Ofcom Online Services

Data Submission User Guide

Telecom: Annual Revenue Return

About this document

This document provides you with a step-by-step guide for completing your Telecom Annual Revenue Return and maintaining contact information for your organisation. You do this online using the Ofcom Online Services Portal.

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 mid@ofcom.org.uk.

Contents

1. Getting Started

Logging in to the Ofcom Online Services Portal

1.1   If you have not previously completed an Ofcom return using the Ofcom Online Services Portal, please contact mid@ofcom.org.uk requesting access to the Ofcom Online Services Portal for your organisation. In your email please ensure you provide the team with the following:

- Full name;

- Email address;

- Postal address;

- Organisation;

- Job title; and

- Whether you are a data submitter or data provider. (Go to page 3 for details on the difference)

Once Ofcom has verified your details you will receive an email with instructions to activate your Ofcom Online Services Portal account, as shown below.

1.2   Please ensure you use the link in the above email to set your password. You cannot use the 'Forgotten your password?' function in the portal unless you have followed the link in the *Welcome to the Ofcom Online Services Portal* email.

Ofcom Online Services

Are you a new user?
Please register using a valid email address.

Register as a new user

Existing customer?
If you previously registered on the old portal, please re-register using the same email address.

If you have never registered, please register using the email address we hold for you.

If you can't remember, or have changed, or have never supplied us with your email address, please contact us so we can update your details to allow you to register and see your licences.

Existing customer registration

Login for registered users
Fields marked with ***** *are required*

Email address*

Forgotten or changed your email address?

Password*

Forgotten your password?

Login

1.3 When you next visit the **Ofcom Online Services** Portal in order to login you will need your username, which will be your email address and the password you have set.

Web address: https://ofcom.force.com/licensingcomlogin

What you see when you first log in

1.4 Once you have logged in you will land on the **MID submissions dashboard**.

Ofcom	making communications work for everyone		John Doe 👤

Licensing	MID

Home

MID submissions dashboard

🏠 Company details / submissions roles

Mid Test Ltd

2-352207
✉
📞 020 0000 0000

Ofcom, Riverside House 2a Southwark Bridge Road
London
SE1 9HA
UNITED KINGDOM

Data Provider Telecom Annual Revenue Return
Data Submitter Telecom Annual Revenue Return

📂 Returns summary

① Not started Telecom Annual Revenue Return

View returns

👤 Contact details

John Doe

✉ j.doe@ofcom.org.uk
📞

Ofcom, Riverside House 2a Southwark Bridge Road
London
SE1 9HA
United Kingdom

Update contact details

1.5 You can do four things from the MID submissions dashboard:

1. View company details/submissions roles (see **page 3**)

2. Review and update your contact details (see **page 4**)

3. View returns summary (see **page 5**)

4. Complete your return (see **page 7**)

Company details/submissions roles

1.6   This box shows your company information and submission roles, please ensure the details are correct.

⌂ **Company details / submissions roles**
Telecom MID Ltd
2-352207
✉
☎
Ofcom, Riverside House 2a Southwark Bridge Road London
SE1 9HA
UNITED KINGDOM
Data Provider Telecom Annual Revenue Return
Data Submitter Telecom Annual Revenue Return

Here you can view your data submission roles. There are two roles for each return type

Data Provider – is able to input relevant data into the return, but cannot submit this to Ofcom

Data Submitter – is able to input relevant data into the return, review data entered by another member of the organisation and submit returns to Ofcom

1.7   If any of the details relating to the following are incorrect:

- Company name

- Returns that your organisation is required to submit

- Your data provider/submitter roles

please contact us on mid@ofcom.org.uk and we will update the information.

Please DO NOT submit any returns until this has been updated by Ofcom.

Review and update your contact details

The **Contact details** box shows your personal details for the role that you hold at the organisation.

If the details are incorrect click on

where you will be taken to the screen below.

Here you can update your:

- email address;
- phone number; and
- address

Please ensure that all contact details are correct.

Once amended click on

at the bottom right hand side of the screen.

2. Accessing a Return

2.1   The **Returns summary** box holds a list of all your organisation's returns as well as their status.
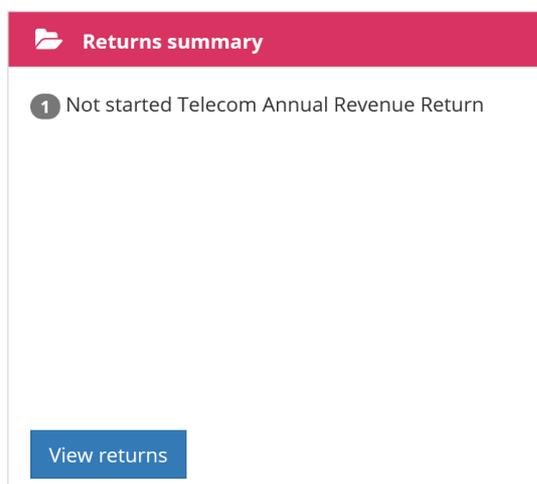
To complete your return click:

This will take you through to The **Scheduled returns** dashboard as seen below.

2.2   On the **Scheduled returns** dashboard, you will see the returns to be completed in 2018.
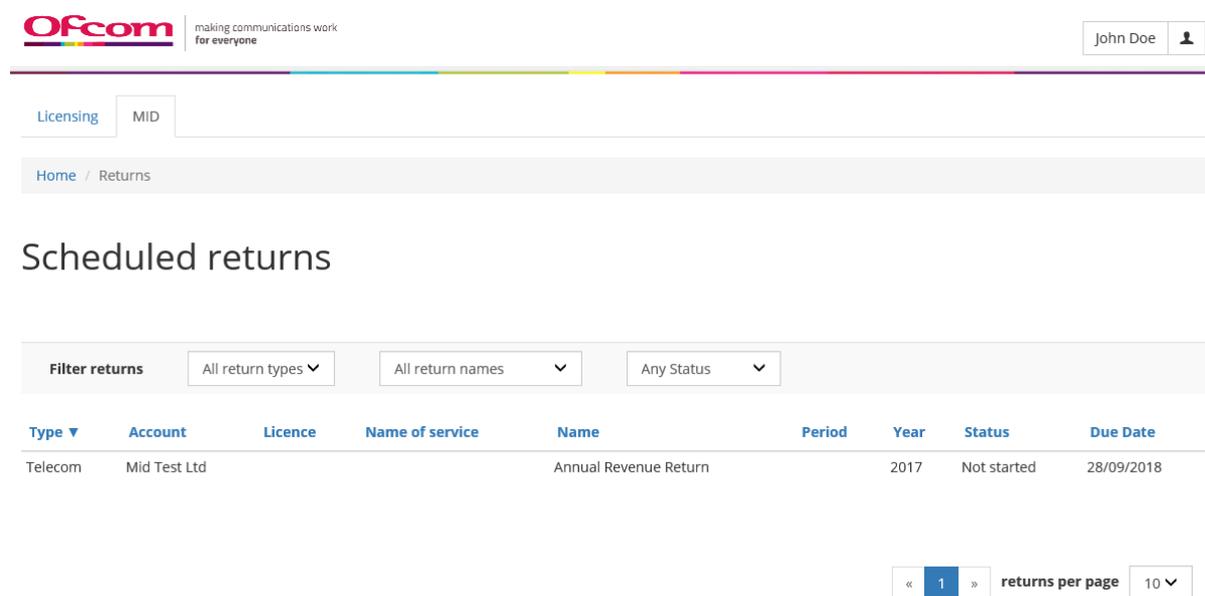
2.3   If you hover over a return which has not yet been submitted, two buttons will appear:

> View   Complete

Scheduled returns

Filter returns	All return types ∨	All return names ∨	Any Status ∨				
Type ▼	**Account**	**Licence**	**Name of service**	**Name**	**Period**	**Year**	**Status**	**Due Date**
Telecom	Mid Test Ltd			Annual Revenue Return		2017	Not started	28/09/2018
				View Complete				

2.4   If you click on the **View** button, the return is in view-only mode and you will not be able to edit any of the fields. This option is also available after you have submitted the return.

2.5   To edit and/or complete a return click **Complete** . This will take you to a Telecom Annual Revenue Return to be populated.

3. Completing the Annual Revenue Return

3.1   Please note all figures should be entered in £000s (i.e. £5,000 = 5)

3.2   Please enter your relevant data in the boxes provided.

1   Refresh Button

Once your relevant figures have been entered in the boxes click this button for the 'Totals' to be calculated

2   Ready to Submit

Click "Ready to Submit" to submit the form when you have completed populating your figures

3   Save & Exit

You can save and exit the form without losing data already entered and return to it at a later time

④ Cancel

You will lose data which has not previously been saved and be taken back to the Scheduled returns dashboard

3.3   If you provide data for constituent companies, these will be listed below your organisation. If there are constituent companies missing or you find companies are listed that should not be, please contact/email us before completing your submission on mid@ofcom.org.uk and we will update your return.

3.4   You can now follow the Submitting the Return process detailed in Section 4 to complete your submission.

4. Submitting the Return

4.1   Once you have populated the return you can then click   [Ready to submit]
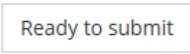
4.2   All your input data will now be locked. You will notice the boxes for your input data will now have turned grey. Please use this opportunity to check your data entry is correct.

4.3   If you are a **Data Provider** once you click [Ready to submit] the input data will be locked but you will not be able to complete Step 4 of the submission process. Please advise your organization designated Data Submitter that they will now need to log into their Ofcom Online Services Portal account to complete the submission process.

4.4   If you are a **Data Submitter** once you click [Ready to submit] two options will be available:

Telecom Annual Revenue Return
Telecom MID Ltd / 2016

Step 1	Step 2	Step 3	Step 4
Not started	In progress	Ready to submit	Submitted

You are on page 1 of 1   **5** [Re-open | Submit return] **6**
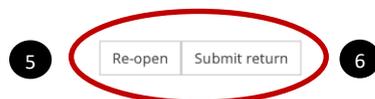
Annual Certificate of Turnover

Fields marked with * are required

For submissions other than **TV Access** returns, whole numbers should be entered, rounding as appropriate, as anything entered after a decimal point will be disregarded. For **TV Access** returns, data should be entered to two decimal places.

Annual Certificate of Turnover

Revenues (£000s)

	Networks turnover	Services turnover	Associated facilities turnover	Total relevant turnover	Non relevant turnover	Total turnover
Telecom MID Ltd	100	50	20	170	10	180
Total	100	50	20	170	10	180

[Previous page | Next page]   [Back]

5   **Re-open**

Click here to re-open the form to make amendments.

6 **Submit return**

Click here when all the information has been completed to your satisfaction. In the case of larger organisations, your data certifier (typically a finance director or equivalent) will need to log in and complete this step.

After clicking "Submit return" you will be directed to the declaration section.

Telecom Annual Revenue Return
Mid Test Ltd / 2017

Step 1	Step 2	Step 3	Step 4
Not started	In progress	Ready to submit	Submitted

Annual Certificate of Turnover

To proceed to submit the information, you are required to tick the box below, formally declaring that:

- you are authorised to submit this information on behalf of the above named organisation
- all of the details given in this form are correct to the best of your knowledge

☐ I agree

Submitter details **7**

Name
John Doe

Email address
j.doe@ofcom.org.uk

Phone number

Address
Ofcom, Riverside House 2a Southwark Bridge Road
London
SE1 9HA
United Kingdom

Update details

Cancel   **8** Confirm

7 **Submitter details**

Please ensure the submitters details are correct. Click "Update details" if details need amending. See page 4 for instructions on updating your contact details.

8 **Confirm**

If you have met the following conditions:

- You are the authorised person to submit this information on behalf of the service organisation; and
- All of the details given in the form are correct to the best of your knowledge.

You may tick the *I agree* box. Then click Confirm .

4.5   Once you have submitted the return you will not be able to amend the figures, unless you contact the Market Intelligence team at (mid@ofcom.org.uk) and request for the return to be re-opened.

5. Logging out

5.1   To logout at any point click on the avatar by your name and select *'Logout'* in the dropdown.