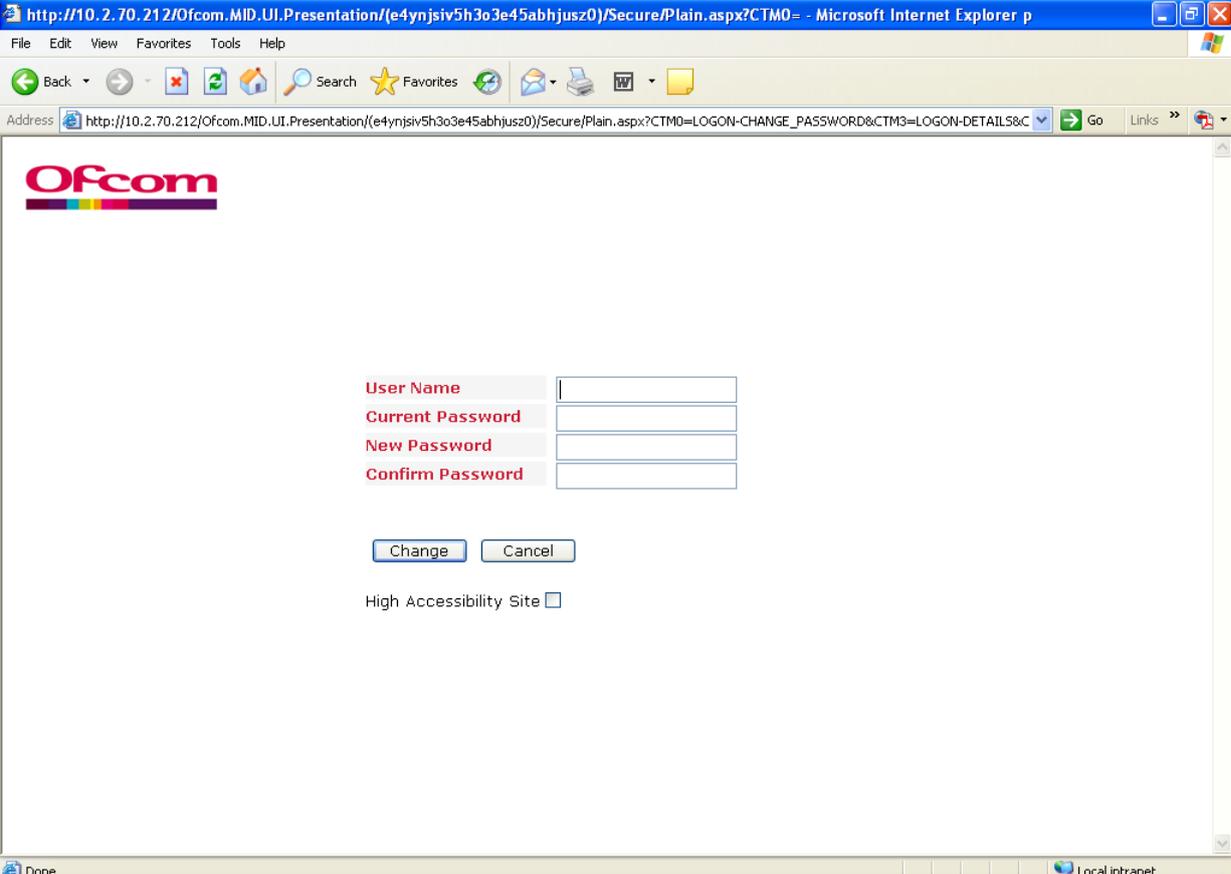
# Administration

## Passwords

- 4.1 You are required to change your password on a regular basis – currently every 100 days. You can, however, change your password whenever you like by clicking on the Change Password link on the log-on screen.

### Changing your password

- 4.2 The following screen will be displayed to enable you to enter a new password if you clicked the Change Password link on the log-on screen or you have not changed your password recently (currently within the last 100 days) & are trying to log-on to the system:



The screenshot shows a Microsoft Internet Explorer browser window displaying the Ofcom password change form. The address bar shows the URL: [http://10.2.70.212/Ofcom.MID.UI.Presentation/\(e4ynjsiv5h3e45abhjusz0\)/Secure/Plain.aspx?CTM0=LOGON-CHANGE\\_PASSWORD&CTM3=LOGON-DETAILS&C](http://10.2.70.212/Ofcom.MID.UI.Presentation/(e4ynjsiv5h3e45abhjusz0)/Secure/Plain.aspx?CTM0=LOGON-CHANGE_PASSWORD&CTM3=LOGON-DETAILS&C). The Ofcom logo is visible at the top left of the page. The form contains four input fields: 'User Name', 'Current Password', 'New Password', and 'Confirm Password'. Below the input fields are two buttons: 'Change' and 'Cancel'. At the bottom of the form, there is a checkbox labeled 'High Accessibility Site'.

- Enter your user name if it is not displayed.
- Enter your existing password in the Current Password box.
- Enter a new password in the New Password box.
- Re-enter the same password in the Confirm Password box.
- Click on the Log On button.

## Passwords Rules

- You cannot re-use any of your last 10 passwords.
- Passwords must be of a valid format
  - Must contain a minimum of 8 characters and a maximum of 20 characters.
  - It must contain at least 1 numeric character (i.e. 0 – 9).
  - It must contain at least 4 alpha characters (i.e. a – z, A – Z)
  - It must contain at least 1 non-alphanumeric character (i.e. !, £, % etc).
  - It must not contain more than 3 consecutive identical characters (i.e. aaa).

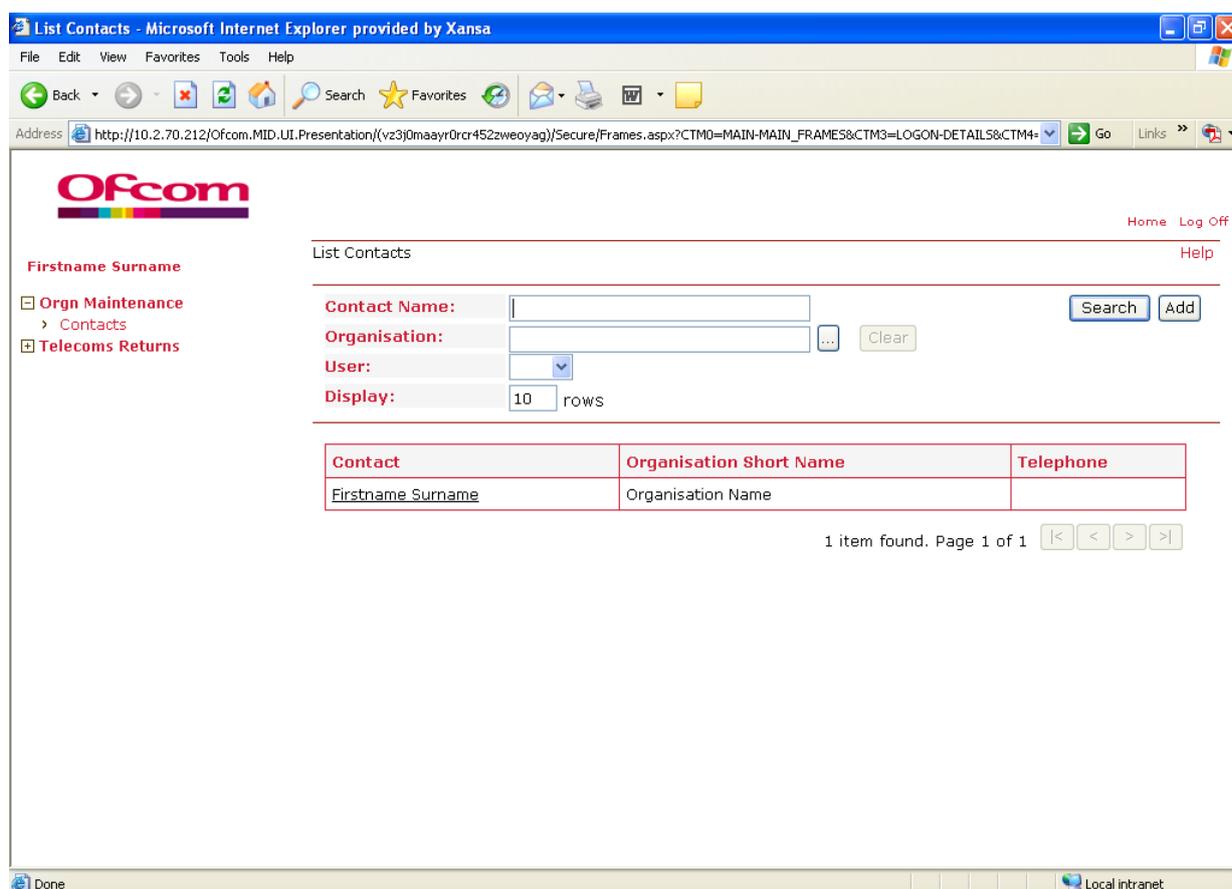
## Contact Maintenance

### Overview

- 4.3 This function provides the facility to set-up and maintain details of the people in your organisation (company) who should be a point-of-contact for notifications relating to the submission of telecom returns to Ofcom.
- 4.4 Note: If a contact needs to be a user of the system (i.e. they need to enter or certify return information), you will need to contact Nick Collins, who will be able to define the contact as a user of the system and allocate them access to the relevant functions.
- 4.5 The Contacts Maintenance function is selected from the main menu under the menu option “Organisation Admin”.

### List Contacts

- 4.6 On selecting this menu option, the contact listing screen is displayed with a list of those contacts that you can maintain. You can only maintain contacts within your own organisation.



- 4.7 Filtering can be used to reduce the list of contacts shown or to alter the sequence in which the contacts are displayed.
- 4.8 Use the forward and backward arrows at the bottom of the screen to navigate the listing if it goes over more than one screen. Note: the left and right double arrows will take you to the first and last page respectively.
- 4.9 Note: on screens with more than 1 page, the maximum number of rows that can be displayed on a single page is 99.
- 4.10 To add a new contact, click the **Add** button on the right hand side of the screen. This will take you to the Maintain Contact screen, where the details of the new contact can be entered and saved.
- 4.11 You can view, amend or delete an existing contact by clicking on the "contact" name hyperlink for your chosen contact.

Contact	Organisation Short Name	Telephone
<a href="#">Firstname Surname</a>	Organisation Name	01234 567890

- 4.12 This will take you to the Maintain Contact screen, where the contact details can be viewed, amended or the contact can be deleted.

### Maintain Contact

- 4.13 This screen is displayed after you have either clicked on the name of the contact you have chosen to view, amend or delete, or you have clicked the Add button.

- 4.14 If you selected to view, amend or delete an existing contact by clicking on the name, then the screen will display the current details; otherwise a default screen will be displayed ready for you to enter the new contact's details.
- 4.15 Enter or amend the contact's details in the fields provided:
- Contact name, 1<sup>st</sup> line of the address and e-mail address must all be entered.
  - Another contact with the same name for the same organisation can not already exist.
  - The e-mail address must contain one @ character. The @ character must not be the first or last character.
  - If adding a new contact, you select the organisation by clicking the  box. You cannot amend the organisation that a contact is assigned to.
  - Position, telephone number, mobile number, fax number, address lines 2-5 and postcode are additional fields which can be entered if required.
  - The Suppress Email can be changed by clicking the  arrow. If you select "Yes", no emails will be sent to the contact. If you select "No", email notifications will be sent to the contact. On adding a new contact, the default is for the contact to receive emails (i.e. "no" is selected).

- 4.16 Once the contact details have been entered/amended, click on the  button. A message will be displayed in the top left of the function frame to say whether the save has been successful. If the save message is not displayed, correct the error and click the button again. If you cannot correct the error, contact the Ofcom helpdesk for further help.
- 4.17 If you want to delete the contact, click the  button. You will then be prompted to confirm that you are sure the contact should be deleted.
- 4.18 If you decide not to continue with the deletion, you can click the  button which will return you to the Maintain Contact screen. If you are sure the person should be deleted, click the  button.
- 4.19 Note: Deleting a contact will also delete that contact as a user of the system and that person will no longer be able to access MID.

## Section 5

# Annual Revenue return

- 5.1 This section explains how to enter and approve the return information that is required by Ofcom. The online forms for completing these returns can be found under the menu option 'Telecoms Returns' on the main menu (click the '+' sign to expand the menu option). Which menu options are displayed is dependent on which functions you have been given access to and your role then determines what you can do within each function (e.g. enter the data or approve the return). You may have access to all the returns or you may only have been given access to some.

## Overview

- 5.2 To enter the annual fixed telecoms returns, click the 'Annual Revenues' menu option and any previous annual returns relevant to your organisation will be displayed. The information may be displayed on more than one page. The number of items and pages displayed are confirmed at the bottom of the page.

The screenshot shows the Ofcom web application interface. At the top left is the Ofcom logo. Below it is a navigation menu with the following items: 'Organisation Admin', 'Telecoms Returns' (expanded), 'Mobile Returns', 'Fixed Returns', and 'Annual Revenues'. The main content area is titled 'List Annual Certificate Of Turnover Return'. It features search filters: 'Data Provider: Organisation Name' with a 'Search' button, 'Return Schedule:' with a dropdown menu, 'Status:' with a dropdown menu, and 'Display: 10 rows'. Below the filters is a table with the following data:

Annual Certificate of Turnover Return	Submission Date	Data Provider
2006		Organisation Name

At the bottom right of the table, it says '1 item found. Page 1 of 1' with navigation buttons for first, previous, next, and last page.

## Search functions

- 5.3 You can reduce the number of returns displayed by entering your search criteria in the boxes at the top of the screen and then clicking the  button.
- 5.4 You can search for all returns of a certain status, such as 'WIP' (work in progress) by selecting the required one from the 'Return Status' drop down box.

## Selecting a return

- 5.5 You will need to have created a new blank template for the current return if you have not already done so. There is no option to add a new return and instead you will have to follow the steps in paragraphs 2.9 and 2.10.
- 5.6 In order to update a return locate it and then click on the hyperlink, highlighted below.

Annual Certificate of Turnover Return	Submission Date	Data Provider
2006		Organisation Name

- 5.7 You will then be presented with the Annual Revenues Telecom Return screen.

## Entering data

- 5.8 The Annual Revenues Telecom Return screen allows you to enter and edit the data for a return and also to confirm the person to contact in relation to that return and the details of the data certifier.

**NOTE: In some cases the data provider and data certifier will be the same person.**

**Ofcom** Home Log Off

Firstname Surname

List Annual Certificate Of Turnover Return > Maintain Annual Certificate Of Turnover Return Help

☐ Telecoms Returns  
    > Annual Revenues

\* Data Provider: Organisation1

Return Schedule: 2008

\* Return Status: WIP

\* Registered Number: 33333333

The turnover set out below is the Relevant Turnover made by the company named above in the year ending 30 December 2008. Total Relevant Turnover for the UK Group (if applicable) is also set out below.

Company Name	Networks Turnover (£thousands)	Services Turnover (£thousands)	Associated Facilities Turnover (£thousands)	Total relevant Turnover (£thousands)	Non relevant Turnover (£thousands)	Total Turnover (£thousands)	Exclude
Organisation2							
Organisation3							
Organisation3							
Organisation1							<input type="checkbox"/>
<b>Group Total</b>							

Other Information:

**Certificate of Relevant Turnover**

I certify on behalf of the company named on this certificate that the above statement has been accurately and properly prepared in accordance with Ofcom requirements. We confirm that the Accounting Standards and the Generally Accepted Accounting Practice in the UK have been followed in the preparation of this statement.

\* Certifier Contact Name: Firstname Surname

\* Certifier Contact Email Address: firstname.surname@ofcom.org.uk

\* Contact Name: Firstname Surname

Position:

\* Phone: 020 7981 3000

\* Email: firstname.surname@ofcom.org.uk

Comments:

Id: 99  
Created At: 03/10/2008 10:20:18 by Firstname Surname

Save

## 5.9 On this screen you can:

- Change the status of the return to 'Submit to Ofcom' if you have the required authority (i.e. you have been given the role of 'Certifier'). The 'Return Status' option will initially be set to 'WIP' - work in progress. Note: Once you have marked a return as completed, you will not be able to change any of the details for that return and the data will be submitted to Ofcom for approval.
- If you need to make further changes, you will need to contact Nick Collins (020 7981 3766 or [nicholas.collins@ofcom.org.uk](mailto:nicholas.collins@ofcom.org.uk)) who will be able to re-set the status to 'WIP'.
- Enter and edit revenue data for the specified year.
- Change the details of the person to contact with regard to this return, including their name, position, telephone number and email address. Note: A name and email address must be provided.
- Add any additional comments.

### Notes for completion

- 5.10 The return lists the constituent companies which Ofcom's records show make up the primary organisation or group.
- 5.11 If this list is incorrect contact Nick Collins (020 7981 3766 or [nicholas.collins@ofcom.org.uk](mailto:nicholas.collins@ofcom.org.uk)) who will be able to add or remove companies.
- 5.12 Before completing the certificate please read the Notice of Designation and Relevant Activity Guidelines which are available at:  
<http://www.ofcom.org.uk/consult/condocs/designation/statement/>
- 5.13 Any queries regarding the Statement of Charging Principles should be emailed to Katrien Vandersteene ([katrien.vandersteene@ofcom.org.uk](mailto:katrien.vandersteene@ofcom.org.uk)).
- 5.14 Enter/amend the data for each field as required. Relevant revenues should be entered in thousands of pounds and totals are self-calculating. If data for the primary organisation should be excluded from the total figure mark the **Exclude** tickbox.
- 5.15 You should enter any additional (non-relevant) revenues generated by your organisation in the specified period. This is not used to calculate Ofcom's fees but is used to help us to reconcile your return against published financial accounts.
- 5.16 After making any changes to the screen, click the  button at the bottom of the screen.

### Submitting the return

- 5.17 After confirming the contact information, the next stage is to check and amend the return data for each category by clicking on the relevant link at the top of the page, highlighted below:
- 5.18 Once all the data has been completed and saved either advise your data certifier that the return has been completed, or if you have authority change the 'Return Status' from 'WIP' to 'Complete'. Click the  button to confirm the changes.