

Reference: 02090699

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

11 November 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning a market study into the UK cloud market.

We received this request on 14 October 2025 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*In October 2022, Ofcom started a market study into the UK cloud market, which was ultimately referred to the CMA for investigation in October 2023.*

<https://www.ofcom.org.uk/internet-based-services/cloud-services/ofcom-refers-uk-cloud-market-to-cma-for-investigation>

*What was the total cost of the investigation for Ofcom??*

We have interpreted your request to mean the total external cost for the cloud market study. We can confirm that the total external cost of the market study was £353,181.68. This figure does not include Ofcom staff costs.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).