

Reference: 2176857

Information Requests

information.requests@ofcom.org.uk

21 April 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Bot activity, fake accounts, AI generated content.

We received this request on 23 March 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

I am writing to request information under the Freedom of Information Act 2000.

Please provide the following information for the period 1 January 2023 to the present:

*1. The number of complaints, reports, or submissions received by Ofcom that refer to:
bot activity.*

fake or automated accounts.

coordinated inauthentic behaviour.

Please see our response at question 3.

*2. Any internal guidance, definitions, or policy documents used by Ofcom to identify or assess:
automated or bot-driven content.*

AI-generated content on regulated platforms.

Please see our response at question 3.

*3. Any correspondence or formal communications between Ofcom and online platforms regarding:
enforcement actions or concerns relating to bot networks.*

failures to address fake or automated accounts.

We have investigated your request and can confirm we do not hold this information.

*4. Details of any investigations, enforcement actions, or assessments carried out by Ofcom relating to
bot activity or automated influence on platforms. If possible, please provide the information in
electronic format. If this request exceeds the appropriate cost limit, I would be grateful for advice on
how it may be narrowed.*

While we have some information that falls in scope of your request, we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

We hope you find this information helpful [Investigation into the provider of Telegram and its compliance with duties to protect users from illegal content under the Online Safety Act 2023](#)

Yours sincerely,

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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) 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](#).