

Reference: 498192

21 December 2017

Julia Snape

[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

## **Request for information under the Freedom of Information Act 2000**

I write in response to your request for information dated 24 November 2017 which has been considered under the Freedom of Information Act 2000.

### Your request

You have requested the following information:

1. *"A list of the 500 most accessed websites – in terms of pages views (or however you record this) – on computers over the past 12 months (December 2016 to December 2017)"; and*
2. *"the URL of the website and number of times it has been accessed by computers on the network".*

### Ofcom's response

Please find enclosed a list of the 500 most accessed websites by Ofcom staff. This includes the URL of the website and the number of times it has been accessed on the Ofcom network. For ease of reference, we have also provided the category of website. You should note that some sites that are accessed attract 'pop ups (sponsored advertisements)'. Ofcom colleagues would not see these but they generate a 'hit' in terms of the numbers on the attached list.

This covers the period from and including 1 September 2017 up to and including 29 November 2017. We do not hold data for more than 90 days as the security system that provides the data is configured on a rolling 90-day basis.

All colleagues must use Ofcom's information systems in compliance with its policies. These policies state that Ofcom's information systems are provided for use for business purposes, serving the interests of Ofcom and its stakeholders, and that this applies to Ofcom's internet browsing and e-mail systems. Limited personal use of these facilities is allowed but colleagues are reminded that this should be kept to a minimum and should not interfere with day to day work.

Ofcom regulates UK broadcasters and the on-demand services provided by some online providers. That means it is sometimes necessary for some colleagues, particularly in our Content, Standards, Licensing and Enforcement team and in other enforcement areas, to access internet sites containing material which would ordinarily fall outside normal legitimate use. This could include investigation of sellers on certain commercial sites to detect misconduct or unlawful activity. Any use in these circumstances is authorised centrally.

Ofcom also has a strong presence on social media sites, which we use to communicate our work, conduct consumer research, and respond to enquiries from members of the public.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely

## Julia Snape

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF