

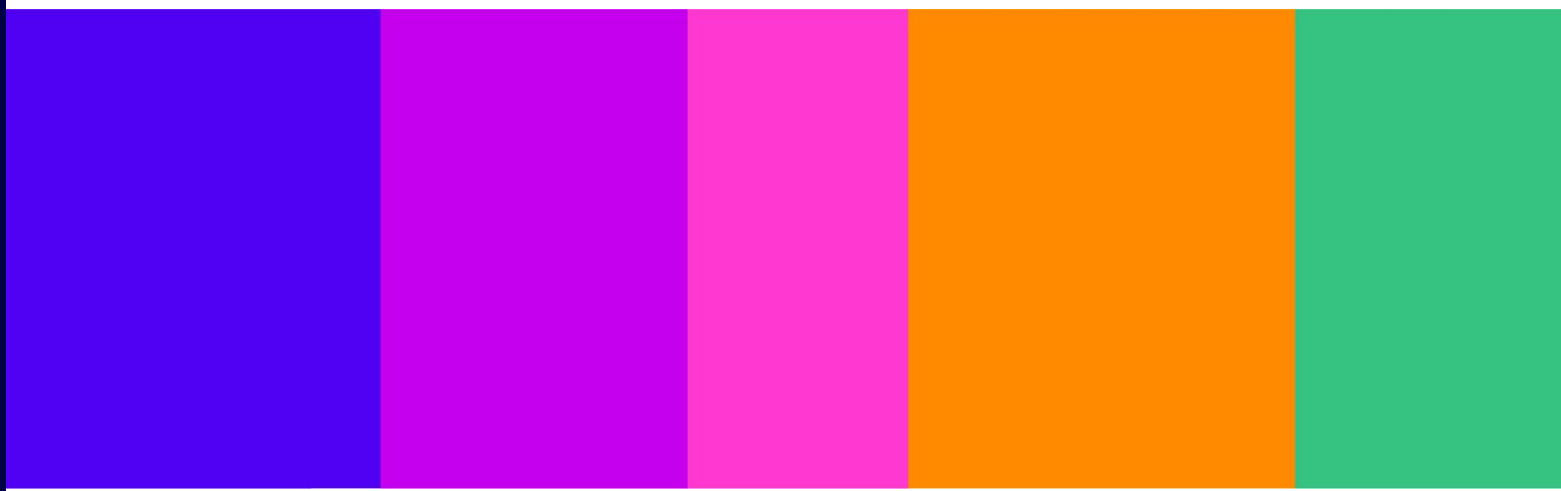
# Online Services Portal

---

Data provider user guide: PRS Outpayments return

**User guide**

Published 10 April 2026



# Contents

---

Contents.....	2
Purpose of this document.....	3
About the Ofcom Online Services Portal .....	3
Request access to the portal and PRS Outpayments Return.....	3
Change your email address or contact details.....	3
Log in.....	4
Reset your password.....	5
Navigate the MID submissions dashboard .....	6
Open the required return .....	6
Navigate the PRS Outpayments Return form .....	9
Enter data into the form .....	10
Submit the return.....	11
Save a PDF version of the return .....	12

## Purpose of this document

---

This document provides step-by-step instructions on how to use the Ofcom Online Services Portal to submit your PRS Outpayments return. This information is required under the [PRS general demand](#), which can be found on Ofcom's website.

If you have any problems while using the system that cannot be resolved by reference to this user guide or the online help, please email [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk).

## About the Ofcom Online Services Portal

---

Ofcom's Online Services Portal enables communications providers to submit data to Ofcom in a secure and controlled way. It is used throughout Ofcom to collect market data and regular returns.

## Request access to the portal and PRS Outpayments Return

---

You will need to be granted access to the Online Services Portal (and hence the PRS Outpayments Returns) before using it for the first time.

Please contact the Research and Intelligence Team at [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk) with the following details:

- Your name;
- Your company;
- Your job title;
- Your email address;
- Your telephone number/s; and
- Your office address;
- Name of the return you need access to e.g. PRS Outpayments Return.

If you are replacing an existing user, you should let us know who that person is and whether they still require access to the portal. As the Online Services Portal contains commercially sensitive information, we recommend that the number of people who have access to the data held in it is kept to a minimum.

If you are not replacing an existing contact, we will also need to know the level of access that you require for the PRS Outpayments Return:

- Data Submitter – you can enter and submit the return on behalf of your company.
- Data Provider – you can enter data into the return, which is then submitted by someone else in your company who has PRS Outpayments Return submitter access.

One of the team will email when you have been granted access and you will receive a separate system generated email asking you to set a password.

## Change your email address or contact details

---

Registered email addresses and contact details can only be changed by Ofcom's Research and Intelligence team. Please send an email to [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk) requesting the change and one of the team will email you when it has been made.

# Log in

To logon to the Online services Portal, go to:  
<https://ofcomlive.my.site.com/midloginpage>.

The screenshot shows the login page for Ofcom's Market Intelligence Database (MID). The page features the Ofcom logo at the top left, followed by the title "Ofcom's Market Intelligence Database (MID)". Below the title is a photograph of a hand writing on a document with a pen, next to a calculator. The main content area is titled "Login" and includes a note: "Fields marked with \* are required". There are two input fields: "User ID:\*" and "Password:\*". A "Login" button is positioned below the password field. To the right of the input fields, there is a "Forgot your password?" link. Below the login section, there is a "New user?" notice stating that users cannot self-register and must contact the MID team. On the right side of the page, there is a "Guidance and contacting the teams" section with sub-sections for "Post", "Radio", "Telecoms (including phone-paid services)", and "TV", each with its own guidance and contact email address. Three numbered callouts are overlaid on the page: 1. A blue box with the text "Enter your email address" pointing to the User ID field. 2. A green box with the text "Enter your password" pointing to the Password field. 3. A pink box with the text "Click Login" pointing to the Login button.

The Market Information Database (MID) submissions dashboard will open (see next section).

# Reset your password

Passwords can be reset through the login screen:

**Ofcom** Making communications work for everyone

## Ofcom's Market Intelligence Database (MID)

**Login**  
Fields marked with \* are required

User ID:\*

Password:\*

[Forgotten your password?](#)

**Guidance and contacting the teams**  
The Market Intelligence Database (MID) is used by Ofcom's Research and Intelligence team for the programmatic collection of data from industry. For further information on data collection, or to request access to MID to submit data for your organisation, please contact the appropriate MID team below. Please note the MID teams are unable to assist with spectrum licencing queries.

**Post**  
Contact team: [PostMID@ofcom.org.uk](mailto:PostMID@ofcom.org.uk)

**Radio**  
Guidance: [Commercial radio industry data collection](#)  
Contact team: [RadioMID@ofcom.org.uk](mailto:RadioMID@ofcom.org.uk)

**Telecoms (including phone-paid services)**  
Contact team: [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk)

**TV**  
Guidance: [TV Industry data collection](#)  
Contact team: [TVMID@ofcom.org.uk](mailto:TVMID@ofcom.org.uk)

**New user?** You cannot self-register to use MID. Please contact the MID team via the relevant email address to request a MID account.

**1** Click on this link

## Ofcom Online Services

### Change my password

Fields marked with \* are required

UserName\*

**2** Enter your email address

**3** Click Submit

## Ofcom Online Services

Instructions on how to reset your password have been sent to your registered email account.

**4** An email will be sent with instructions

**5** Click to go back to the logon screen

# Navigate the MID submissions dashboard

The MID submissions dashboard is the home page of the PRS Outpayments Returns and shows:

- A list of returns that are due to be completed within the next 30 days.
- The **Company details/submissions roles** panel.
- The **Returns summary** panel with the number of returns by status.
- The **Contact details** panel.

The screenshot shows the Ofcom MID submissions dashboard. The top navigation bar includes 'Licensing', 'MID', 'Numbering', and 'VSP'. The main heading is 'MID submissions dashboard'. Below this, a yellow banner states 'The following returns are due within the next 30 days:' followed by a table with columns: Type, Name, Licence, Name of service, Frequency, Period, Year, and Due Date. A 'Complete now' button is visible next to the table entry. Below the table are three panels: 'Company details/submissions roles', 'Returns summary', and 'Contact details'. A 'View returns' button is located below the Returns summary panel. At the bottom, there is a section titled 'UPDATING CONTACT DETAILS FOR MID' with instructions and contact information.

**MID section of Portal**

**Returns due within 28 days**

**Number and status of returns**

**Access all available returns**

## Open the required return

There are two ways to open returns:

1. If the return is due in the next 30 days and the status is either 'In progress' or 'Not started':

This screenshot is a zoomed-in view of the 'Complete now' button in the table from the previous screenshot. A blue callout box with the number '1' and the text 'Click on Complete now' points to the button.

**1 Click on Complete now**

Licensing MID Numbering VSP

## Telecom PRS Outpayments Return

Premium Rate Provider Limited / 2023

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

You are on page 1 of 1

Ready to submit

2 The return opens

2. To see any return, including submitted, reopened and historic returns:

Ofcom Making communications work for everyone Joe Bloggs

Licensing MID Numbering VSP

Home

## MID submissions dashboard

The following returns are due within the next 30 days:

Type	Name	Licence	Name of service	Frequency	Period	Year	Due Date
Telecom	PRS Outpayments Return			Annually		2023	20/09/2025

Complete now

Company details/submissions roles Returns summary Contact details

Premium Rate Provider Limited  
2-1425566  
E firstname.surname@company.com  
T 01234567890

1 New Road  
Old Town  
SE1 9HA  
United Kingdom

Data Submitter: Telecom PRS Outpayments Return

1 In progress Telecom PRS Outpayments Return  
2 Submitted Telecom PRS Outpayments Return

View returns

Mr Joe Bloggs  
E firstname.surname@company.com  
T 01234567890  
Director of Directing  
1 New Road  
Old Town  
SE1 9HA  
United Kingdom

UPDATING CONTACT DETAILS FOR MID  
Please note that it is not possible to update your MID contact / account details yourself via the Ofcom Online Services Portal.  
To update your contact / account details for MID please email the relevant team:  
Post: PostMID@ofcom.org.uk  
Radio: RadioMID@ofcom.org.uk  
Telecoms (including phone-paid services): MID@ofcom.org.uk  
TV: TVMID@ofcom.org.uk

IMPORTANT: If you are a TV or radio contact, please note that updating your MID details with the TVMID or RadioMID teams, will not update your Licensing Information.

1 Click on View returns

Ofcom Making communications work for everyone Joe Bloggs

Licensing MID Numbering VSP

Home Returns

## Scheduled returns

Hover over or select a row to view available actions

Filter returns

All return types All return names Any Status All Account  
Any Name of Service  
All Years All Period

Type	Account	Licence	Name of service	Name	Period	Year	Status	Due Date
Telecom	Premium Rate Provider Limited			PRS Outpayments Return		2022	Submitted	07/09/2025
Telecom	Premium Rate Provider Limited			PRS Outpayments Return		2023	Not started	20/09/2025
Telecom	Premium Rate Provider Limited			PRS Outpayments Return		2020	Submitted	20/09/2025
Telecom	Premium Rate Provider Limited			PRS Outpayments Return		2019	Submitted	20/09/2025
Telecom	Premium Rate Provider Limited			PRS Outpayments Return		2021	Submitted	11/09/2025

View Complete

1 returns per page 10

2 Use dropdowns to filter the list

3 Hover over a return to show buttons

4 Click on Complete to edit or View to read only

Licensing MID Numbering VSP

### Telecom PRS Outpayments Return

Premium Rate Provider Limited / 2023

Step 1 Step 2 Step 3 Step 4

Not started In progress Ready to submit Submitted

You are on page 1 of 1

Ready to submit

5

The return opens

# Navigate the PRS Outpayments Return form

The Telecom PRS Outpayments Return is displayed as a single form and you will have to scroll down to see all sections for data entry. Information can be entered over multiple sessions by using the Save button.

The buttons at the bottom of the form differ between the edit and read only modes:

- Edit mode:
  - Save – will save the data entered so far to return to later.
  - Cancel – will return to the Scheduled returns page without saving changes.
  - Save and exit - will save the data entered and return to the Scheduled returns page.
- Read only mode:
  - Generate PDF – will open the print dialogue box so you can Save as PDF or Print the return
  - Back - will return to the Scheduled returns page.

The screenshot shows the Ofcom website interface for the 'Telecom PRS Outpayments Return' form. The user is logged in as 'Joe Bloggs'. The form is titled 'Telecom PRS Outpayments Return' and 'Premium Rate Provider Limited / 2023'. A progress bar indicates the current step: Step 1 (Not started), Step 2 (In progress), Step 3 (Ready to submit), and Step 4 (Submitted). The form includes sections for 'Annual Certificate by a Liable Network Operator to Ofcom', 'Outpayments (Es)', 'Outpayment calculation explanation', and 'Details of the person who is authorised to give the formal declaration on behalf of the Liable Network Operator'. The form has input fields for Name, Job title, Email, and Phone. At the bottom, there are buttons for 'Cancel', 'Save', and 'Save & exit'.

Company name,  
return period and  
progress bar

Outpayments  
section

Section for  
optional  
calculation  
explanation

Section for the  
details of the  
person who has  
certified the  
outpayment  
figure  
(if not the person  
submitting the return)

Action buttons

## The top of the form

The screenshot shows the top of the Ofcom 'Telecom PRS Outpayments Return' form. At the top left is the Ofcom logo with the tagline 'Making communications work for everyone'. To the right is a user profile for 'Joe Bloggs'. Below this are navigation tabs for 'Licensing', 'MID', 'Numbering', and 'VSP'. The main heading is 'Telecom PRS Outpayments Return' followed by 'Premium Rate Provider Limited / 2023'. A progress bar shows four steps: 'Step 1 Not started', 'Step 2 In progress', 'Step 3 Ready to submit', and 'Step 4 Submitted'. A 'Ready to submit' button is located at the bottom right of the form area.

**Period the return is for**

**Current status of the return**

## Enter data into the form

Complete the form for each service and use the Save button at the bottom of the page if entering data over multiple sessions.

The screenshot shows the 'Annual Certificate by a Liable Network Operator to Ofcom' form. The title is 'Annual Certificate by a Liable Network Operator to Ofcom'. Below the title is the purpose: 'For the purpose of ascertaining or verifying administrative charges payable for the charging year 2025/26 under article 14 of the PRS Order. Fields marked with \* are required.' The form is divided into sections: 'Outpayments (£s)' with a text input field for 'Total amount of outpayments in the relevant calendar year 2023 (£s) \*'; 'Outpayment calculation explanation' with a large text area; and 'Details of the person who is authorised to give the formal declaration on behalf of the Liable Network Operator and has certified the information in this Annual Certificate, if different to the person submitting it.' This section includes input fields for 'Name', 'Job title', 'Email', and 'Phone'. At the bottom are 'Cancel', 'Save', and 'Save & exit' buttons.

**1** Click on the cell to enter total outpayments in the period in question in £s

**2** You can add an explanation of how the outpayments figure has been calculated here (optional)

**3** Enter the contact details of the person who has certified the outpayment figure here, if it is not you

# Submit the return

When you have completed all sections of the form for each service and are ready to submit the return:

The screenshot shows the Ofcom website interface for the 'Telecom PRS Outpayments Return' for 'Premium Rate Provider Limited / 2023'. The progress bar indicates that Step 3, 'Ready to submit', is the current step. A blue callout box with the number '1' points to a 'Ready to submit' button at the bottom right of the page.

1 Click on Ready to Submit

The screenshot shows the same Ofcom website interface. The progress bar is the same. A green callout box with the number '2' points to two buttons at the bottom right: 'Re-open' and 'Submit return'.

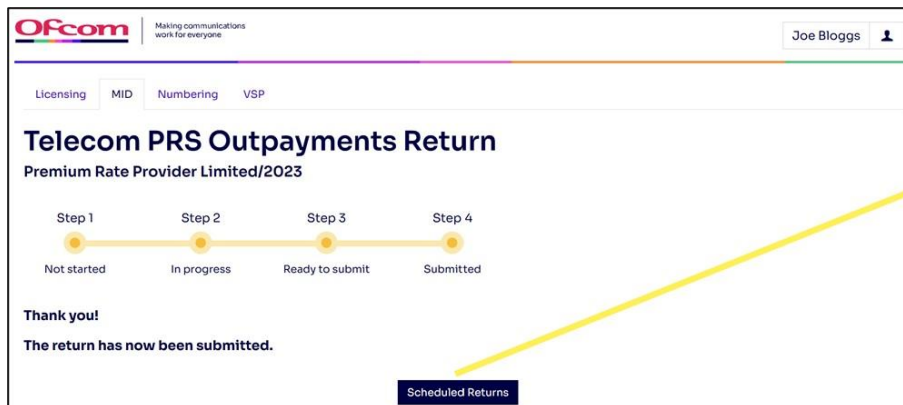
2 Click on Submit return (or Re-open to go back)

The screenshot shows the 'Annual Certificate by a Liable Network Operator to Ofcom' section. It contains a declaration text and a list of conditions. A checkbox labeled 'I declare' is present. To the right, there is a 'Submitter details' section with fields for Name, Email address, Phone number, and Address. A blue callout box with the number '3' points to the 'I declare' checkbox. Another blue callout box with the number '4' points to a 'Confirm' button at the bottom center of the page.

3 Read the declaration and check the tick box to accept it

4 Click on Confirm

Once you click on Confirm the return will be submitted and you will see the confirmation page below.



5 Click on Scheduled returns to exit the confirmation screen

If you discover an error in the return after it has been submitted, you should email [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk) and ask for it to be re-opened.

## Save a PDF version of the return

Only returns in a 'Ready to submit' or 'Submitted' status can be exported as a PDF.

Ofcom Making communications work for everyone Joe Bloggs

Licensing MID Numbering VSP

### Telecom PRS Outpayments Return

Premium Rate Provider Limited / 2023

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

You are on page 1 of 1

#### Annual Certificate by a Liable Network Operator to Ofcom

For the purpose of ascertaining or verifying administrative charges payable for the charging year 2025/26 under article 14 of the PRS Order. Fields marked with \* are required.

**Outpayments (£s)**

Total amount of outpayments in the relevant calendar year 2023 (£s) \* 654,321

**Outpayment calculation explanation**

Explanation of how the figure above has been calculated (optional).

Details of the person who is authorised to give the formal declaration on behalf of the Liable Network Operator and has certified the information in this Annual Certificate, if different to the person submitting it.

Name Certifier Name

Job title Outpayments Data Certifier

Email certifier.name@company.com

Phone 0123456789

Generate PDF Back

1 Open the required return

2 Click on Generate PDF

**Print**  
Total: 1 page

Printer  
Save as PDF

Layout  
 Portrait  
 Landscape

Pages  
 All  
 e.g. 1-5, 8, 11-13

More settings [▼](#)  
Print using system dialogue... (Ctrl+Shift+P)

**Ofcom** | Making communications work for everyone

### Telecom PRS Outpayments Return

Premium Rate Provider Limited / 2023

Annual Certificate by a Liable Network Operator to Ofcom

For the purpose of ascertaining or verifying administrative charges payable for the charging year 2025/26 under article 14 of the PRS Order.

Fields marked with \* are required.

**Outpayments (€s)**

Total amount of outpayments  
In the relevant calendar year 2023 (€s) \*

**Outpayment calculation explanation**

Explanation of how the figure above has been calculated (optional).

Details of the person who is authorised to give the formal declaration on behalf of the Liable Network Operator and has certified the information in this Annual Certificate, if different to the person submitting it.

Name   
Job title   
Email   
Phone

**Save** **Cancel**

3 Select Save as PDF

4 Click on Save and choose save location as usual