Annex 2. Additional details regarding accessing and use of the fees portal

Overview

1. Part 2 of Annex 1 of the Notification guidance describes how providers should use our fees portal to submit QWR Returns and fulfil their notification duties. This Annex provides additional detail in relation to the process of accessing and using the portal, including the details and other information providers will be requested to supply.

Registration for fees portal account(s) and types of accounts

2. In the first year of the fees portal operation, registration for fees portal accounts will be achieved by completing a registration form hosted on the online safety fees section of our website, full details of which will be shared when we announce the opening of the initial charging year.[1]

3. From year 2 onwards, we anticipate the registration form being replaced with a 'community portal' that will enable a provider to submit and subsequently maintain their details. This is intended to enable effective and efficient administration of the regime and mirrors the approach adopted in our other regulated sectors.[2]

4. The registration form and community portal will require providers to supply details of their organisation and appropriate contact details for the administration of fees.

Online Safety fees contact types

5. To enable appropriate engagement in relation to online safety fees, we anticipate requiring points of contact to be categorised by the online safety fees function they perform or support. We envisage using four contact types:

   i) Online safety fees main (mandatory) – the provider's primary online safety fees point of contact should we have queries regarding a QWR Return.
   ii) Online safety fees senior (mandatory) – the senior manager responsible for online safety fees who will sign senior manager declarations on behalf of the provider.[3]

[1] At time of publication, expected to be Q4 2025 (calendar year).
[2] It is envisaged providers who manually register in year 1 will be granted community portal access in year 2 and be able to access and maintain the registration details they submitted in year 1.
[3] As per the Notification Regulations (including the Manner of Notification document), where the provider is an entity, the declaration must signed by a senior manager (within the meaning of Section 103(4) of the Act), and in any other case, by an individual (whether acting as, or on behalf of, the provider) who is able to affirm the accuracy and completeness of the information.

iii) Online safety fees finance (optional) - point of contact for payment related issues should this be different to the online safety main point of contact.
iv) Online safety fees other (optional) – additional point(s) of contact who providers consider require online safety fees portal accounts.

6. We will validate supplied organisation details (e.g. by rationalising with existing provider records) and use contact details to create fees portal accounts that will enable the users to populate and submit QWR Returns on behalf of the provider.

Fees portal account types

7. The fees portal operates using two types of user account: data provider and data submitter. The provider will be asked to indicate which type of account, if any, they wish each of their nominated points of contact detailed in their registration form to hold.

   i) **Data submitter accounts** enable the user to view the relevant provider's QWR Returns (i.e. that which has been entered by themselves or other provider account holders), populate QWR Returns and submit QWR Returns to us.
   ii) **Data provider accounts** allow the account holder to view and populate QWR Returns but not submit QWR information to us.

8. As only a data submitter account can submit QWR information to us. it is mandatory that a provider nominates at least one point of contact to hold a data submitter account. We envisage this role to normally be held by the online safety fees main point of contact. Given the central role of the individual compiling and submitting QWR Return, users of the data submitter account should hold an appropriate position of authority within the provider's organisation.

9. Data provider accounts are optional. We envisage these may be used by providers where multiple staff will be involved in collating the evidence and all information required for the provider's QWR Returns prior to a data submitter submitting the return. We envisage that not all points of contact supplied by a provider will necessarily require accounts within the fees portal. For example, providers will be required to supply a finance point of contact for invoicing but that person may not necessarily need to view or populate QWR returns through the fees portal.

10. Once registered, nominated provider points of contact will receive an email confirmation of their fees portal account creation, with users invited to verify and secure their accounts via creation of a strong, unique password. Once complete, users will be able to access their fees portal account.

Implications of registration for notification

11. We require time to validate and process registrations and providers should factor this into their planning for meeting their notification duties i.e. notifying within four months of regime go live for year 1 fees or no later than six months before commencement of

subsequent charging years. **We recommend that registration is made as early as possible in the notification window so that users can familiarise themselves with the portal and practical requirements of making a QWR Return.**

12. Note that registering for a fees portal account does not constitute a notification for fees or reflect a commitment that a provider will notify for fees in future. However, registering for an account and not subsequently notifying for fees may prompt us to enquire as to providers intentions, i.e. what may have changed and whether a fees portal account is still required.

Registration details

13. Registration (either via form in year 1 or community portal from year 2) will require providers to submit a combination of organisation details and individual contact details which we envisage will include the following:

Table A2.1: Initial registrant contact details

Detail Required	Description
Organisation name	Legal Name of the provider of the regulated service(s).
Full name	Name of the registrant
Job title	Job title.
Work e-mail	Work E-mail address.
Work telephone	Work phone number.
Work postal address	Work postal address.
Online safety fees contact type	Expected to be 'Online safety fees main' but may be one of four envisaged online safety fees contact types:[4] i) Online safety fees main; ii) Online safety fees senior; iii) Online safety fees finance; or iv) Online safety fees support.
Desired username	Will be used in conjunction with password to log onto the fees portal. The contact may use their work email address as a username, if desired.
Desired online safety fees portal account type	Expected to be a Data Submitter but may be one of two account types: Data Submitter or Data Provider.[5]

[4] See paragraphs 5-6 of this Annex.
[5] See paragraphs 7-10 of this Annex.

14. We additionally envisage the registrant should be in a position to provide a letter of authorisation confirming that they (the registrant) have the appropriate authority to act on behalf of the provider. This must be uploaded to accompany the registration application.

Table A2.2: Organisation details

Detail Required	Description
Organisation name	Legal name of the provider of the regulated service(s).
Type of business	Legal form of the provider of the regulated service(s).[6]
Companies house number	*(Optional)* Companies house number of the provider of the regulated service(s).
Trading name	*(Optional)* Trading name of the provider of the regulated service(s) (if different from the organisation name).
Postal address	Postal address of the provider of the regulated service(s).

15. Having filled in registrant detail and organisational details, the registrant will then have the option to add additional (optional) contact details, e.g. for senior manager and finance points of contact.

Fees portal QWR Return Form

16. Once logged onto the portal, users will be able to view past QWR Returns, populate, update and (in the case of a data submitter account) submit QWR Returns.

17. Users must populate a QWR Return by entering the provider's QWR details into a QWR Return Form within the portal or downloading a Microsoft Excel template of the QWR Return Form for offline completion. Users must then evidence the QWR details supplied by including links to supporting documentation in the form and/or uploading supporting documents to accompany the form. Note that completion of the form or template is a mandatory component of the QWR Return, i.e. the QWR Return requires QWR to be entered via the form or template and the QWR Return cannot be submitted by simply uploading supporting evidence.

18. The QWR Return Form (and the Microsoft Excel template of the form) invites users to supply the following information. Multiple rows may be used to capture multiple regulated services or revenue types linked to each regulated service. Mandatory fields describe the minimum entries required to enable successful submission and not the minimum required details required by the Act and Notification Regulations (see Part 3 of Annex 1) which may be met

[6] This is anticipated to be a choice between a non-UK company and Limited Company/PLC.

through a combination of the QWR Return Form / template entries and supporting documentation.[7]

Table A2.3: QWR Return Form fields

Detail Requested for QWR Return	Mandatory?	Description
Regulated service(s)	**Y**	Name of regulated service(s). **Note that the Act requires details of all regulated service(s) to be supplied.** Providers have the option via the form to detail QWR per regulated service (preferred) or supply a single QWR figure for an aggregated regulated service (e.g. by entering a generic title such as "All regulated services" in this field) and supplying the details and evidence of regulated services and their QWR calculation in supporting documentation. See Part 3 of Annex 1 of this guidance for details and evidence of regulated services and QWR.
Service type	N	Type of service associated with each entered regulated service. Drop down list options include: user-to-user service, search service, pornographic service[8] and combined service.
Revenue type	N	Type of the revenue that forms part of the QWR (QWR value). Drop down list options include: advertising, subscriptions, sponsorships, one off payments, commissions, donations, business to business revenues, grants, payment processing fees, other (for all other revenue types not specified here). Note that more than one revenue type can be associated with each entered regulated service.
Revenue type (if 'other)	N	Explanation of other if the revenue type is Other. This is for types of revenue that are not specified in the list above.
QWR value (in '000 GBP)	Y	QWR in GBP (thousands) associated with each entered regulated service and, where entered, associated revenue types.

[7] For example, the Act and Notification Regulations require that a provider supply details of all regulated services. They may achieve this by entering all regulated services in the QWR Return Form, populating options fields as part of supporting evidence. Alternatively, they may enter a single QWR figure for all services in the QWR Return Form and list details of regulated services in supporting documents.

[8] 'Pornographic service' means a service which meets the definition of a Part 5 pornographic service under the Act.

Detail Requested for QWR Return	Mandatory?	Description
Non-QWR value (in '000 GBP)	N	Non-QWR revenue in GBP (thousands) associated with non-relevant parts of each regulated service and, where entered, associated revenue type(s).
Comments	N	Comments and/or explanations on the details provided in the row (i.e. regulated service revenue type values). Note that users also have the option to upload supporting documentation.
QWR total (in '000 GBP)	Automatically Calculated	Sum of QWR for all listed regulated services. Note that it is the QWR total value that will be used to determine fees payable.
Non-QWR total (in '000 GBP)	Automatically Calculated	Sum of non-QWR for all listed regulated services.
Service Total (in '000 GBP)	Automatically Calculated	Sum of QWR value and non-QWR in GBP for all listed regulated services.

19. The portal will check that mandatory fields have been completed using the correct data types and are logically correct. Incorrectly completed forms will generate an error message and will not be uploaded, preventing the QWR Return from being submitted.

20. Once a QWR Return Form has been successfully uploaded, users will be requested to upload supporting documentation, and the necessary signed declarations associated with their chosen notification. For a provider's initial notification this will include the senior manager's declaration and (where relevant) first fee-paying year statement.[9]

21. Finally, once the QWR Return and documentation have been successfully uploaded, a data submitter user will have the option to submit the completed QWR Return to Ofcom. Once submitted, the QWR Return constitutes the Online Safety fees notification or RFI response for the provider and is unable to be changed via the portal.

22. We will publish a fees portal user guide to accompany the portal when it goes live (expected to occur shortly before the fees regime goes live and the initial year notification window opens). This user guide will not be subject to consultation.

23. Should providers have issues completing their QWR Return that the user guide cannot resolve, they should contact osfeesMID@ofcom.org.uk for assistance. Note that requests for assistance should be made in good time ahead of the relevant notification window closing to ensure sufficient time to resolve any issues and enable the QWR Return to be made within the notification window.

[9] See Annexes 5.1 and 5.2 of the fees statement.