

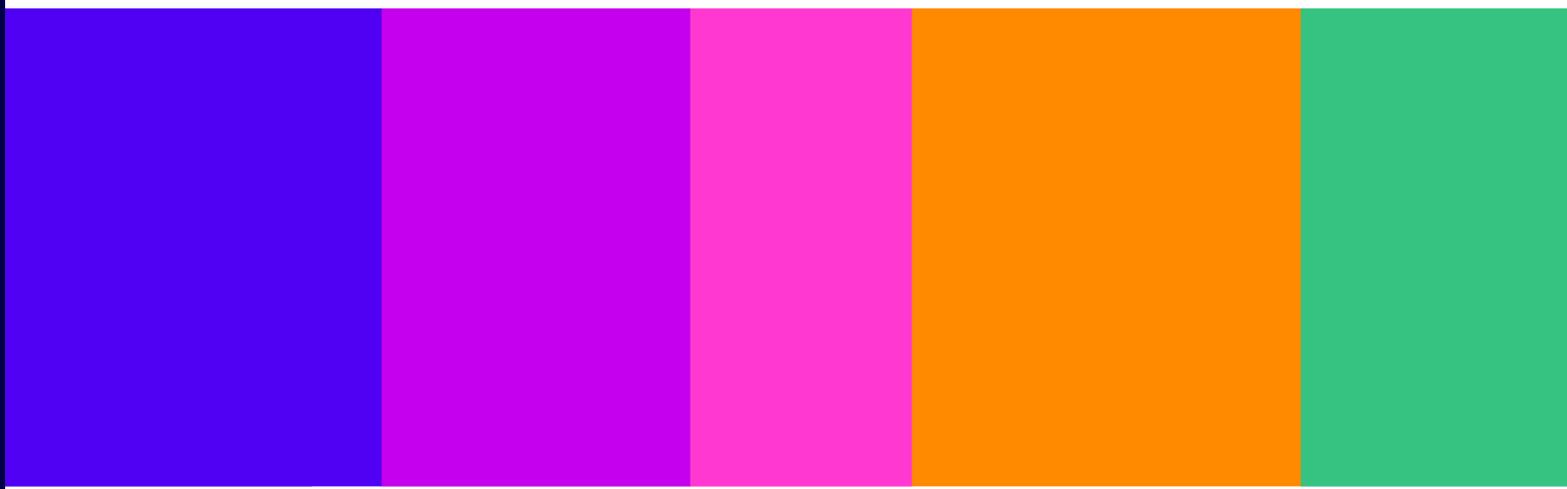


Access Services Return

TV Data Submission User Guide

Ofcom Market Intelligence Database (MID)

Published 23 January 2025



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1. Overview

This document provides you with a step-by-step guide for completing your **TV Access Services Return** and maintaining contact information for your organisation. You do this online using the [Ofcom Market Intelligence Database \(MID\) portal](#).

Under Sections 303 to 305 of the Communications Act 2003 ('the Act'), Ofcom is required to draw up, and from time-to-time review and revise, a code giving guidance as to the extent to which television services should promote the understanding and enjoyment of disabled people, in particular people with hearing and/or sight loss (referred to in the legislation as 'persons who are deaf or hard of hearing' and 'persons who are blind or partially sighted').

Ofcom's Code on Television Access Services applies to licensed public service channels, digital television programme services, television licensable content services (TLCS), and restricted television services, as well any digital television programme services (DPS) provided by the Welsh Authority (including S4C Digital). The BBC Agreement also requires the BBC to observe the code in respect of its public television services. Exclusions apply as set out in section 303(8) of the Act. The code is not to apply to electronic programme guides provided under a TLCS or DPS licence, or to services comprising solely of advertising (teleshopping), which is excluded from the definition of programme for the purpose of section 303.

The TV Access Services Return is requested quarterly. Should your organisation be required to provide access services, Ofcom will inform you approximately six months before your requirement begins.

Please note if you are not personally responsible for providing or submitting the data for all the licences listed in your [Ofcom Online Services Portal MID](#) account (where your organisation submits for more than one licence) you will still receive reminders and overdue notices until all your organisation's allotted Access Services Returns have been completed. Please ensure all authorised individuals have completed their respective returns by the deadline.

It is the organisation's responsibility to inform Ofcom if an individual is no longer responsible for providing the requested data. Please provide updated contact details to broadcast.licensing@ofcom.org.uk and TVMID@ofcom.org.uk.

1.1 For further information

Please visit the [TV industry data collection](#) page on the Ofcom website for more information on channels required to provide access services for the relevant calendar year as well as deadlines for each quarterly return for the relevant calendar year.

If you have any problems while using the system that cannot be resolved by reference to this User Guide, please email TVMID@ofcom.org.uk.

2. Getting started

2.1 How to set up a new MID Contact

It is not possible for you to set up a MID account yourself – our team must set it up for you. Please contact TVMID@ofcom.org.uk requesting access to the [Ofcom Online Services Portal MID](#) for your organisation, ensuring you provide the following information:

- Full name
- Email address
- Postal address
- Organisation
- Job title
- Whether you are a data provider¹ or data submitter²

Once Ofcom has verified your details, we will credential you as a MID Contact – this is a contact that is authorised to provide/submit financial data to Ofcom on behalf of their organisation. You will receive an email (“Welcome to the Ofcom Online Services Portal MID”) with instructions to activate your [Ofcom Online Services Portal MID](#) account. Please use the link in the email to set your password. You cannot use the ‘Forgotten your password?’ function in the portal unless you have already set a password.

2.2 How to log in to the Ofcom Online Services Portal MID

Please note that as of January 2023 the URL and landing page for MID has changed. To log in to the [Ofcom Online Services Portal MID](#) (<https://ofcom.force.com/midloginpage>), you will need your email address and the password you set upon registration as a MID Contact.

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

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

Telecoms
Contact team: MID@ofcom.org.uk

TV
Guidance: [TV industry data collection](#)
Contact team: 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 A Data Provider is only able to input relevant data into the return but cannot submit this to Ofcom.

² A 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.

2.3 What you see when you first log in

Once you have logged in, you will reach the **MID submissions dashboard**.

Ofcom Making communications work for everyone

John Doe

Licensing MID Numbering VSP

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 Submitter TV Transmission & Revenue Return

Data Submitter TV AV Media Services Return

Returns summary

- 1 Not started TV AV Media Services Return
- 4 Ready to submit TV AV Media Services Return
- 2 Ready to submit TV Transmission & Revenue Return
- 2 In progress TV Transmission & Revenue Return
- 12 Submitted TV Transmission & Revenue Return
- 8 Submitted TV AV Media Services Return
- 5 In progress TV AV Media Services Return

View returns

Contact details

John Doe

j.doe@ofcom.org.uk

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

You can do the following things from the MID submissions dashboard:

1. View company details/submissions roles (see [page 6](#))
2. Review your existing contact details (see [page 7](#))
3. View returns summary (see [page 8](#))
4. Complete the TV Access Services Return (see [page 11](#))

2.4 Viewing company details/submissions roles

This box shows your company information and submission roles. Please ensure all the details are correct.

Company details/submissions roles

Mid Test Ltd

2-352207

✉ 020 0000 0000

☎ 020 0000 0000

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

Data Submitter TV Transmission & Revenue Return

Data Submitter TV AV Media Services Return

Here you can view your data submission roles.

There are two roles for each return type:

- The **Data Provider** is able to input relevant data into the return, but cannot submit this to Ofcom.
- The **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.

It is imperative that the return data is certified to be accurate and submitted by an authorised individual; this will usually be the Finance Director.

Please note if you will be submitting returns for more than one licence and these licences are owned by various related companies, only one company will be listed in the Company details box. The company listed will usually be the parent organisation for the other companies.

If any of the following details relating to the following are incorrect, please contact us at TVMID@ofcom.org.uk and we will update the information:

- Company name
- Company address
- Returns that your organisation is required to submit
- Your data provider/submitter roles

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

It is the organisation's responsibility to inform Ofcom if an individual is no longer responsible for providing the requested data. Please provide updated contact details to TVMID@ofcom.org.uk.

2.5 Review your existing contact details

The **Contact details** box shows your personal details for the role that you hold at the organisation. If the details are incorrect, please email TVMID@ofcom.org.uk and we will update these on your behalf.

 **Contact details**

John Doe

✉ j.doe@ofcom.org.uk

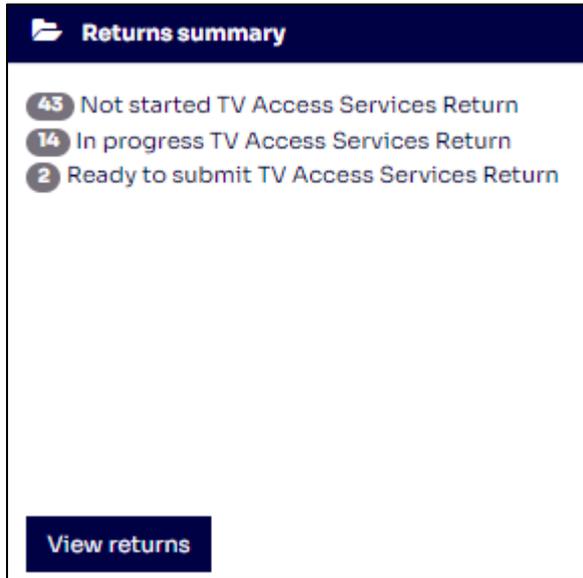
☎

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

3. Accessing a Return

3.1 How to access a return

From the MID Submission Dashboard, the **Returns summary** box holds a list of your organisation’s returns as well as their status.



To complete your return, select **“View returns”**.

This will take you through to the **Scheduled returns** dashboard as seen below, where you will see returns to be completed for your organisation or group of organisations. These also specify when the returns are due.

If you complete returns for licences across more than one company, all the returns should be listed here. If there are any returns missing, please let us know immediately by sending an email to TVMID@ofcom.org.uk.

Please note that if you are not personally responsible for providing or submitting the data for all the licences listed you will still receive reminders and overdue notices until all returns have been completed. Please ensure all authorised individuals have completed their respective returns by the deadline.

Ofcom Making communications work for everyone John Doe

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
TV	Mid Test Ltd	TV_22222		Access Services Return	Q4	2023	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_11111		Access Services Return	Q1	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_22222		Access Services Return	Q1	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_11111		Access Services Return	Q2	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_22222		Access Services Return	Q2	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_11111		Access Services Return	Q3	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_22222		Access Services Return	Q3	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_11111		Access Services Return	Q4	2024	Not started	XX/XX/20XX
TV	Mid Test Ltd	TV_22222		Access Services Return	Q4	2024	Not started	XX/XX/20XX

« 1 2 3 4 5 **6** » returns per page 10 ▾

On the **Scheduled returns** dashboard you can select the headings in blue to list the returns in either alphabetical, numerical or (in this example) status order. If you hover over a return which has not yet been submitted, two blue buttons will appear: “View” and “Complete”.

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
TV	Mid Test Ltd	TV_22222		Access Services Return	Q4	2023	Not started	XX/XX/20XX

View **Complete**

If you select the “View” button, the return will be 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.

To edit and/or complete a return, select the “Complete” button. This will take you to your selected return to be populated.

If you are not able to see the view/complete buttons you may need to update your browser to the latest version.

3.2 Navigating the Return

Below is an explanation of the various functions available on the Access Services Return.

The screenshot shows the 'TV Access Services Return' interface. At the top, there are tabs for 'Licensing', 'MID', 'Numbering', and 'VSP'. The main heading is 'TV Access Services Return' with the sub-heading 'Mid Test Ltd / TV_22222 / null / Q4 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 highlighted with a pink circle '5'. Below the progress bar, it says 'You are on page 2 of 2'. There is a link for 'Quotas / Transmissions'. A note states 'Fields marked with * are required'. The 'Transmissions' section contains a table with columns: 'Week beginning', 'Total transmission hours', 'Hours exempted', 'Audio description hours', 'Signing hours', and 'Subtitling hours'. The table has rows for 'Week 1' (25/09/2023) and 'Week 14' (25/12/2023). Below the table, there are summary rows for 'Quarter total', 'total', 'Quarter %', and 'Annual %'. At the bottom, there are buttons for 'Cancel' (pink circle '4'), 'Previous page', 'Next page' (pink circle '2'), 'Refresh' (pink circle '1'), and 'Save & exit' (pink circle '3').

	Week beginning	Total transmission hours	Hours exempted	Audio description hours	Signing hours	Subtitling hours
Week 1	25/09/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 14	25/12/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quarter total		0.00	0.00	0.00	0.00	0.00
total		0.00	0.00	0.00	0.00	0.00
Quarter %						
Annual %						

1. Refresh Button

Select this button to calculate the totals once you have entered the relevant figures into the boxes.

2. Previous/Next Page

Select these buttons to navigate between different return pages.

3. Save & Exit

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

4. Cancel

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

5. Ready to Submit

Select “Ready to Submit” to submit the form when you have completed populating your figures. See [Section 4](#) for instructions on completing the submission process.

4. How to complete the Access Services Return

4.1 Summary of definitions used in the return

Audio Description

Commentary is woven around soundtrack, exploiting pauses to explain on screen section, describe characters, locations, costumes, body language and facial expressions to enhance meaning and enjoyment for blind or visually impaired viewers.

Signing

Manual gestures, facial expression and body language to convey meaning. British Sign Language (BSL) is the most popular sign language in the United Kingdom. This is a distinct language (recognised as such by the Government) with different syntax and vocabulary from English. In addition to different forms of sign language in other countries, Sign Supported English (which tends to follow the syntax and vocabulary of English) and Makaton (a simplified form of sign language sometimes used with deaf children) are also used in the UK.

Subtitling

Text on screen representing speech and sound effects that may not be audible to people with hearing impairments, synchronised as closely as possible to the sound.

4.2 Quotas

The statutory targets for broadcasters are expressed as percentages of the service. The quotas for the service are determined by the age of the channel, as set out in the [Access Services Code](#).

Licensing MID Numbering VSP

TV Access Services Return

Mid Test Ltd / TV_22222 / null / Q4 2023

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

You are on page 1 of 2 Ready to submit

Quotas / [Transmissions](#)

*Fields marked with * are required*

Quotas

(%)

Audio description quota	<input type="text"/>
Signing quota	<input type="text"/>
Subtitling quota	<input type="text"/>

Comments

Cancel
Previous page
Next page
Save & exit

Audio description quota

This is the Access Services Code target percentage for the service which includes audio description.

Signing quota

This is the Access Services Code target percentage for the service which includes signing.

Subtitling quota

This is the target for the percentage of the service for which subtitling is made available.

Comments

When submitting your quota information please provide an explanation if:

- you have not met the quota requirements; and/or
- any other comments you may have.

4.3 Transmissions

Licensing
MID
Numbering
VSP

TV Access Services Return

Mid Test Ltd / TV_22222 / null / Q4 2023

Step 1

Not started

Step 2

In progress

Step 3

Ready to submit

Step 4

Submitted

You are on page 2 of 2

Ready to submit

Quotas / Transmissions

Fields marked with * are required

Transmissions

	Week beginning	Total transmission hours	Hours exempted	Audio description hours	Signing hours	Subtitling hours
Week 1	25/09/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 2	02/10/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 3	09/10/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 4	16/10/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 5	23/10/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 6	30/10/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 7	06/11/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 8	13/11/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 9	20/11/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 10	27/11/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 11	04/12/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 12	11/12/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 13	18/12/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Week 14	25/12/2023	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quarter total		0.00	0.00	0.00	0.00	0.00
total		0.00	0.00	0.00	0.00	0.00
Quarter %						
Annual %						

Cancel
Previous page
Next page

Refresh
Save & exit

Total transmission hours

The number of hours the service was broadcasting.

Hours exempted

The number of hours the service is exempt from providing audio; signing or subtitling.

Audio description hours; Signing hours and Subtitling hours

Number of broadcast hours the service provided audio; signing and subtitling.

Total/Percentage

Quarter

This will be the total/percentage for all 13 weeks in the quarter the return relates to.

Year

This is a running total/percentage for the year adding data for previous submissions made in the return year to the current quarter total.

Select the refresh button to calculate this figure.

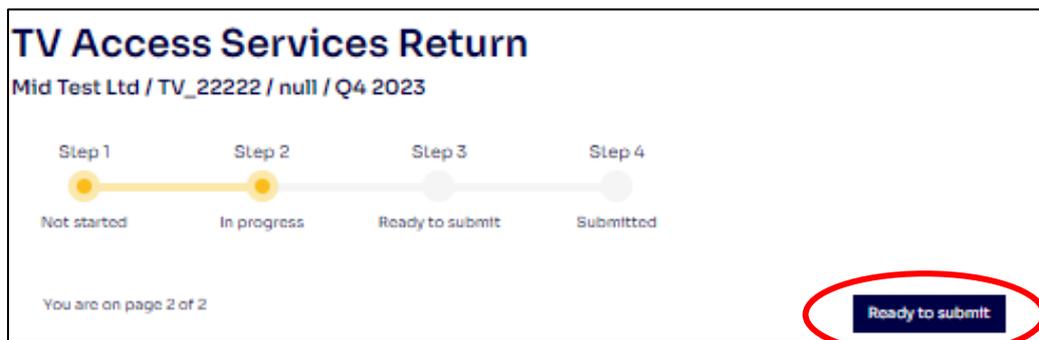
Please note that at this stage the return is not yet submitted. You must now follow the Submitting the Return process detailed in [Section 5](#) to complete your submission.

5. Submitting the Return and logging out

5.1 Submitting the Return

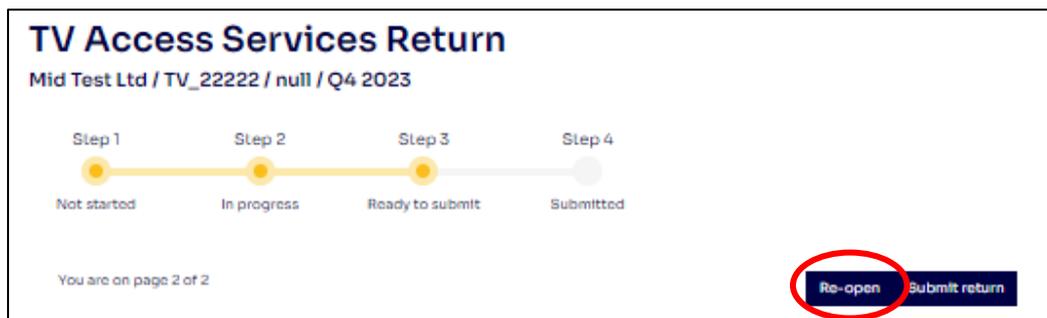
Once you have populated the return, there are **three** more steps before the return reaches Ofcom. If you do not complete these steps, Ofcom will not consider the return submitted.

Step 1: Select “Ready to submit”.



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 before proceeding to Step 2.

On the following page, you also have the option to re-open the return. Selecting this button will re-open the form to make amendments.



Step 2: If you are a Data Submitter, select “Submit return”.

There are differences between the abilities of the Data Provider and Data Submitter roles.

If you are a **Data Provider**, after you have selected “Ready to submit” and arrived at the below page, you will only be able to see the “Re-open” button. At this stage you will need to advise your organisation’s designated **Data Submitter** that they will now need to log into their [Ofcom Online Services Portal MID](#) account to complete the submission process. In the case of larger organisations, your data submitter is typically a Finance Director or equivalent.

If you are a **Data Submitter**, select the “Submit return” button when all the information has been completed to your satisfaction.

TV Access Services Return
Mid Test Ltd / TV_22222 / null / Q4 2023

You are on page 2 of 2

Re-open **Submit return**

Step 3: Check declaration section and confirm.

TV Access Services Return
Mid Test Ltd / TV_22222 / null / Q4 2023

[Quotas](#) / [Transmissions](#)

It is a condition of your broadcasting licence that you must:
** furnish to Ofcom in such a manner and at such times as Ofcom may reasonably require such documents, accounts, returns, estimates, reports, notices or other information as Ofcom may require for the purpose of exercising the functions assigned to it by or under the 1990 Act, the 1996 Act or the Communications Act. **

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 licensed service (named above)
- 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

Phone number

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

Cancel **Confirm**

You will be taken to the final page before submission – the declaration page.

This step should be completed by the person authorised to submit this information on behalf of the organisation. In the case of larger organisations, this might be a Finance Director or equivalent.

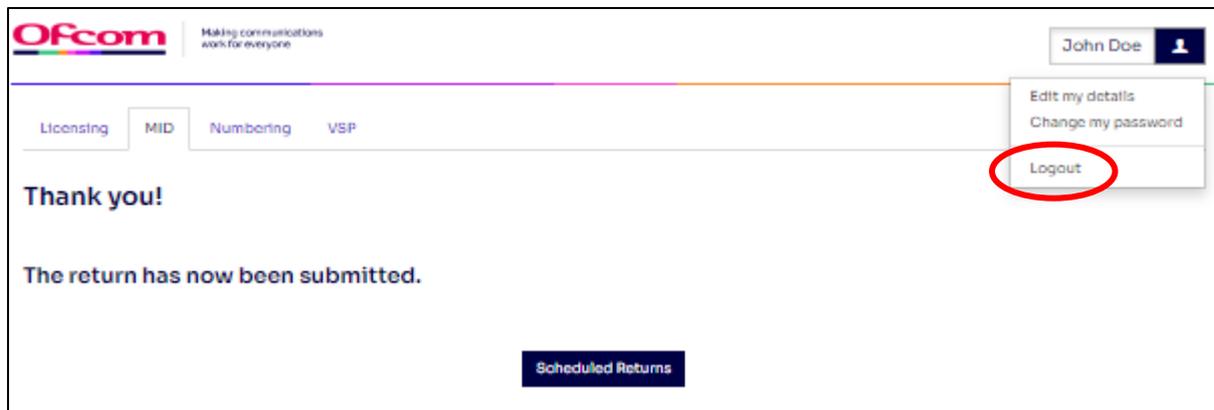
Please ensure all the details on this page are correct. If the details are incorrect, please email TVMID@ofcom.org.uk and we will update these on your behalf (see [page 4](#) for instructions).

You must tick the “I agree” box. Then select “Confirm”.

The return has now been submitted to Ofcom. Once you have submitted the return, you will not be able to amend the figures, unless you contact the TV MID team at TVMID@ofcom.org.uk and request for the return to be re-opened.

5.2 Logging out

To log out at any point, select the avatar by your name and select 'Logout' in the drop-down. Please ensure you save any unsubmitted data before logging out.

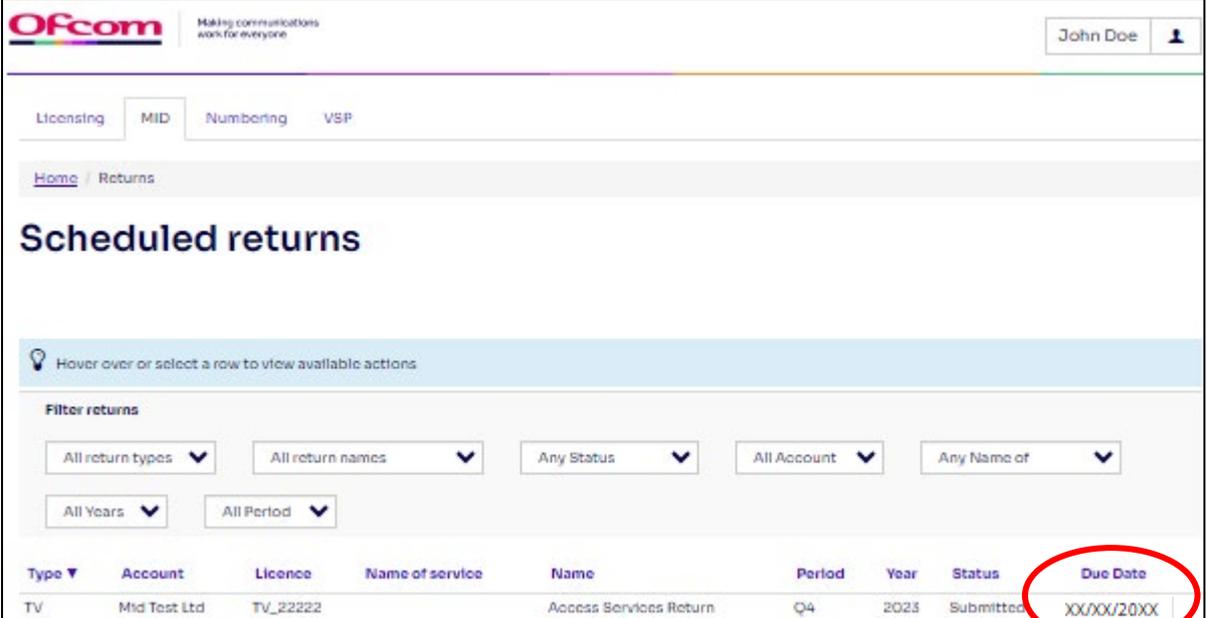


6. Access Services Return – frequently asked questions

6.1 General questions

When is the deadline for completing returns?

The deadline for completing returns will be communicated to you by TVMID@ofcom.org.uk. Alternatively, on the list of returns on your “Scheduled returns” dashboard, there is a “Due date” column which specifies the deadline for completing each return.



The screenshot shows the Ofcom 'Scheduled returns' dashboard. The page includes a navigation bar with 'Licensing', 'MID', 'Numbering', and 'VSP' tabs. Below the navigation bar, there is a breadcrumb trail 'Home / Returns' and a title 'Scheduled returns'. A filter section allows users to filter returns by type, name, status, account, and name of service. The main table displays the following data:

Type	Account	Licence	Name of service	Name	Period	Year	Status	Due Date
TV	Mid Test Ltd	TV_22222	Access Services Return		Q4	2023	Submitted	XX/XX/20XX

Can I resubmit the data if I discover any errors?

If you wish to make any changes to your return after the data has been submitted, please email the Ofcom TV Market Intelligence team at TVMID@ofcom.org.uk to arrange for the submission to be re-opened.

7. Access Services Return – troubleshooting

I cannot input information into the return / the return is blank.

You may have selected “View” on the [Scheduled Returns dashboard](#).

Type ▼	Account	Licence	Name of service	Name	Period	Year	Status	Due Date
TV	Mid Test Ltd	TV_22222		Access Services Return	Q4	2023	Not started	XX/XX/20XX
				View	Complete			

If you select the “View” button, the return will be in view-only mode and you will not be able to edit any of the fields. You will need to return to the dashboard and select “Complete” instead.

I can't change the status of my T&R Return to 'Submitted to Ofcom'.

This may be because you are registered as a **Data Provider**, but not as a **Data Submitter**. The data submitter should be a Finance Director or equivalent. If this is you, please contact us via TVMID@ofcom.org.uk to update your status. If this is not you, please ask your **Data Submitter** to log in to the [Ofcom Online Services Portal MID](#) to complete the submission process. If your organisation's designated Data Submitter has not received login details, please contact us at TVMID@ofcom.org.uk and we will provide them with access.

I registered online, but I can't create a new account.

It is not possible for you to set up a MID account yourself – our team must set it up for you. Please see [Section 2](#) for guidance.

I have completed all the returns for my organisation's channels. Why am I still receiving email reminders?

Submitting the returns is a multi-stage process. It is possible that your returns have not yet been set to “Submitted to Ofcom”, so we have not yet received them. Please refer to the section [Submitting the return](#) for more information.

If you believe this is not the case, it may be that there are outstanding returns still to complete. Refer to the Returns Summary on the [dashboard](#) page to check.