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## **Ofcom Online Services**

Data Submission User Guide

Telecom: Annual Revenue Return

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# About this document

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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](mailto:mid@ofcom.org.uk).

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# 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](mailto: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.

EXTERNAL: Welcome to the Ofcom Online Services Portal

Ofcom Online Services [do-not-reply@ofcom.org.uk] Actions  
To: Salesforce 250 20 January 2017 14:35

Dear Bugs Bunny

SUCCESSFUL REGISTRATION :

You are now registered to use Ofcom's Online Services; please keep your login (email address) and password details safe. Thank you for registering.

To set a password and log in, please go to: [https://ofcom.force.com/login?c=kKEYUjXOkt6D3mlb7Fqo9WNT9CXRL8rDxwGGYJF4ZQjQl6jaQqhvKZz5I2P4568apmi2LTg.f0qRm6SV9lFfD0HfLl0f3X844Mmdl5V\\_dKr2ua8yVXMcIhctNji.6rOO9RlVVBfL55rFW\\_h1l0AtOAdKk5X6EA%3D%3D](https://ofcom.force.com/login?c=kKEYUjXOkt6D3mlb7Fqo9WNT9CXRL8rDxwGGYJF4ZQjQl6jaQqhvKZz5I2P4568apmi2LTg.f0qRm6SV9lFfD0HfLl0f3X844Mmdl5V_dKr2ua8yVXMcIhctNji.6rOO9RlVVBfL55rFW_h1l0AtOAdKk5X6EA%3D%3D)

You can now log into your account to check all your personal details and use our online services. Also you will be able to make any necessary amendments to personal details.

Yours sincerely,

Ofcom Online Services

Online Help and Support

We have a number of channels to support you online, this includes

• My Account - <http://ofcom.force.com>



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.

- 1.3 When you next visit the [Ofcom Online Services](https://ofcom.force.com/licensingcom) 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/licensingcom>  
[login](#)

## 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

## What you see when you first log in

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

The screenshot shows the top navigation bar of the Ofcom portal. On the left is the Ofcom logo with the tagline 'making communications work for everyone'. On the right is a user profile dropdown menu showing 'John Doe' and a person icon. Below the navigation bar is a breadcrumb trail with 'Licensing' and 'MID' tabs, and a 'Home' button.

## MID submissions dashboard

The screenshot shows the MID submissions dashboard with three main panels:

- Company details / submissions roles:** Displays information for 'Mid Test Ltd', including phone number 2-352207, email, and address: Ofcom, Riverside House 2a Southwark Bridge Road, London, SE1 9HA, UNITED KINGDOM. It also lists roles: 'Data Provider' and 'Data Submitter' for 'Telecom Annual Revenue Return'.
- Returns summary:** Shows a notification '1 Not started Telecom Annual Revenue Return' and a 'View returns' button.
- Contact details:** Shows contact information for 'John Doe', including email 'j.doe@ofcom.org.uk' and address: Ofcom, Riverside House 2a Southwark Bridge Road, London, SE1 9HA, United Kingdom. It includes an 'Update contact details' button.

- 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](mailto: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

**Contact details**

John Doe

✉ [j.doe@ofcom.org.uk](mailto:j.doe@ofcom.org.uk)

☎

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

Update 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

Update contact details

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

Update

at the bottom right hand side of the screen.

Licensing MID

Home / Update contact details

### Update MID contact details

*Fields marked with \* are required*

**Email address\***  
salesforce.239@ofcom.org.uk

**Phone number\***  
02070000000

**Street\***  
Ofcom, Riverside House 2a Southwark Bridge Road

Enter a street name or postcode in the box above and use 'Validate' to confirm the full address

Validate

**City\***  
London

**County**

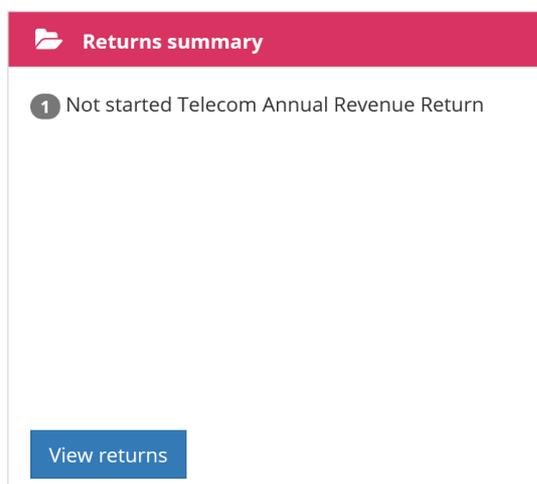
**Country\***  
United Kingdom

**Postcode\***  
SE1 9HA

Cancel Update

## 2. Accessing a Return

- 2.1 The **Returns summary** box holds a list of all your organisation's returns as well as their status.



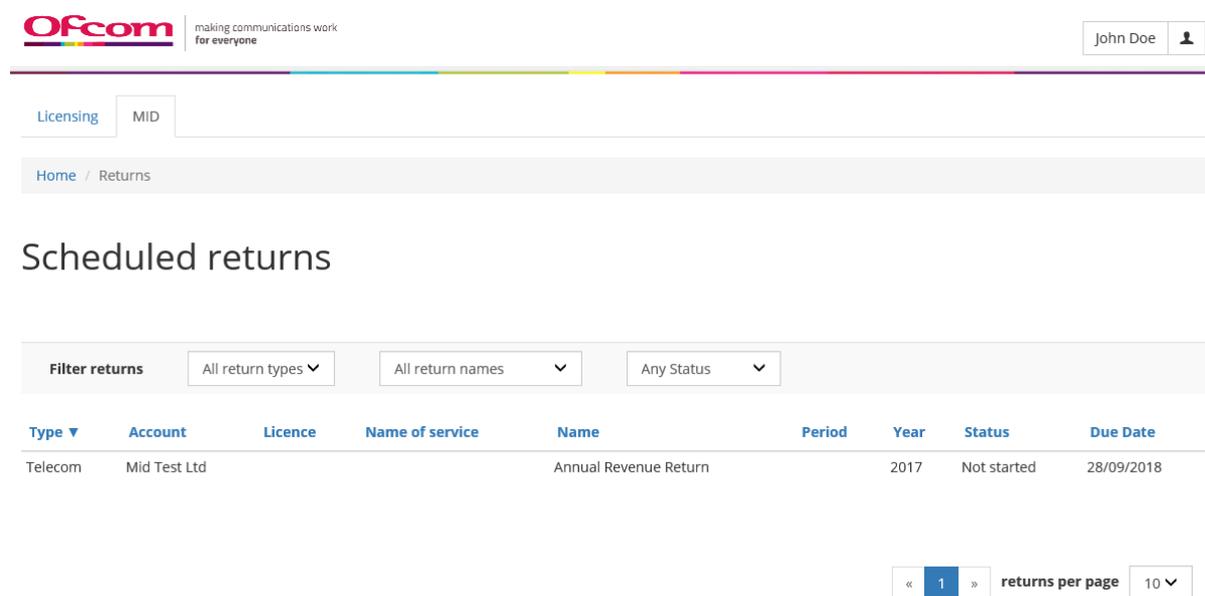
The screenshot shows a red header bar with a folder icon and the text "Returns summary". Below the header, there is a list item with a red circle containing the number "1" and the text "Not started Telecom Annual Revenue Return". At the bottom left of the box is a blue button with the text "View returns".

To complete your return click:

[View returns](#)

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.



The screenshot shows the OFcom logo and tagline "making communications work for everyone" in the top left. In the top right, there is a user profile box with the name "John Doe" and a person icon. Below the header, there are two tabs: "Licensing" and "MID". A breadcrumb trail shows "Home / Returns". The main heading is "Scheduled returns". Below this is a filter section with the text "Filter returns" and three dropdown menus: "All return types", "All return names", and "Any Status". A table follows with the following data:

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

At the bottom right, there is a pagination control showing "« 1 »" and a "returns per page" dropdown set to "10".

2.3 If you hover over a return which has not yet been submitted, two buttons will appear:



## Scheduled returns

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

The 'View' and 'Complete' buttons are circled in red in the original image.

2.4 If you click on the  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 . 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.

Licensing MID

## Telecom Annual Revenue Return

Telecom MID Ltd / 2016

You are on page 1 of 1

Ready to submit 2

### 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	<input type="text"/>	<input type="text"/>	<input type="text"/>	0	<input type="text"/>	0
Total	0	0	0	0	0	0

Cancel 4      Previous page    Next page      Refresh 1      Save & exit 3

**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

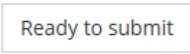
4

#### 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](mailto: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

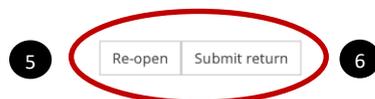
- 4.1 Once you have populated the return you can then click 
- 4.2 All your input data will now be locked. You will notice the boxes for your input data will now have turned grey. Please use this opportunity to check your data entry is correct.
- 4.3 If you are a **Data Provider** once you click  the 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  two options will be available:

### Telecom Annual Revenue Return

Telecom MID Ltd / 2016



You are on page 1 of 1



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



### 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

**Name**  
John Doe

**Email address**  
[j.doe@ofcom.org.uk](mailto: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.

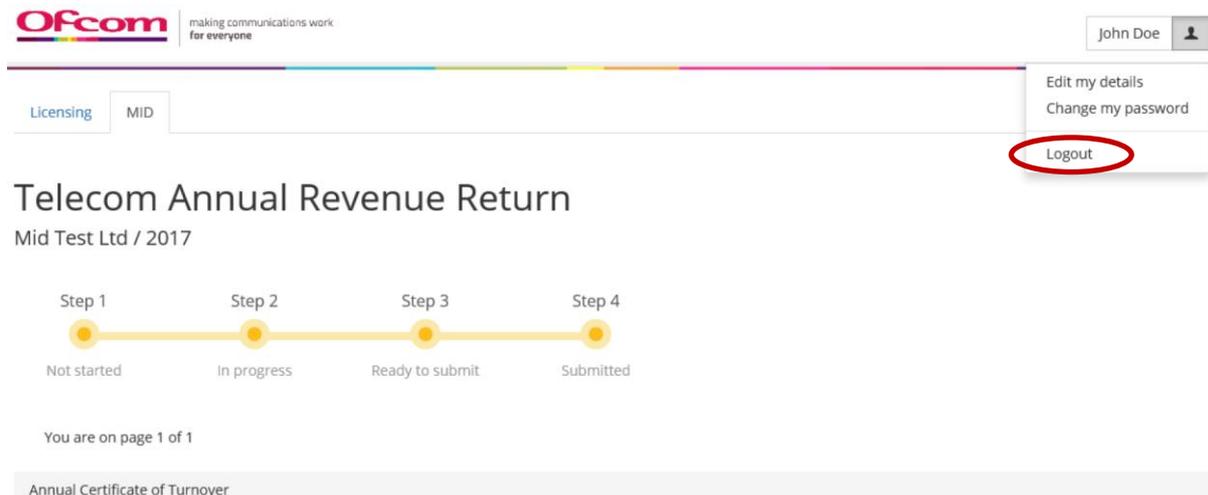
You may tick the *I agree* box. Then click

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](mailto: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.



The screenshot shows the Ofcom user interface. At the top left is the Ofcom logo with the tagline "making communications work for everyone". To the right of the logo is a navigation bar with "Licensing" and "MID" tabs. In the top right corner, there is a user profile box for "John Doe" with an avatar icon. A dropdown menu is open below the profile box, containing three options: "Edit my details", "Change my password", and "Logout". The "Logout" option is circled in red. Below the navigation bar, the main heading is "Telecom Annual Revenue Return" with the sub-heading "Mid Test Ltd / 2017". A progress bar shows four steps: "Step 1 Not started", "Step 2 In progress", "Step 3 Ready to submit", and "Step 4 Submitted". Below the progress bar, it says "You are on page 1 of 1". At the bottom, there is a grey bar with the text "Annual Certificate of Turnover".