
Ofcom Online Services

Telecoms Returns: Frequently Asked Questions

1. I have forgotten my password, what should I do?

On the [Ofcom Online Services Portal](#) login page please click 'Forgotten your password?' and follow the steps to be provided an emailed link to reset your password. Please note the link can only be clicked once even if you do not complete the password reset steps after clicking the link. If you have forgotten your password within 24 hours of setting it please allow 24 hours to pass before using the 'Forgotten your password?' link on the portal.

2. I am new to the Ofcom data collection process. How can I register myself on the Ofcom Online Services Portal?

Please email the Ofcom Market Intelligence team (mid@ofcom.org.uk) providing your full name; the company for which you are providing data; phone number; email address and job title. The team will then provide an account for you once they have completed their verification checks. Please note you will not be able to provide data for your organisation unless you have contacted the Ofcom Market Intelligence team first.

3. The system will not accept my new password. What should I do?

Your new password must follow the format below:

- It must contain a minimum of 8 characters
- It must contain at least 1 numeric character (i.e. 0 - 9)
- It must contain at least 1 alpha characters (i.e. a - z, A - Z)

4. I have logged on but my submission roles are incorrect, what should I do?

Contact the Ofcom Market Intelligence team at mid@ofcom.org.uk if you have been given the incorrect role. Guidance on the difference of each role type is provided in the User Guide. If you have previously used MID the role 'certifier' has been replaced by 'submitter' in the Online Services Portal.

5. My return is not displayed. What should I do?

The Telecom Annual Revenue Return for 2017 data is now available. The return should appear on the Scheduled returns dashboard. If this does not appear on your Schedule returns dashboard, please contact the Ofcom Market Intelligence team.

6. I am unclear on how to use the system. What should I do?

Guidance on how to use the system will be available in the Data Provider User Guide. If you are unsure on how to use any parts of the system which is not covered by the User Guide, please contact the Ofcom Market Intelligence team at mid@ofcom.org.uk.

7. I have completed the form and submitted the data. How do I know if Ofcom has received this information?

When a form is successfully received your view return schedule page on the Online Services Portal will change the status of your return to 'submitted' you will not receive any further reminder notices, therefore confirming that Ofcom has received the data.

8. Will I be able to check the data you received?

Yes. You can view the data submitted at any point, however you cannot edit this data after it has been submitted.

9. Can I resubmit the data if I discover any errors?

If you wish to make any changes to your return after the data has been submitted, please contact the Ofcom Market Intelligence team at mid@ofcom.org.uk who will arrange for the submission to be reopened.