

Premium Data download FAQs

These FAQs are to help support you when ordering Premium data in the OS Data Hub Public Sector Plan from 2 June 2021

Which browsers/devices can I use for ordering data?

The OS Data Hub is compatible with a variety of modern browsers and devices, however when creating data packages to download data, we recommend using a desktop device rather than mobile or touch device due to usability of the drawing tools.

What support is available?

Watch our [How to Download Premium Data video](#). For technical support please contact our Support Team: osdatahubenquiries@os.uk quoting the data package ID.

What can I order?

Premium product data will be available to download, as data packages, on the OS Data Hub from 2 June. As a PSGA member on the Public Sector Plan, you will be entitled to download data for all of Great Britain under the [Public Sector Geospatial Agreement](#). Some premium products will not be available to download on the OS Data Hub, see [How do I order products not available on the OS Data Hub?](#) below.

What premium products and formats will be available to download?

The table below shows the premium products and formats that will be available to download in the OS Data Hub under the PSGA from 2 June. The first column lists the premium products available, and the other columns indicate the data formats that will be available for each product.

Premium Datasets	GML	ESRI Shape file	CSV	Geo-package	geoTIFF	Vector Tiles	MapInfo
1:25 000 Scale Colour Raster	x	x	x	x	Yes ¹	x	x
1:50 000 Scale Colour Raster	x	x	x	x	Yes ¹	x	x
AddressBase	Yes	x	Yes	x	x	x	x
AddressBase Core	x	x	Yes	Yes	x	x	x
AddressBase Premium	Yes	x	Yes	Yes	x	x	x
AddressBase Premium - Islands	Yes	x	Yes	Yes	x	x	x
AddressBase Plus	Yes	x	Yes	x	x	x	x
AddressBase Plus - Islands	Yes	x	Yes	x	x	x	x
Code-Point	x	x	Yes ²	Yes ¹	x	x	x
Code-Point with polygons	x	Yes	x	Yes ¹	x	Yes ¹	Yes
OS Detailed Path Network	Yes	x	x	Yes ¹	x	Yes ¹	x
OS MasterMap Building Height Attribute ³	x	x	Yes	x	x	x	x

OS MasterMap GreenSpace	Yes	Yes	x	Yes ¹	x	Yes ¹	x
OS MasterMap Highways Path Network	Yes	x	x	Yes ¹	x	Yes ¹	x
OS MasterMap Highways Road Network	Yes	x	x	Yes ¹	x	Yes ¹	x
OS MasterMap Highways Road Network with Routing and Asset Management	Yes	x	x	Yes ¹	x	x	x
OS MasterMap Sites Layer ⁴	Yes	x	x	Yes ¹	x	Yes ¹	x
OS MasterMap Topography Layer	Yes	x	x	Yes ¹	x	Yes ¹	x
OS MasterMap Water Network	Yes	x	x	Yes ¹	x	Yes ¹	x
OS VectorMap Local	Yes	x	x	Yes	x	Yes ¹	x
OS VectorMap Local Black and White Raster	x	x	x	x	Yes	x	x
OS VectorMap Local Colour Raster	x	x	x	x	Yes	x	x
OS VectorMap Local Backdrop Colour Raster	x	x	x	x	Yes	x	x

¹ Available from October 2021.

² CodePoint format is 'CSV and NTF'

³ OS MasterMap Building Height Attribute is included as part of the OS MasterMap Topography Layer Product but is supplied as a separate dataset.

⁴ OS MasterMap Sites Layer is part of the OS MasterMap Topography Layer Product but is supplied as a separate dataset.

How do I order products not available on the OS Data Hub?

Some commercial premium products: OS MasterMap Imagery Layer, OS Terrain 5 and Points of Interest are not included in the PSGA and will therefore not be available for download from the OS Data Hub. Customers should continue to use existing systems to order these products.

Can I take data on physical media?

From 2 June the OS Data Hub will support data downloads only. If you can't receive data via download and need data on physical media, then continue to order this on your OS Orders account. This is an exceptions process only for customers who can't receive download data. Please contact us at osdatahubenquiries@os.uk to talk about alternative data delivery requirements.

What is a data package?

A data package is a downloadable file or group of files containing product data you want to receive. There can be more than one version of a data package when new product updates are available to download. To download (order) data, you create a data package in the OS Data Hub for the product you want, and specify the area, format and update cycle. Once the system has fulfilled the data package, you can download it from the data package list, under *Data packages* on the left menu in your OS Data Hub account.

Premium data downloads

Data packages

OS OpenData downloads

← Premium data downloads

Data packages

Get help requesting and downloading data

Find packages

Search by package name, number or product

Data package	Date	Product	Status
ABC 5km download GeoPkg 0040095033	28 Apr 2021	AddressBase Core - 5km DOWNLOAD	Available soon
Bath Highways Paths AOI 0040095020	27 Apr 2021	OS MasterMap Highways Network - Paths	Available soon
SE area - VML 0040095018	27 Apr 2021	OS VectorMap Local	Available soon
1:25 000 Scale Colour Raster 0040095015	27 Apr 2021	1:25 000 Scale Colour Raster	Download
OS VectorMap Local - Colour Raster - Backdrop 0040095014	27 Apr 2021	OS VectorMap Local - Colour Raster - Backdrop	Download
Code-Point with polygons 0040095013	27 Apr 2021	Code-Point with polygons	Download
Test 0040095012	27 Apr 2021	AddressBase Premium - 5km DOWNLOAD	Download
nicky_demo28 0040095003	27 Apr 2021	1:25 000 Scale Colour Raster	Download
Dom Test 27/4/2021 A 0040095002	27 Apr 2021	OS MasterMap Highways Network - Roads	Available soon
nicky_demo27 0040095001	27 Apr 2021	OS VectorMap Local	Available soon

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Data packages list

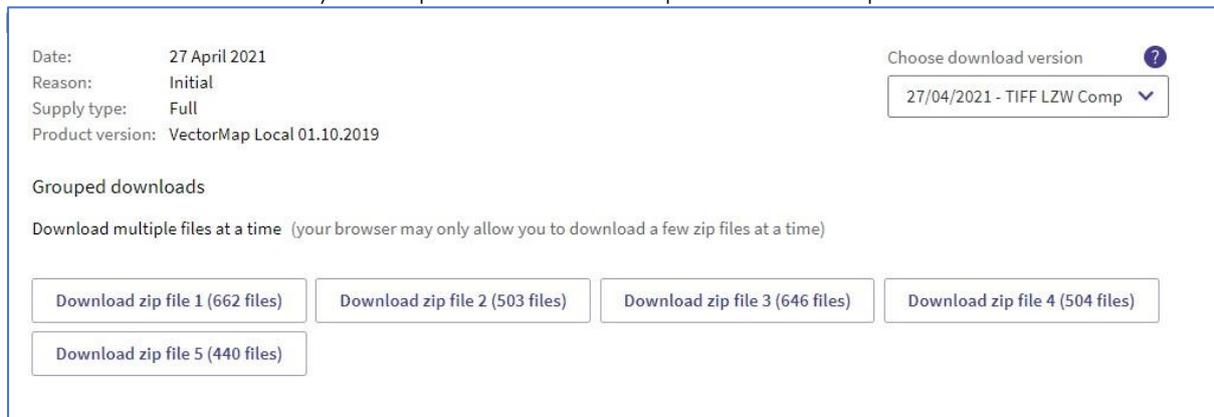
How will I request data for download on the OS Data Hub?

1. Sign in to your PSGA organisation account.
2. Click *Download* on the top navigation bar. You will be taken to the *Premium Data Downloads* catalogue.
3. Search and select the premium product you want.
4. Click *Add data package* button.
5. Enter package name. We suggest using a name that will help you easily identify the data package later. Data package names don't have to be unique.
6. Choose your area. For user defined areas, draw your area of interest using the drawing tools or upload a polygon to the map from the polygon library.
7. Select file format. We show only the available file formats for that selection.
8. Select updates. We show only the available updates for that selection.
9. Click *Create data package* button.
10. The confirmation page tells you the data package is being created, with options to *Add another data package* or click to view the data package status in the data package list. You will also receive a confirmation email when a data package is created.
11. The data package list displays all the data packages for your organisation. Once a data package has been fulfilled, the status will change from 'Available soon' to 'Download'. You will also receive an email when the data package is ready to download.
12. Click the *Download* button to open the data package and download the zip file(s).



How will I download data?

Navigate to *Data packages* on the left menu. In the data package list click the data package name or the *Download* icon to open the data package details. Where multiple individual download files exist for a data package, these are grouped into a zip file for ease of use. Click *Download zip file* to download the data to your required location. Grouped download zip files have a 2GB size



The screenshot shows a user interface for downloading data. On the left, there are details: Date: 27 April 2021, Reason: Initial, Supply type: Full, and Product version: VectorMap Local 01.10.2019. On the right, there is a 'Choose download version' dropdown menu with a question mark icon, currently set to '27/04/2021 - TIFF LZW Comp'. Below this, the section 'Grouped downloads' is displayed. A note states: 'Download multiple files at a time (your browser may only allow you to download a few zip files at a time)'. There are five buttons for downloading zip files: 'Download zip file 1 (662 files)', 'Download zip file 2 (503 files)', 'Download zip file 3 (646 files)', 'Download zip file 4 (504 files)', and 'Download zip file 5 (440 files)'.

Grouped download zip files

Large data sets such as OS MasterMap Topography will have multiple grouped download zip files. **When you get more than one zip file, make sure you load these files in the correct number sequence to your system.**

Are data packages available to download indefinitely?

New data packages and download orders from your OS Orders account are available for 12 months from the initial request date. Product updates are available to download for 12 months from the date the update was produced. If you have not completed your download within this time you will have to create a new data package.

How long will it take for my data package to be available for download?

Our product fulfilment systems remain unchanged and our SLA to customers will continue for data to be available for download within five days from the initial request. Most premium products are fulfilled in less than a day however there can be exceptions for larger and more complex requests. Products that can take longer to fulfil are AddressBase, AddressBase Plus, AddressBase Premium, Code-Point with Polygons and OS MasterMap Topography.

Where will my holdings be?

We don't currently use the term 'holdings' in the OS Data Hub as PSGA members can order data for all of Great Britain under the PSGA.

Where will my orders be?

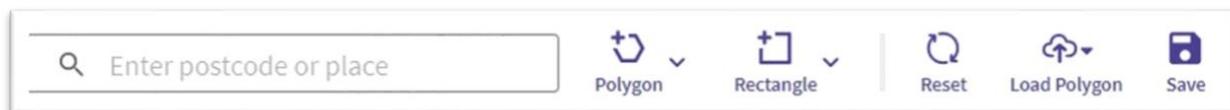
You will be able to access the previous 12 months of download orders created in OS Orders from the data package list, under *Data packages* on the left menu. You will be able to open and view details of these orders.

Where are my contracts?

Data packages created in the OS Data Hub will create a separate contract in our fulfilment system which is linked to your organisation. Your contracts will be each of the data packages in the data package list, under *Data packages* on the left menu.

What drawing tools are available?

You'll see the drawing toolbar when ordering an area of interest. Tooltips are displayed when you hover over each of the icons. The functions currently available are:



Search	Search for postcode or place name using OS Names API to zoom to that location
Polygon+	Add a user defined polygon to the map
Polygon-	Remove all or part of a user defined polygon from the map (click the down arrow to access this function)
Rectangle+	Add a rectangle to the map
Rectangle-	Remove a rectangular area from the map (click the down arrow to access this function)
Reset	Removes all polygons from the map
Load Polygon	Load a polygon from the polygon library or upload a polygon from a file (click the down arrow to access this function)
Save	Saves the drawn polygon on the map to the polygon library

What's in the polygon library?

The polygon library will consist of the following folders:

- My polygons
 - Data packages – polygons from all data packages and OS Orders containing an area of interest
 - Saved - user saved polygons
- Predefined polygons - predefined polygons from OS Boundary Line product and other data sources

How do I upload a file to the polygon library?

If you've drawn a polygon in your own geographic information system (GIS), you can upload the polygon to the map and save this to the polygon library. Files must:

- Use .WKT file format (max file size 2MB).
- Use .SHP file format (max file size 2MB).
- Not contain more than 50,000 points and up to 2,000 polygons for your entire area of interest.

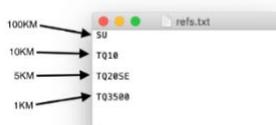
For multiple files, the merged/combined total must meet the total criteria above.

How do I upload a tile list to the polygon library?

If you've created a tile list for your area of interest, you can upload the list to the map. The list must:

- Use .TXT file format with one tile reference per line.
- Contain no more than a maximum number of 2,500 tile references.

A mix of different types of tile reference in the tile list is supported such as SU, TQ10, TQ20SE.



Where will my saved polygons from OS Orders be?

Your saved polygons from the OS Orders polygon library will not be accessible from the OS Data Hub although you can re-use polygons from previous OS Orders. These will be accessible from the Data packages folder in the polygon library.

Where will I be able to view my organisation's data packages?

The data packages list will display all the data packages requested by your organisation. Find them under *Data packages* on the left menu.

Where will I be able to view the data package details?

Navigate to *Data packages* on the left menu. Click the data package link to view the details of an individual data package. You will be able to view the area of interest by clicking *Expand map*.

The screenshot shows the Ordnance Survey Data Hub interface. The top navigation bar includes 'Data Hub', 'API Dashboard', 'Download', 'Docs', 'Support', 'Pricing', and 'Error Reporting'. The left sidebar has 'Premium data downloads', 'Data packages', and 'OS OpenData downloads'. The main content area is titled 'Data package' and shows details for 'nicky_demo_29.1' (ID: 0040095054). A 'Download' button is visible. Below is a map of the area of interest around Edinburgh, with an 'Expand map' button. To the right of the map, the following details are listed: '1:25 000 Scale Colour Raster', 'Area requested: Area of Interest', 'File format: TIFF Packbits Comp.', 'Updates: Not Required', 'Date created: 29 April 2021', and 'Created by: Nicky_psga S @mailinator.com'. Below the map, there is a 'Date: 29 April 2021', 'Reason: Initial', 'Supply type: Full', and 'Product version: 1:25 000 Scale Colour Raster 13.07.2020'. A 'Choose download version' dropdown menu is set to '29/04/2021 - TIFF Packbits Comp.'. Under 'Grouped downloads', there is a 'Download multiple files at a time' note and a 'Download zip file 1 (113 files)' button. Under 'Individual file downloads', there are links for '459674-Order_Details.txt', 'ns41.tif', 'ns42.tif', and 'ns43.tif'.

Data package details

How will I be able to access previous versions of download data?

Navigate to *Data packages* on the left menu. Click the data package link to view all versions of the download data for this data package.

How will I know when a new data package or an update is available to download?

We'll send an email to the organisation's Principal Contact admin user and the person who originally requested the data package to say a new data package, or an update, is available to download. The email will contain a link to that data package.

What email notifications will I get?

See our [table of OS Data Hub roles](#) for details on the email notifications for data packages.

Who can create a data package?

OS Data Hub users with admin or contractor read/write roles can create new data packages for their organisation. See our [table of OS Data Hub roles](#) for more details.

Who can access my data packages?

Any OS Data Hub user within an organisation can view and download data packages for their organisation.

Can I change a data package?

This function is coming soon! At the moment, you can't modify a data package once it has been created. We'll release options to edit the data package format, expand an area of interest and cancel a data package in a future release.

Meanwhile, you can create a new data package to ask for more data or expand your area of interest. To avoid data supply issues, make sure you don't also download the previous data package to your system. Please contact our Support Team at osdatahubenquiries@os.uk if you have any problems.