

Reference: 02194433

Information Requests  
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14 May 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about the use of AI in Ofcom's regulatory functions.

We received this request on 1 May 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*This request concerns Ofcom's use of, and plans to use, artificial intelligence (AI) and automated decision-making tools in its regulatory functions. For the purposes of this request, I define 'artificial intelligence' broadly to include machine learning systems, large language models, natural language processing tools, automated scoring or triage systems, and any other algorithmic tools used to process, analyse or summarise information.*

1. *Please provide a list of all AI tools or systems currently in use or being piloted by Ofcom as at the date of your response, including for each:*
  - a. *The name of the tool or system*
  - b. *The name of the supplier or developer*
  - c. *The date on which use or piloting began*
  - d. *The intended function of the tool (e.g. summarising evidence, analysing data, triaging complaints, drafting reports or decisions)*
  - e. *Whether the tool is being used by staff involved in regulatory functions, back-office staff, or both*
  - f. *The number of Ofcom staff currently using or trialling the tool*
2. *Please provide a list of any AI tools or systems that have been trialled and discontinued by Ofcom since 1 January 2023, including the name of the tool, its supplier, the dates of the trial and the reason for discontinuation.*
3. *Please provide the total expenditure incurred by Ofcom on AI tools, systems or related consultancy from 1 January 2023 to the date of your response, broken down by:*
  - a. *Financial year*
  - b. *Supplier name*
  - c. *Purpose or project description*
4. *Please provide copies of any internal policy, guidance or procedural documents governing:*
  - a. *The use of AI tools in the preparation, drafting or quality assurance of regulatory decisions, reports or publications*
  - b. *The use of AI in the processing or assessment of licence applications or regulatory submissions*
  - c. *The use of AI in triaging or processing complaints or reports from the public*

5. *Has AI been used at any point in the drafting, summarising, editing or quality assurance of any published Ofcom regulatory decision, report or other publication? Please answer yes or no, and if yes, please provide any recorded information summarising the extent and nature of such use, and whether such use is disclosed publicly and, if so, how.*
6. *Does Ofcom have a policy requiring disclosure to regulated entities or the public when AI has been used in the preparation of regulatory decisions or publications? If yes, please provide a copy of that policy. If no, please confirm that no such policy exists.*
7. *Please provide any strategy documents, business cases, project initiation documents or roadmaps relating to the planned expansion of AI use within Ofcom's regulatory functions, produced between 1 January 2025 and the date of your response.*
8. *Please provide any formal or final internal documents produced between 1 January 2026 and the date of your response (for example, briefing papers, programme documents or risk assessments) that set out:*
  - a. *The specific tasks for which AI is intended to replace or supplement staff activity*
  - b. *Any assessment of the risks of using AI in these tasks, including risks to accuracy, consistency or fairness of regulatory decisions*

## **Our response**

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In response to the information requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450, which is equivalent to 18-hours. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

Ofcom has clear policies around its use of AI tools. The scope of your request to include all AI systems and tools in use at Ofcom would include any programmes where AI is embedded, even where this is not the primary function or day to day use of the tool by Ofcom. In order to satisfy your request and provide the required information, we would need to investigate the usage of all of these tools across all our regulatory teams, corporate teams and their subgroups as well as any accompanying projects. We would then need to extract the relevant information and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit of complying with a request.

You may wish to consider submitting a narrower, more focused request. For example, narrowing the scope to a specific AI tool or to a particular area of Ofcom’s regulatory work. We would then consider this under the FOI Act.

Should you decide to make a further request for information, please note that the aforementioned appropriate limit and/or other exemptions to disclosure under the FOI Act may apply.

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](#).