



Market Intelligence Database

Annual telecoms FAQs

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1. What should I do if I misplace or have not received my personal password?

Contact Nick Collins by email (nicholas.collins@ofcom.org.uk) or telephone (020 7981 3766) and a new system-generated password will be emailed to you. Once you have this and your username you will be able to logon to the system and change your password to another "personal" password.

2. 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 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. not aaaa)

3. I have logged on but cannot access the relevant form. What should I do?

The relevant forms are available by clicking on the menus on the left hand side of the screen. Check the instructions in the User Manual or the information on the help screens for further assistance. If you are unable to resolve this problem, please contact Nick Collins.

4. 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 User Manual. There is also a user help option at the top right hand side of all the system screens. If you are unsure of how to use any parts of the system, please contact Nick Collins.

5. 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 you will not receive any further reminder notices, therefore confirming that Ofcom has received the data. However, please note that if you do not complete a return or the status of a return is left as 'work in progress' rather than changed to 'Submit to Ofcom', then reminder notices will continue to be received.

To resolve this, change the status to 'Submit to Ofcom' to confirm the final figures and submit the return.

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

You will still be able to access the return and check the data provided after submitting a return by logging into the database.

7. Am I able to resubmit the data if I discover any errors?

Please contact Nick Collins if you wish to make any changes to your return after the data has been submitted.