

Reference: 01441161

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5 May 2022

### Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom's IT budget and chatbots. Your request was received on 5 April 2022 and we have considered it under the Freedom of Information Act 2000.

### Your request

*I would like to know the following under the Freedom of Information Act.*

- *Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year*
- *Does your organisation use chatbots?*
- *How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?*
- *Are you team given training on the use of chatbots? If so, can you provide details?*

### Our response

Total budget for Information Technology:

2019/20 - £12.4m

2020/21 - £13.3m (this reflects spending related to Ofcom's new and proposed duties in relation to telecom security and online safety )

2021/22 - £15.9m (this reflects spending related to Ofcom's new and proposed duties in relation to telecom security and online safety)

Ofcom does not use chatbots.

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

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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