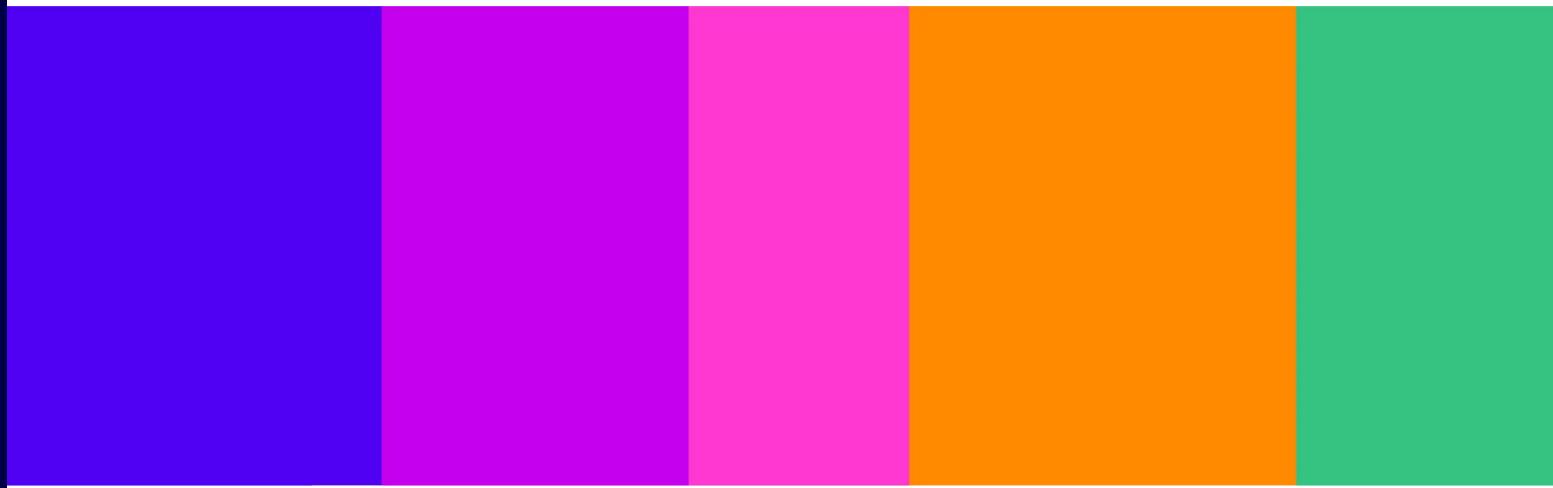




Provisional Decision: Investigation into 4chan Community Support LLC's failure to comply with two statutory information requests

Issued under section 130 of the Online
Safety Act 2023

12 August 2025



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1. Overview

- 1.1 This is a Provisional Notice of Contravention ('**Provisional Decision**') under section 130(1) and 130(3) of the Online Safety Act 2023 (the '**Act**') in respect of 4chan Community Support LLC, which operates the website 4chan.org. For the purposes of this Provisional Decision, 4chan Community Support LLC is referred to as **4chan** unless otherwise stated.
- 1.2 For the reasons given in this document, Ofcom provisionally considers that 4chan has failed to comply with two statutory information requests issued by Ofcom under section 100 of the Act ('**the Notices**').

What we have provisionally decided – in brief

On 14 April 2025, Ofcom issued a statutory information request ('**the First Notice**') to 4chan requiring it to provide us with a copy of the written record of its illegal content risk assessment in respect of 4chan.org by 29 April 2025. Ofcom did not receive a response. On 30 April 2025, Ofcom wrote to 4chan to highlight its failure to respond. On 10 June 2025, Ofcom opened an investigation to determine whether 4chan had failed—or is currently failing—to comply with its obligations under the Act, including its duty to respond to statutory information requests. To date, 4chan has not responded to the First Notice.

On 16 June 2025, Ofcom sent a second statutory information request ('**the Second Notice**') to 4chan, with a deadline of 1 July 2025, which required 4chan to provide information regarding 4chan's qualifying worldwide revenue ('**QWR**'). To date, 4chan has not responded to the Second Notice.

Ofcom has provisionally determined that 4chan has contravened its duties to act in accordance with the requirements of the First Notice and the Second Notice issued under section 100 of the Act, as required by section 102(8)(a) of the Act.

In the event we confirm the above breaches, Ofcom proposes to impose the following:

- A fixed penalty of £20,000 on 4chan in respect of its contraventions of section 102(8)(a).
- A requirement for 4chan to comply with section 102(8)(a) by taking immediate steps to provide Ofcom with:
 - i) a copy of the written record of its illegal content risk assessment(s) in respect of 4chan.org as required by the First Notice; and
 - ii) the information specified in Part 1 of the Second Notice.

As set out in each of the Notices, if 4chan does not consider it holds the relevant information, it must explain why.

- In the event of continuing non-compliance, a daily rate penalty at a rate of £100 per day starting from the day after the date of a confirmation decision by Ofcom in respect of the alleged breaches described in this document until whichever is the sooner of:
 - i) the date the 102(8)(a) duty is complied with in relation to both Notices;
 - ii) the date of the first final decision ending the investigation announced on 10 June 2025 into suspected breaches of section 9(2) and/or 23(2) of the Act;
 - iii) 60 days starting from the day after any confirmation decision relating to this Provisional Decision.

2. Legal Framework

Scope of the Act

2.1 The Act places duties of care on providers of search services and user-to-user services with “links with the United Kingdom”. The duties extend only to the design, operation and use of the service in the UK and, for duties expressed to apply in relation to ‘users’, as it affects the UK users of the service.¹

2.2 A service is a regulated user-to-user service (‘U2U service’) under the Act² if:

- a) It is an internet service³ by means of which content⁴ that is generated directly on the service by a user⁵ of the service or uploaded to or shared on the service by a user of the service, may be encountered⁶ by another user, or other users, of the service.⁷
- b) It has “links with the United Kingdom”; and
- c) It is not an exempt service under Schedule 1⁸ or a service described in Schedule 2 (services combining user-generated content or search content not regulated by the Act with pornographic content that is regulated).⁹

2.3 A U2U service has “links with the United Kingdom” if one or more of the following criteria are met:

- a) The service has a “significant number of United Kingdom users”,¹⁰
- b) “United Kingdom users form one of the target markets for the service (or the only target market)”; or
- c) The service is capable of being used in the United Kingdom by individuals and there are reasonable grounds to believe that there is a material risk of significant harm¹¹

¹ Section 8(3) of the Act.

² Reference in the Act to a U2U service include a service provided from within and outside of the United Kingdom (section 204(1)).

³ Section 228(1) “a service that is made available by means of the internet”.

⁴ “Content” means “anything communicated by the means of an internet service, whether publicly or privately, including written material or messages, oral communication, photographs, videos, visual images, music and data of any description” (section 236(1)).

⁵ “User” is defined in section 227 of the Act and includes registered and unregistered users (section 227(2)).

⁶ “Encounter” in relation to content, means read, view, hear or otherwise experience content (section 236(1)).

⁷ Section 3(1). It does not matter if content is actually shared with another user or users as long as a service has a functionality that allows such sharing, and it does not matter what proportion of content on a service is user-to-user content (section 3(2)).

⁸ Exempt U2U services under Schedule 1 include where the only user-generated content enabled by the service is email, SMS, MSS or one-to-one live aural communication, services where functionalities are limited to posting reviews or comments relating to provider content, where the U2U service is an internal business service, or where it is provided by a public body, and by education or childcare providers.

⁹ Section 4(2).

¹⁰ A “user” is a “United Kingdom user” if the user is an individual in the United Kingdom or an entity incorporated or formed under the law of any part of the United Kingdom (section 227(1)).

¹¹ The Act defines “harm” in section 234(1) as meaning “physical or psychological harm”. Under section 234(10), reference to “risks of harm” is to be read in the same way as “harm”. Section 234 gives further interpretation of risks of “harm” presented by content.

presented to individuals in the United Kingdom by user generated content¹² present on the service.¹³

2.4 Providers of regulated services must comply with the relevant duties in the Act, regardless of whether they are based in the UK or not. The Act treats the “provider” as being the entity that has control over who can use the U2U service (and that entity alone).¹⁴ If no entity has control over who can use the user-to-user part of a U2U service, but an individual or individuals have control over who can use that part, the provider of the service is that individual or those individuals.¹⁵

Ofcom’s information gathering powers and relevant duties on providers

2.5 Under section 100 of the Act, Ofcom may require providers of regulated services and other persons to provide them with any information required for the purposes of exercising, or deciding whether to exercise, any of Ofcom’s online safety functions.¹⁶ This includes any information required for the purposes of assessing compliance with any duty or requirement found in Chapter 2, 3, 4 or 5 of Part 3 of the Act.

2.6 Section 100(4) requires that the powers conferred by section 100(1) of the Act be exercised in a way that is proportionate to the use to which the information is to be put in the exercise of Ofcom’s functions.

2.7 Under section 102(8)(a) of the Act, a person who receives an information notice under section 100 of the Act has a duty to act in accordance with the requirements of the notice. This includes responding to the information notice by the deadline set out in the notice.

Service of notices

2.8 Section 208(2)(d) of the Act allows Ofcom to serve a notice by sending it by email to a person’s email address.

2.9 Under section 208(10) of the Act, a person’s email address for this purpose is: (a) any email address published for the time being by that person as an address for contacting that person; or (b) if there is no such published address, any email address by means of which

¹² Under section 4(8), “user generated content” has the meaning in section 55(3) and (4). Under those sections, it is content that (a) that is (i) generated directly on the service by a user of the service or uploaded to or shared on that service by a user of the service and (b) that may be encountered by another user, or other users, of the service by means of the service. It includes content generated, uploaded or shared by means of software or an automated tool applied by the user. Section 55(4)(b) addressed when a bot or automated tool is regarded as a user.

¹³ Section 4(6).

¹⁴ Section 226(2). “Entity” means a body or association of persons or an organisation, regardless of whether the body, association or organisation is formed under the law or any part of the UK or of a country outside the UK, or a legal person under the law which it is formed” (section 236(1)).

¹⁵ Section 226(3).

¹⁶ Section 100(5) sets out the persons to whom Ofcom has the power to issue an information notice under the Act. Ofcom’s power to request information includes, under section 204(2) a power to request documents held outside the UK.

Ofcom believes, on reasonable grounds, that the notice will come the attention of that person or (where that person is an entity) any director or other officer of that entity.¹⁷

2.10 Under section 208(11) a notice sent by email is treated as served 48 hours after it was sent, unless the contrary is proved.

Ofcom's powers to issue Provisional Decisions

2.11 Ofcom has powers under section 130(1) of the Act to issue a Provisional Decision relating to a regulated service to the provider of the service if they consider that there are reasonable grounds for believing that the provider has failed, or is failing, to comply with any enforceable requirement under section 131 that applied in relation to the service. Section 102(8) is an enforceable requirement.

2.12 A Provisional Decision made by Ofcom under section 130 of the Act may specify the steps the person needs to take to comply with the duty or requirement or remedy the failure to comply.¹⁸ It may also specify that Ofcom proposes to impose a penalty.¹⁹

2.13 Where Ofcom proposes to impose a penalty on the person, the Provisional Decision must set out the reasons why Ofcom proposes to impose a penalty; whether this is to be a single amount, or daily rate, or both; the amount and reasons for the proposed penalty (including in relation to a daily rate, the daily rate and how the penalty would be calculated and the period for which Ofcom propose that the penalty should be payable); and the reasons for the proposed amount of the penalty, including any aggravating or mitigating factors that Ofcom proposes to take into account.²⁰

¹⁷ Section 208 of the Act defines “officer” in relation to an entity, as including a director, a manager, a partner, an associate, a secretary or, where the affairs of the entity are managed by its members, a member.

¹⁸ Section 130(6).

¹⁹ Section 130(6).

²⁰ Section 130(7).

3. Background

3.1 4chan.org is a forum-based site that allows users to post images and text to sub-forums that can then be viewed by other users on the site. 4chan.org is provided by 4chan.²¹

Correspondence with 4chan prior to the requests for information

3.2 As part of Ofcom's efforts to promote compliance across industry with the duties under the Act, before the duties came into effect we sought to engage with providers of certain services, including 4chan.

3.3 On 27 March 2025, Ofcom's Supervision team contacted 4chan by email offering an introductory meeting and informing 4chan that we considered 4chan.org to be within scope of the Act. We explained 4chan's duties under the Act, in particular the requirement to complete its illegal content risk assessment in respect of 4chan.org and the consequences of a failure to comply.²² We also explained Ofcom's information gathering powers and notified 4chan of the upcoming information request. On 8 April 2025, Ofcom contacted 4chan again to reiterate the offer of a meeting.

3.4 We sent the First Notice to 4chan, requesting their illegal content risk assessment in respect of 4chan.org, on 14 April 2025 and the Second Notice, requesting 4chan's QWR, on 16 June 2025.²³

3.5 We have not received any response to any of our correspondence with 4chan.

Correspondence with Capitol Services, Inc.

3.6 During the course of the investigation, we identified that 4chan has a registered agent under the law of the State of Delaware: Capitol Services, Inc ('**Capitol Services**').²⁴ Accordingly, and having received no reply to the three email addresses published by 4chan itself for contact, we emailed Capitol Services on 9 July 2025 using two email addresses it publishes.²⁵ In these emails, we sent a copy of the initial emails to 4chan, copies of the Notices, the failure to respond to an information notice letter and the case opening letter.²⁶

²¹ 4chan Community Support LLC is expressly referenced as the owner of the copyright of 4chan.org at the bottom of the same 'contact' section of 4chan.org (stating "*Copyright 2003-2025 4chan community support LLC. All rights reserved*". In the 'legal' section of 4chan.org it again makes reference to the provider, "4chan community support LLC ("Company" or "we")". See documents 2 and 3 within Annex 4.

²² Email sent from Ofcom's Supervision function (OSS_5@ofcom.org.uk) to 4chan via contact@4chan.org on 27 March 2025.

²³ See 'Ofcom's provisional findings' for more information.

²⁴ The Delaware Registry lists Capitol Services Inc. as the Registered Agent, responsible for receiving and forwarding legal documents and correspondence, for 4chan Community Support LLC. See document 8 within Annex 4 and <https://icis.corp.delaware.gov/ecorp/entitysearch/NameSearch.aspx>

²⁵ The two Capitol Services email addresses we used appear on the Delaware page of Capitol Services' own website - <https://www.capitalservices.com/contact-us/delaware-service-team/>.

²⁶ Email from OnlineSafetyEnforcement@ofcom.org.uk to delawarecorp@capitalservices.com, info@capitalservices.com, advertise@4chan.org; press@4chan.org; bizdev@4chan.org dated 9 July 2025.

3.7 On 9 July 2025, we received a response from Capitol Services, which confirmed the email "has been received and forwarded to our contact at 4chan".²⁷ Having received no response from 4chan, we sent a further email to Capitol Services on 21 July 2025.²⁸ As at the date of this Provisional Decision, we have not received any response from 4chan.

Application of the Act to 4chan

4chan.org is a regulated U2U service

3.8 4chan.org is a regulated U2U service within the meaning of section 4(2) of the Act because it is an internet service through which "content" (e.g. written material and images) can be generated or shared by users of the service and "encountered" (e.g. read or viewed) by other users of the service.

4chan.org has "links with the United Kingdom"

3.9 4chan.org is in scope of the Act and has "links with the UK"²⁹ as: i) it has a significant number of UK users; ii) UK users form one of its target markets; and/or iii) it is capable of being used by users in the UK and there are reasonable grounds to believe that there is a material risk of significant harm to individuals in the UK presented by user-generated content present on the service.

i) 4chan.org has a significant number of UK users

3.10 The Act does not define what is meant by a 'significant number' of UK users for the purposes of considering whether a service has 'links with the United Kingdom'. We consider that the concept of "significant number of UK users" should be understood as meaning that the number of UK users on the service is material in the nature and context of the service in question, rather than the number of UK users of the service necessarily being a large or substantial number.³⁰

3.11 We have found different sources regarding the number of UK users on 4chan.org. 4chan.org states that the site has 20,000,000+ unique visitors per month and that 7% of its user base is UK users.³¹ Data from Similar Web suggests that from June 2024 to June 2025 the number of monthly UK users that visited 4chan.org varied between around 265,000 and 360,000.³² We consider that a UK user base in the hundreds of thousands is, of itself, a significant number within the meaning of section 4(5)(a) of the Act.

ii) UK users form one of 4chan.org's 'target markets'

3.12 We consider that UK users form one of 4chan.org's 'target markets' for the purposes of section 4(5)(b) of the Act.

²⁷ Email from Capitol Services to OnlineSafetyEnforcement@ofcom.org.uk dated 9 July 2025.

²⁸ Email from OnlineSafetyEnforcement@ofcom.org.uk to Capitol Services dated 21 July 2025.

²⁹ See paragraph 2.3 above.

³⁰ See paragraph 3.31 of <https://www.ofcom.org.uk/siteassets/resources/documents/consultations/category-1-10-weeks/statement-age-assurance-and-childrens-access/guidance-on-highly-effective-age-assurance-and-other-part-5-duties.pdf?v=388810>

³¹ See document 7 in Annex 4.

³² Data provided by SimilarWeb covering the time period June 2024 to June 2025.

3.13 The Act does not define what constitutes a “target market”. However, we consider that a ‘target market’ relates to a specific group of people (or organisations) that a provider is aiming its service toward.³³ Our view is that there are a variety of factors which could indicate the UK is a target market for a service, including if the service in question:

- is designed for UK users;
- is promoted or marketed toward UK users;
- generates revenue from UK users either directly (e.g. via subscriptions or sales) or indirectly (e.g. through advertising to UK users, including people or organisations);³⁴
- includes functionalities or content that is tailored for UK users; or
- has a UK domain or provides a UK contact address and/or telephone contact number.

3.14 In this case, we consider that 4chan.org includes UK users as one of its target markets as the ‘advertising’ section of 4chan.org markets the platform to advertisers on the basis that 7% of its demographic are from the UK, the second largest percentage behind the US.³⁵

³³ See paragraphs 3.33 and 3.34 of our [Guidance on highly effective age assurance and other Part 5 duties](#).

³⁴ See document 7 within Annex 4.

³⁵ See document 7 within Annex 4.

4. Ofcom's provisional findings

Ofcom's power to require information

The First and Second Notices

- 4.1 The First Notice sought a copy of the written record of the illegal content risk assessment in respect of 4chan.org, which 4chan had a legal obligation to carry out under section 9(2) of the Act, and to make and keep a record of under section 23(2) of the Act.
- 4.2 Ofcom sent the First Notice to 4chan on 14 April 2025 via email to the following three email addresses: advertise@4chan.org, press@4chan.org and bizdev@4chan.org. We were not notified that delivery of the email had failed to any of these email addresses. Each of these email addresses were located on the 'contact' section of the relevant U2U service, 4chan.org, and no other contact details are published.³⁶ Therefore, we provisionally consider that serving the First Notice through these email addresses enabled the First Notice to come to the attention of 4chan, as the provider of 4chan.org, within the meaning of section 226 of the Act.
- 4.3 On 10 June 2025, Ofcom opened investigations into whether 4chan had failed to respond to a statutory information request; failed to complete and keep a record of a suitable and sufficient illegal content risk assessment; and failed to comply with the safety duties about illegal content.³⁷ The Second Notice sought information relevant to the imposing of a penalty at the end of an investigation; specifically, details regarding 4chan's QWR.
- 4.4 Ofcom similarly sent the Second Notice to 4chan on 16 June 2025 via email to the following three email addresses: advertise@4chan.org, press@4chan.org and bizdev@4chan.org. We were not notified that delivery of the email had failed to any of these email addresses. Each of these email addresses were located on the 'contact' section of the relevant U2U service, 4chan.org and no other contact details are published.³⁸ Therefore we provisionally consider that on 18 June 2025 serving the Second Notice through these email addresses enabled the Second Notice to come to the attention of 4chan, as the provider of 4chan.org, within the meaning of section 226 of the Act.
- 4.5 We consider that service of each of the Notices on 4chan was effective through these communications 48 hours after each of the Notices were issued to these email addresses, in accordance with section 208 of the Act. However, for completeness, on 9 July 2025, we forwarded all previous correspondence and copies of the Notices to DelawareCorp@capitolservices.com and INFO@capitolservices.com.
- 4.6 Capitol Services responded on 9 July 2025 to say that it had received our email and forwarded it to its contact at 4chan.

³⁶ Ofcom's correspondence was addressed to advertise@4chan.org, press@4chan.org and bizdev@4chan.org. These emails were found on the 'Contact' page of the 4chan.org site. See document 1 in annex 4.

³⁷ [Investigation into 4chan and its compliance with duties to protect its users from illegal content - Ofcom](#).

³⁸ Ofcom's correspondence was addressed to advertise@4chan.org, press@4chan.org and bizdev@4chan.org. These emails were found on the 'Contact' page of the 4chan.org site. See document 1 in annex 4.

Provisional Decision on section 102(8)

4.7 For the reasons set out below, Ofcom considers that there are reasonable grounds for believing that 4chan has failed – and is continuing to fail – to comply with the duty set out within section 102(8)(a) of the Act in respect of the First Notice and the Second Notice.

First Notice

4.8 4chan was required to provide the information set out in the First Notice by 29 April 2025. 4chan did not provide the information by that deadline and, as at the date of this Provisional Decision, we have still not received the required information from 4chan.

Second Notice

4.9 4chan was required to provide the information set out in the Second Notice by 1 July 2025. 4chan did not provide the information by that deadline and, as at the date of this Provisional Decision, we have still not received the required information from 4chan.

5. Remedy and Penalty

Remedy

5.1 Section 133 of the Act gives Ofcom the power to require that the provider of a regulated service take steps to comply with a notified requirement or remedy the failure to comply with a notified requirement – in this case, section 102(8)(a) of the Act. Where a confirmation decision requires a person to take steps for the purpose of complying with an information duty, section 133(5) of the Act allows Ofcom to require the person to take those steps immediately.

5.2 Given that Ofcom's powers under section 100 of the Act are crucial to Ofcom's ability to effectively regulate the online sector, it is important that providers of regulated services submit required information to allow Ofcom to fulfil its duties. As such, Ofcom proposes to require 4chan to act in accordance with the requirements of the Notices by:

- a) First Notice: immediately taking steps to submit a copy of the written record of its illegal content risk assessment in respect of 4chan.org to Ofcom; and
- b) Second Notice: immediately taking steps to submit the information requested in Annex 1 of the Second Notice to Ofcom.

As set out in each of the Notices, if 4chan does not consider it holds the relevant information, it must explain why.

5.3 These requirements would come into effect from the date of issue of the confirmation decision to which they relate.

Penalty

5.4 Under the Act, Ofcom can, in a confirmation decision, impose a single penalty amount and/or a daily rate penalty (or a combination of both), depending on what is proposed in the provisional notice of contravention.³⁹

5.5 A single penalty amount is one amount covering the specified breaches.⁴⁰ A daily rate penalty may be imposed where the contravention that Ofcom has identified is continuing and the confirmation decision requires the subject of the decision to take action to bring itself into compliance. A daily penalty will be payable for the period specified in the decision, which will generally be until the date on which the subject takes the action required in the decision to bring it into compliance.⁴¹

5.6 Section 143 of the Act and Schedule 13 to the Act set out the principles that apply when determining the amount of any penalties to be imposed upon a person. In particular, paragraph 2(4) of Schedule 13 to the Act requires that a penalty must be of an amount that Ofcom consider to be appropriate and proportionate to the failure (or failures) in respect of which it is imposed.

³⁹ Section 137(1).

⁴⁰ Section 130(7)(b) and 137(1)(a).

⁴¹ See section 130(7)(b), section 137(1)(b), (2) and (8) and [Online Safety Enforcement Guidance](#), para 6.43.

5.7 Paragraph 2(1) of Schedule 13 to the Act requires that in determining the amount of a penalty to be imposed on a person, Ofcom must take into account any representations made, and evidence provided, by the person, and the effects of the failure (or failures) in respect of which the penalty is imposed.⁴²

5.8 In considering the appropriate level of penalty, Ofcom will also take into account the principles set out in our [Penalty Guidelines](#) published under section 392 of the Communications Act 2003.⁴³

5.9 The maximum penalty Ofcom can impose on a person in respect of a regulated service is £18 million, or 10% of the person's qualifying worldwide revenue for the person's most recent complete accounting period, whichever is greater.⁴⁴ Ofcom's [Online Safety Fees & Penalties Statement](#) defines a provider's "qualifying worldwide revenue" as the total amount of revenue the provider receives during the qualifying period that is referable to the regulated service.⁴⁵ Revenue is treated as referable to a regulated U2U service only if and so far as it arises in connection with the provision of those parts of the regulated service where regulated user-generated content may be encountered.⁴⁶

Penalty considerations

It is appropriate to impose a financial penalty in this case

5.10 Ofcom provisionally considers that it would be appropriate to impose penalties for the contraventions identified in this case, for the following reasons:

- Gathering accurate and timely information is critical to Ofcom's functions:** Ofcom's powers under section 100 of the Act are crucial to Ofcom's ability to effectively regulate the online sector and protect UK users from priority illegal content. A contravention of a requirement to provide information in the manner and form required under section 102(8) is inherently a serious matter as it materially hinders Ofcom's ability to carry out its functions, including our ability to assess 4chan's compliance with its duties under the Act.

⁴² Schedule 13, para 2(1). Where the penalty is imposed in a confirmation decision, Ofcom must also take into account any steps taken by the person towards complying with the duty or requirement specified in the provisional notice of contravention or to remedy the failure (Schedule 13, para 2(3)).

⁴³ Schedule 13, para 2(5) and [Online Safety Enforcement Guidance](#), para 6.43.

⁴⁴ Schedule 13, para 4(1). Under section 85(1)(a) of the Act Ofcom has a power to make regulations for the purposes of determining the qualifying worldwide revenue of a provider of a regulated service for an accounting period. Ofcom will also make regulations determining the qualifying worldwide revenue for the purposes of considering financial penalties for group entities, see ss 85(1)(a)&(6) and paragraph 5(9), Schedule 13 to the Act. On 26 June 2025, Ofcom published its [statement on the implementation of the fees and penalties regime](#) under the Act, including draft Online Safety Act 2023 (Qualifying Worldwide Revenue) Regulations 2025 which were laid before Parliament on 26 June 2025. These regulations will come into force 21 days after the date on which they are made.

⁴⁵ [Annex 3](#) to Ofcom's 26 June 2025 statement on online safety fees and penalties. See also Online Safety Act 2023 (Qualifying Worldwide Revenue) Regulations 2025, para 6 (2), read with Schedule 13, para 4(9) of the Act.

⁴⁶ "Regulated user-generated content" is defined in section 55(2) of the Act to mean user-generated content, except emails, SMS messages, MMS messages, one-to-one live aural communications, comments and reviews on provider content, identifying content that accompanies such content, and news publisher content. Online Safety Act 2023 (Qualifying Worldwide Revenue) Regulations 2025, para 4(2).

- b) **4chan was made aware of its obligations under the Act on multiple occasions:** As set out at paragraphs 3.2 – 3.7 above, Ofcom has repeatedly attempted to make contact with 4chan from 27 March 2025, when we offered an introductory meeting to discuss compliance, informed it we considered 4chan.org to be in scope of the Act, and notified it of an upcoming information request. On 9 July 2025, we also forwarded the correspondence to Capitol Services, 4chan's registered agent, which confirmed it had been passed to 4chan.
- c) **Imposing a penalty would deter 4chan – and the wider sector – from future contraventions:** As set out in our Penalty Guidelines, the central objective for imposing a financial penalty is to effectively deter contraventions of regulatory requirements. We consider that imposing a financial penalty in this case would incentivise 4chan's management to take appropriate steps to ensure that it complies in future. It would also ensure that both 4chan and the wider sector understand how seriously Ofcom takes compliance with these duties.

Amount of penalty

5.11 Ofcom has published Penalty Guidelines which set out the factors we may take into account when determining the appropriate amount of a financial penalty.⁴⁷ In accordance with paragraph 2(5) of Schedule 13 to the Act, section 392 of the Communications Act 2003, and our Online Safety Enforcement Guidance,⁴⁸ we have had regard to the Penalty Guidelines and have set out below our consideration of these factors, to the extent that they are relevant to this case. We have also considered whether there are any relevant precedents, noting that while past decisions may be relevant, they are not binding and Ofcom may, considering the circumstances of each case, impose higher penalties in future cases than in previous ones to secure effective deterrence.⁴⁹ On the basis of the various elements considered in this section of our Provisional Decision, we provisionally consider that the amount of penalty proposed in this case is both appropriate and proportionate, while being sufficiently high to effectively deter future breaches.

Deterrence

5.12 As set out in our Penalty Guidelines, the central objective of imposing a penalty is deterrence.⁵⁰

5.13 Any penalty we impose should be sufficiently high to both deter a provider of a regulated service from contravening regulatory requirements, and to deter the wider industry from doing so. The level of the penalty should be high enough that the provider recognises that it is not more profitable for a business to break the law and pay the consequences than it is to comply with the law in the first instance, therefore encouraging good practice and a culture of compliance across the organisation.⁵¹

5.14 As a general matter, we are of the view that the need for deterrence in any penalty set for a contravention of information requirements is important as information notices are

⁴⁷ [Penalty-guidelines-september-2017.pdf \(ofcom.org.uk\)](#).

⁴⁸ Ofcom is required to have regard to these penalty guidelines when determining the amount of any penalty under s. 392(6) Communications Act 2003; see also paragraph 6.42 of our Online Safety Enforcement Guidelines.

⁴⁹ See paragraph 1.3 of [Penalty-Guidelines-September-2017.pdf \(ofcom.org.uk\)](#).

⁵⁰ See paragraph 1.11 of [Penalty-Guidelines-September-2017.pdf \(ofcom.org.uk\)](#).

⁵¹ See paragraph 1.5 of [Penalty-Guidelines-September-2017.pdf \(ofcom.org.uk\)](#).

fundamental to Ofcom's regulatory functions, including in the context of online safety regulation.

Seriousness, harm and culpability

Seriousness

- 5.15 Ofcom's powers under section 100 of the Act are crucial to Ofcom's ability to effectively perform its functions under the Act. A contravention of a requirement to provide information in the manner and form required under section 102(8) is therefore inherently a 'serious' matter as it materially hinders Ofcom's ability to carry out its functions.⁵²
- 5.16 Ofcom provisionally considers that the continuing failure to provide the specified information in the First Notice materially hinders our ability to assess 4chan's compliance with its duties under the Act, and therefore to ensure that UK users are protected from priority illegal content. This is a serious failure.
- 5.17 Ofcom provisionally considers that the continuing failure to provide the specified information in the Second Notice materially hinders our ability to assess 4chan's financial position for the purpose of determining the appropriate level of a financial penalty should we consider it necessary to impose one.

Harm

- 5.18 We have also considered the degree of harm, whether actual or potential, caused by the alleged contravention.⁵³
- 5.19 The protection of UK users from priority illegal content is a cornerstone of the online safety regime in the UK, as provided for in the Act, and is therefore a fundamental priority for Ofcom in exercising our functions under the Act. Ensuring that providers comply with their duties under the Act to address illegal content on their services is central to securing Parliament's intention to create a safer life online for UK users.
- 5.20 As a result of 4chan's failure to provide the information requested in the First Notice, Ofcom was not able to assess the measures put in place by 4chan (if any) to protect users from illegal content on 4chan.org. This has had an impact on our ability to effectively regulate the online sector in line with our statutory duty to ensure the adequate protection of citizens from harm presented by content on regulated services, through the appropriate use by providers of such services of systems and processes designed to reduce the risk of such harm.⁵⁴

Culpability

- 5.21 In line with our Penalty Guidelines, we have considered the extent to which the contraventions occurred deliberately or recklessly, including the extent to which senior

⁵² See section 1.12 of <https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/policies/penalty-guidelines/penalty-guidelines-september-2017.pdf?v=322695> Penalty-Guidelines-September-2017.pdf (ofcom.org.uk)

⁵³ See section 1.12 - [Penalty-Guidelines-September-2017.pdf](https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/policies/penalty-guidelines/penalty-guidelines-september-2017.pdf?v=322695) (ofcom.org.uk)

⁵⁴ See section 3(2)(g) of the Communications Act 2003.

management knew, or ought to have known, that a contravention was occurring or would occur - culpability.⁵⁵

5.22 As set out at paragraph 3.3 above, 4chan was directly notified by Ofcom of the changes introduced by the Act and its obligations in respect of conducting an illegal content risk assessment before we issued the First Notice.⁵⁶ We also took steps to contact it via its publicly listed registered agent, Capitol Services, which confirmed it had forwarded our correspondence to 4chan. We provisionally consider that our correspondence should therefore have come to the attention of 4chan's senior management, who ought to have known that a contravention was occurring or had occurred.

The size and financial position of 4chan

5.23 4chan.org appears to be a small to medium sized service in terms of user numbers.

5.24 Ofcom requested financial information about 4chan in the Second Notice but received no response. We were not able to find reliable revenue information for 4chan.

5.25 Absent this information, we have therefore been unable to consider 4chan's financial position when determining the proposed penalty. However, 4chan has the opportunity to provide representations in response to this Provisional Decision on the amount of the penalty.

Precedent

5.26 This is the first penalty Ofcom is proposing under the Act for a breach of section 102(8) and there are therefore no directly comparable precedents. In assessing what is an appropriate penalty in this case, we considered penalties imposed for information breaches in other sectors, noting that we may depart from previous practice where appropriate. We provisionally consider that the proposed penalties are proportionate and appropriate in the facts and context of this case for the reasons set out in this section.

Additional considerations

Co-operation with investigation

5.27 As noted above, 4chan has not responded to any of our correspondence in relation to the investigation and has not co-operated with Ofcom throughout the investigation process. We have therefore considered 4chan's lack of engagement and its lack of co-operation with our investigation as an aggravating factor when determining what we consider to be an appropriate penalty.

Gain

5.28 By failing to comply with the requirements under section 102(8) of the Act, the only gain that we consider 4chan achieved was in the form of avoiding the costs associated with compliance, however, we consider these would have been negligible.

⁵⁵ By 'culpability' we mean 'the extent to which the contravention occurred deliberately or recklessly, including the extent to which senior management knew, or ought to have known, that a contravention was occurring or would occur', taken from [Penalty-Guidelines-September-2017.pdf \(ofcom.org.uk\)](#)

⁵⁶ Email sent from Ofcom's Supervision function (OSS_5@ofcom.org.uk) to 4chan via contact@4chan.org on 27 March 2025.

Previous breaches

5.29 Ofcom has not previously found 4chan to be in breach of the Act.

Proposed penalty

5.30 We have reasonable grounds to believe that 4chan has failed to comply with section 102(8) of the Act on two separate occasions. However, in this instance we provisionally consider that it is appropriate to impose a single penalty covering both breaches. This decision is on the basis that the purpose of the Second Notice was issued to understand 4chan's QWR for the purpose of assessing a penalty in relation to its failure to comply with the First Notice.

5.31 Taking into consideration the factors set out above, Ofcom proposes to impose a financial penalty that has both a single and daily rate element. The daily rate aims to incentivise 4chan to comply with its duties under the Act as soon as possible, while acknowledging that a single penalty is appropriate to the seriousness of the failures to comply with section 102(8) to date and to incentivise 4chan to take steps to comply with future information notices.

5.32 Ofcom therefore proposes to impose a fixed penalty of £20,000 on 4chan in respect of its contravention of section 102(8)(a).

5.33 In the event of continuing non-compliance, Ofcom also proposes to impose a daily rate penalty at a rate of £100 per day starting from the day after the date a confirmation decision is issued in respect of the breaches provisionally described in this document until whichever is the sooner of:

- i) the date the 102(8)(a) duty is complied with in relation to both Notices;
- ii) the date of the first final decision ending the investigations announced on 10 June 2025 into suspected breaches of section 9(2) and/or 23(2) of the Act; or
- iii) 60 calendar days starting from the day after a confirmation decision in relation to this Provisional Decision.

5.34 We consider that capping the daily rate penalty at 60 calendar days is more appropriate and proportionate than a penalty that continues until the section 102(8)(a) duty is complied with.

5.35 Ofcom is minded to require 4chan to pay the fixed penalty by no later than one calendar month from the date of any confirmation decision under section 132 of the Act and to pay the total daily rate penalty by no later than one calendar month from the final day on which a daily rate penalty is incurred.

6. Representations

Representations on the matters set out in this Provisional Decision – next steps

- 6.1 4chan has until 5pm BST on 26 August 2025 (the “Deadline”) to make written representations, including any supporting evidence as appropriate, to Ofcom about the matters set out in this Provisional Decision, including the proposed financial penalties.
- 6.2 4chan may also make oral representations to us in relation to these matters and has until 5pm BST on 26 August 2025 to inform Ofcom if it wished to do so. The oral hearing would then take place around 10 working days after the Deadline. Please see our Enforcement Guidelines for more detail around oral hearings.

Interpretation

- 6.3 Words of expressions used in the Provisional Decision on the breach and penalty have the same meaning as in the Act except as otherwise stated.

A1. The First Notice to 4chan (issued under section 100 of the Act)

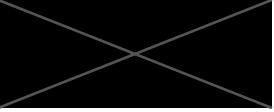
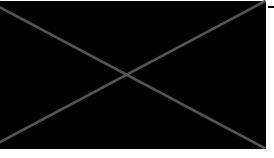
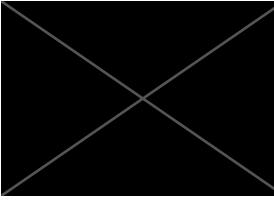
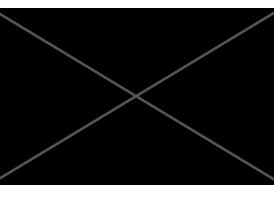
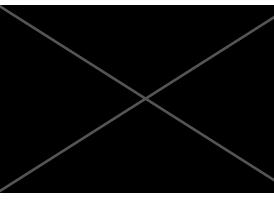
Please see the PDF titled 'First Notice' dated 14 April 2025 attached to this document.

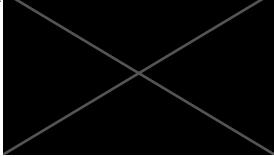
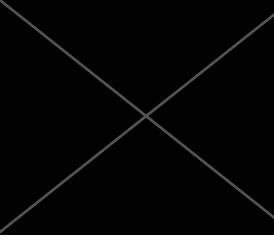
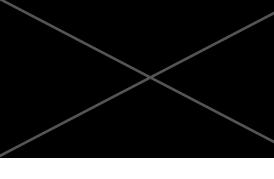
A2. The Second Notice to 4chan (issued under section 100 of the Act)

Please see the PDF titled 'Second Notice' dated 16 June 2025 attached to this document.

A3. Correspondence with 4chan

This annex sets out the date, subject and content of Ofcom's correspondence with 4chan from March 2025 onwards and includes details of the email addresses the correspondence was sent from and to.

Date	Subject	From	To	Content
27 March 2025	Engaging with Ofcom on Online Safety	OSS_5@ofcom.org.uk		<p>In this email Ofcom offered 4chan a meeting to discuss compliance, and informed 4chan about the upcoming information request as part of the Risk Assessment Enforcement Programme as well as 4chan's duty in relation to formal information notices.</p> <p>Ofcom received no response to this email.</p>
8 April 2025	Engaging with Ofcom on Online Safety	OSS_5@ofcom.org.uk		<p>In this email Ofcom reiterated the offer made on 27 March 2025 for a meeting to discuss the upcoming information request.</p> <p>Ofcom received no response to this email.</p>
14 April 2025	4chan s100 Final Notice	riskassessmentprogramme@ofcom.org.uk		<p>In this email Ofcom issued a formal information notice to 4chan under section 100 of the Act (the "First Notice", see Annex 1). The First Notice required the information to be provided by 11:00 GMT on 29 April 2025.</p> <p>Question 1 of the First Notice stated, "Please provide us with a copy of the written record of your illegal content risk assessment in respect of 4chan".</p> <p>Ofcom received no response to the email or the First Notice.</p>
30 April 2025	4chan Services duty to comply with requirements of a notice	riskassessmentprogramme@ofcom.org.uk		<p>In this email Ofcom explained that if we did not receive a response to the First Notice by 11:00 GMT on 15 May 2025 that Ofcom would consider next steps, including whether it would be appropriate to open an investigation.</p> <p>Ofcom received no response to this email.</p>
9 June 2025	Ofcom investigation into 4chan under the Online	OnlineSafetyEnforcement@ofcom.org.uk		<p>In this email Ofcom sent 4chan an investigation opening letter. This explained that Ofcom had completed an Initial Assessment and decided it was appropriate to formally open an investigation into 4chan's compliance with the duties in section 9(2)</p>

	Safety Act 2023			(illegal content risk assessment), 10 (illegal content safety duties), 23 (record keeping) and 102(8) (compliance with information notices) of the Act. Ofcom received no response to this email.
16 June 2025	Final legal notice requiring the provision of specified information under section 100 of the Online Safety Act 2023	OnlineSafetyEnforcement@ofcom.org.uk		In this email Ofcom served 4chan a second formal information notice under section 100 of the Act (the “Second Notice”, see Annex 2). The Second Notice required the information regarding 4chan’s QWR to be provided by 11:00 GMT on 1 July 2025. Ofcom received no response to the email or the Second Notice.
9 July 2025	Ofcom investigation into 4chan under the Online Safety Act 2023	OnlineSafetyEnforcement@ofcom.org.uk		In this email Ofcom sent a copy of the original email to 4chan, both of the Notices, the failure to respond to an information notice letter, and the case opening letter to “Capitol Services”, which we identified as 4chan’s registered agent. Ofcom requested that it respond as soon as possible providing the information requested in the information notices and/or set out any additional information it wished to bring to Ofcom’s attention in respect of the attached documents. Ofcom noted that if no response was provided by 11:00 GMT on 16 July 2025, we would continue with the next steps of the investigation, which included issuing a Provisional Decision. ⁵⁷
9 July 2025	Ofcom investigation into 4chan under the Online Safety Act 2023	Email from representative at Capitol Services		In this email Capitol Services replied to Ofcom’s email to it dated 9 July 2025, advising that the email had been forwarded to 4chan. As of the date of this Provisional Decision, Ofcom has received no further response from 4chan or Capitol Services. ⁵⁸

⁵⁷ See document 9 within Annex 4.

⁵⁸ See document 9 within Annex 4.

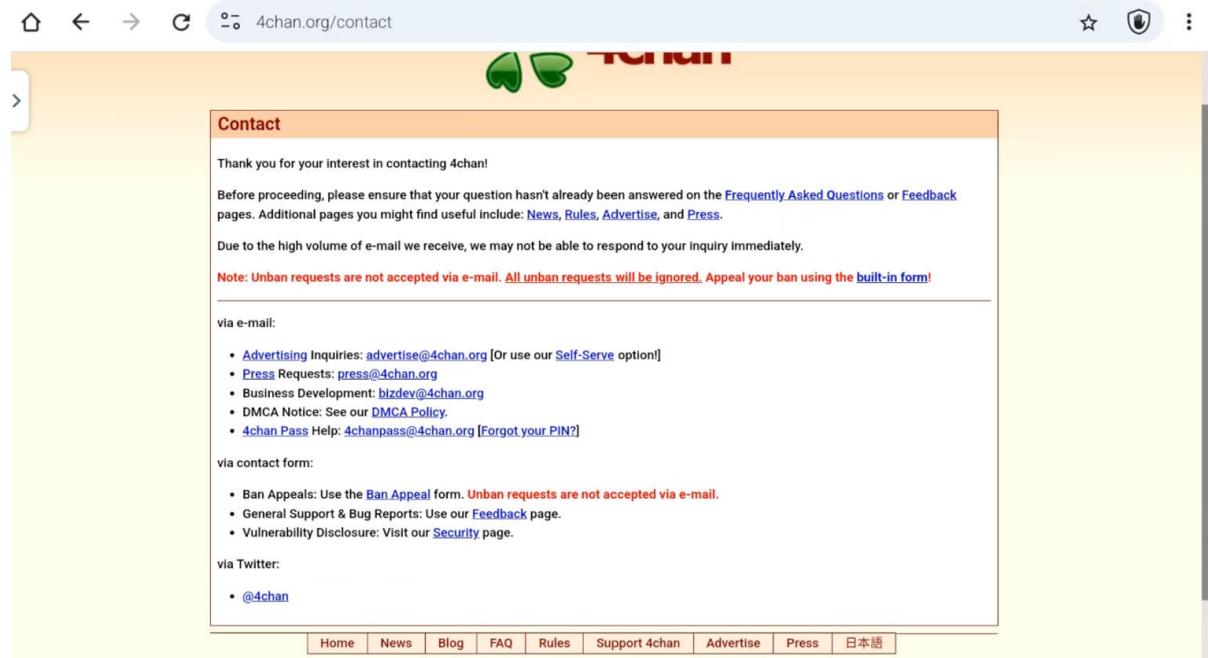
21 July 2025	Ofcom investigation into 4chan under the Online Safety Act 2023	OnlineSafetyEnforcement@ofcom.org.uk	Representative at Capitol Services	In this email Ofcom asked Capitol Services whether its client, 4chan Community Support LLC, intended to respond to our previous email of 9 July 2025. ⁵⁹
21 July 2025	Ofcom investigation into 4chan under the Online Safety Act 2023	Representative at Capitol Services	OnlineSafetyEnforcement@ofcom.org.uk	<p>In this email, Capitol Services stated that 'The role of the registered agent is solely to receive and forward legal correspondence and service of process. Capitol Services is not involved in our clients' internal business matters, so unfortunately, I'm unable to provide a timeline for a response or require them to reply.'</p> <p>Capitol Services did however state that Ofcom could send any future legal correspondence to them and they would ensure it was forwarded on.⁶⁰</p>

⁵⁹ See document 10 within Annex 4.

⁶⁰ See document 10 within Annex 4.

A4. Evidence to support this Provisional Decision

Document no.1: 4chan.org contact page and details



The screenshot shows a web browser displaying the 4chan.org contact page. The page has a light orange header with the 4chan logo. The main content area is titled 'Contact' and contains the following text:

Thank you for your interest in contacting 4chan!

Before proceeding, please ensure that your question hasn't already been answered on the [Frequently Asked Questions](#) or [Feedback](#) pages. Additional pages you might find useful include: [News](#), [Rules](#), [Advertise](#), and [Press](#).

Due to the high volume of e-mail we receive, we may not be able to respond to your inquiry immediately.

Note: Unban requests are not accepted via e-mail. All unban requests will be ignored. Appeal your ban using the built-in form!

via e-mail:

- [Advertising](#) Inquiries: advertise@4chan.org [Or use our [Self-Serve](#) option!]
- [Press](#) Requests: press@4chan.org
- Business Development: bizdev@4chan.org
- DMCA Notice: See our [DMCA Policy](#).
- [4chan Pass](#) Help: 4chanpass@4chan.org [Forgot your PIN?]

via contact form:

- Ban Appeals: Use the [Ban Appeal](#) form. **Unban requests are not accepted via e-mail.**
- General Support & Bug Reports: Use our [Feedback](#) page.
- Vulnerability Disclosure: Visit our [Security](#) page.

via Twitter:

- [@4chan](#)

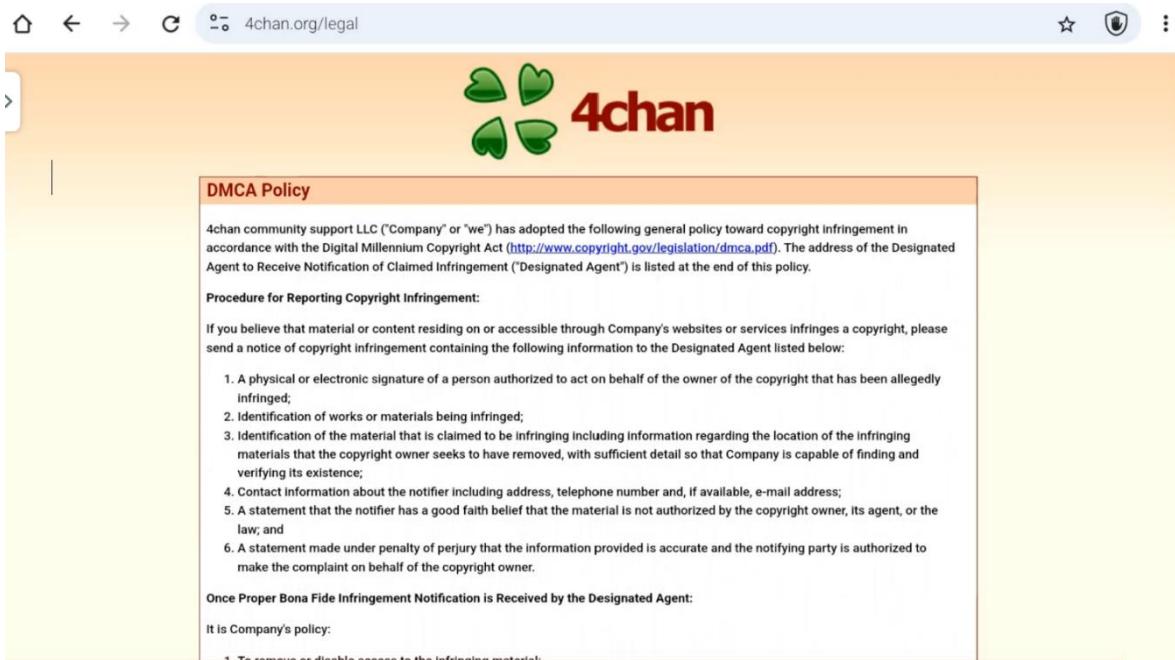
At the bottom of the page is a navigation bar with links: Home, News, Blog, FAQ, Rules, Support 4chan, Advertise, Press, and 日本語 (Japanese).

Accessed 14/07/25 at 14:13

Document no.2: 4chan Community Support LLC is the owner of the copyright of 4chan.org

Accessed 14/07/25 at 14:13

Document no. 3: 4chan Community Support LLC is the owner of 4chan.org



The screenshot shows a web browser displaying the 4chan DMCA Policy page. The page features the 4chan logo at the top, which consists of four green stylized shapes resembling leaves or petals arranged in a cross-like pattern next to the word "4chan". The main content area is titled "DMCA Policy". It contains text about the company's policy towards copyright infringement in accordance with the Digital Millennium Copyright Act. It details the "Procedure for Reporting Copyright Infringement" and the "Once Proper Bona Fide Infringement Notification is Received by the Designated Agent". The page is set against a background with a yellow-to-white gradient.

DMCA Policy

4chan community support LLC ("Company" or "we") has adopted the following general policy toward copyright infringement in accordance with the Digital Millennium Copyright Act (<http://www.copyright.gov/legislation/dmca.pdf>). The address of the Designated Agent to Receive Notification of Claimed Infringement ("Designated Agent") is listed at the end of this policy.

Procedure for Reporting Copyright Infringement:

If you believe that material or content residing on or accessible through Company's websites or services infringes a copyright, please send a notice of copyright infringement containing the following information to the Designated Agent listed below:

1. A physical or electronic signature of a person authorized to act on behalf of the owner of the copyright that has been allegedly infringed;
2. Identification of works or materials being infringed;
3. Identification of the material that is claimed to be infringing including information regarding the location of the infringing materials that the copyright owner seeks to have removed, with sufficient detail so that Company is capable of finding and verifying its existence;
4. Contact information about the notifier including address, telephone number and, if available, e-mail address;
5. A statement that the notifier has a good faith belief that the material is not authorized by the copyright owner, its agent, or the law; and
6. A statement made under penalty of perjury that the information provided is accurate and the notifying party is authorized to make the complaint on behalf of the copyright owner.

Once Proper Bona Fide Infringement Notification is Received by the Designated Agent:

It is Company's policy:

1. To remove or disable access to the infringing material.

Accessed 14/07/25 at 14:14

Document no. 4: Capitol Services contact page and details

At Capitol Services, we want to hear from you. Our experienced teams of service representatives are friendly, responsive, and ready to assist you. Whether you have a question, comment, or need to place an order, here you'll find the many ways we're available to you. Click on an office location for the contact information of that location's key team members and office hours.

COAST-TO-COAST HOURS: 8 am to 10 pm Eastern

Delaware filings can be submitted until 10 pm Eastern.

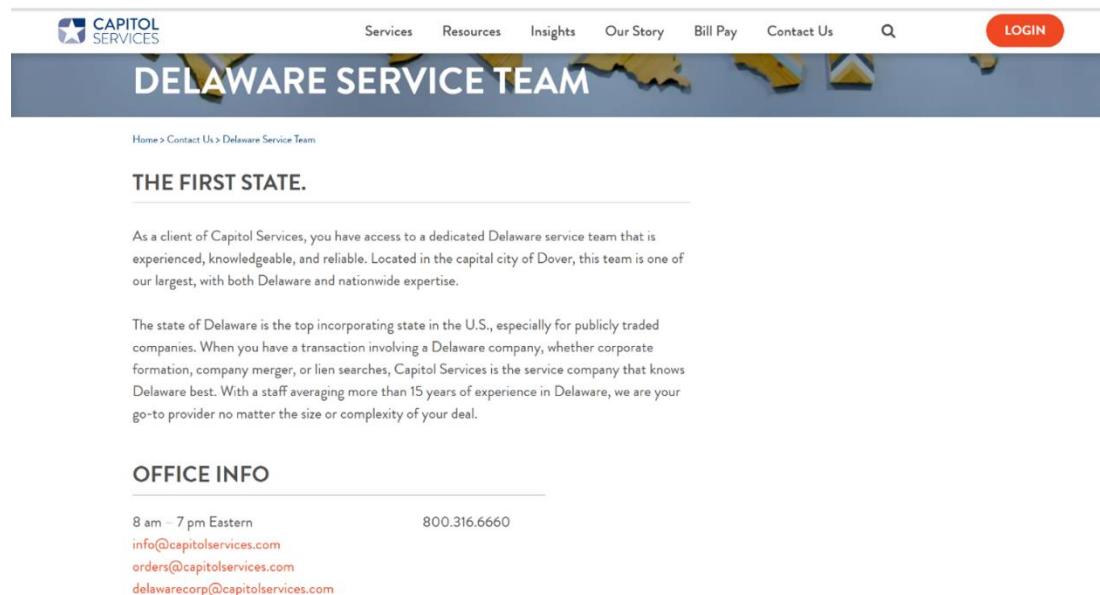
MAIN CONTACT INFO 800.345.4647

Info	info@capitolservices.com
Orders	orders@capitolservices.com
After-hours	888.907.2380 7 pm – 10 pm Eastern

HEADQUARTERS

Accessed 14/07/25 at 14:23

Document no. 5: Capitol Services Delaware contact page and details



Home > Contact Us > Delaware Service Team

THE FIRST STATE.

As a client of Capitol Services, you have access to a dedicated Delaware service team that is experienced, knowledgeable, and reliable. Located in the capital city of Dover, this team is one of our largest, with both Delaware and nationwide expertise.

The state of Delaware is the top incorporating state in the U.S., especially for publicly traded companies. When you have a transaction involving a Delaware company, whether corporate formation, company merger, or lien searches, Capitol Services is the service company that knows Delaware best. With a staff averaging more than 15 years of experience in Delaware, we are your go-to provider no matter the size or complexity of your deal.

OFFICE INFO

8 am - 7 pm Eastern 800.316.6660

info@capitalservices.com
orders@capitalservices.com
delawarecorp@capitalservices.com

Accessed 14/07/25 at 14:24

Document no. 6: Example of the use of 'flags' to identify British users

Harry Potter image included in page believed to be copyright to: Aidan Monaghan/HBO

1 / 7 / 1

...html [Catalog] [Bottom] [Update] [Auto]

File: 100298673-1490431-image_1.jpg (88 KB, 634x845) britpod - Pottery Edition Anonymous (ID: 51038437) 07/14/25(Mon)20:41:29 No. 51038437 ► +1084381 → 1084381

<https://www.dailymail.co.uk/article-14904431/Harry-Potter-TV-series-look-leading-star-cast-announced-major-update.html>
Never Harry Potter TV show starts filming

<https://www.dailymail.co.uk/sport/football/article-14903943/Spanish-government-demand-investigation-Barcelona-wonderboy-Lamine-Yannas-18th-birthday-party-dwarves-exploited-women-specific-breast-dimensions-paid-attend.html>
Spanish government demand investigation into Dwarf exploitation at footballers birthday party

<https://www.dailymail.co.uk/sport/football/article-14904457/Hat-trick-England-winger-Jack-Grealish-calling-ugly-little-w-r-Manchester-Derby-football-hooligan-tells-court.html>
Hat-trick England winger Jack Grealish because of his calling me an ugly, little worker

<https://www.channel4.com/news/gregg-wallace-deeply-sorry-after-report-upholds-45-claims-against-him>
Gregg Wallace deeply sorry

<https://order-order.com/2015/07/14/piers-warn-prive-islamophobia-definition-threatens-free-speech>
Piers Warn Grove Islamophobia Definition Threatens Free speech

Anonymous (ID: 51038440) 07/14/25(Mon)20:42:49 No. 51038440 ►
File: 175197301607749.jpg (72 KB, 60x80) I wouldn't post that if I were you.

Anonymous (ID: 51038441) 07/14/25(Mon)20:43:18 No. 51038441 ►
<https://www.youtube.com/watch?v=4bgDxGtIA> [Embed] She can eat my snake

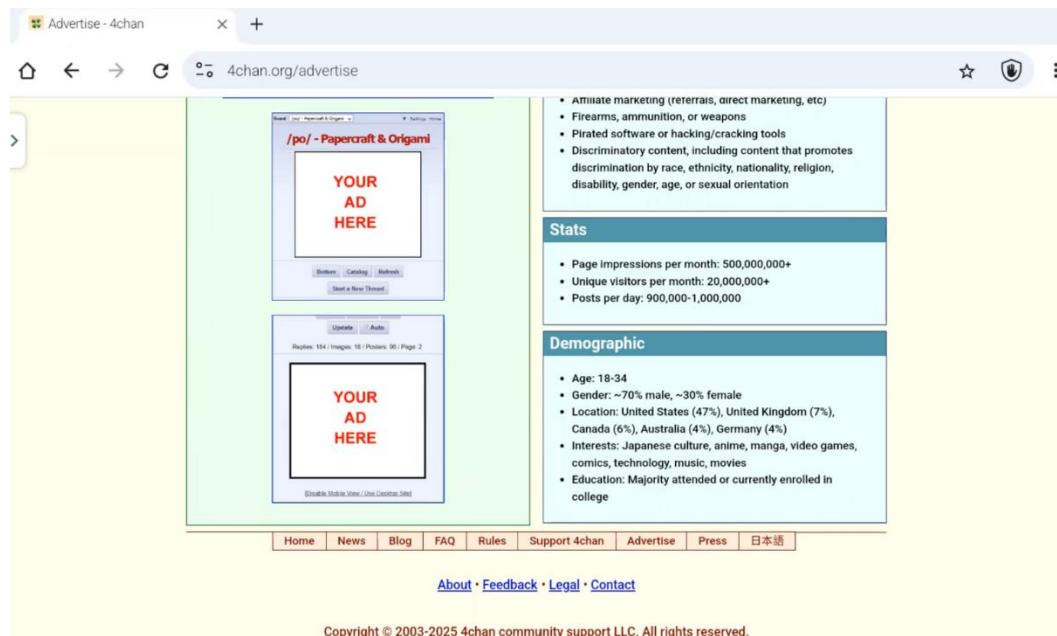
Anonymous (ID: 51038450) 07/14/25(Mon)20:43:31 No. 51038450 ►
File: 132412278336994.jpg (142 KB, 736x91) I wouldnt post that if I were you.

Anonymous (ID: 51038453) 07/14/25(Mon)20:43:43 No. 51038453 ►
+1084381 (OP) Harry Potter is the only good thing to come out of Britain

Anonymous (ID: 51038465) 07/14/25(Mon)20:45:10 No. 51038465 ►
File: 51038465.jpg (31 KB, 683x76) I wouldnt post that if I were you.

Accessed 14/07/25 at 20:51

Document no. 7: 4chan user demographics



The screenshot shows a web browser window for the 4chan.org/advertise page. The main content area displays two examples of ads: one for 'Papercraft & Origami' and another for 'YOUR AD HERE'. To the right of these examples are two large boxes containing demographic and statistical information.

Demographic

- Age: 18-34
- Gender: ~70% male, ~30% female
- Location: United States (47%), United Kingdom (7%), Canada (6%), Australia (4%), Germany (4%)
- Interests: Japanese culture, anime, manga, video games, comics, technology, music, movies
- Education: Majority attended or currently enrolled in college

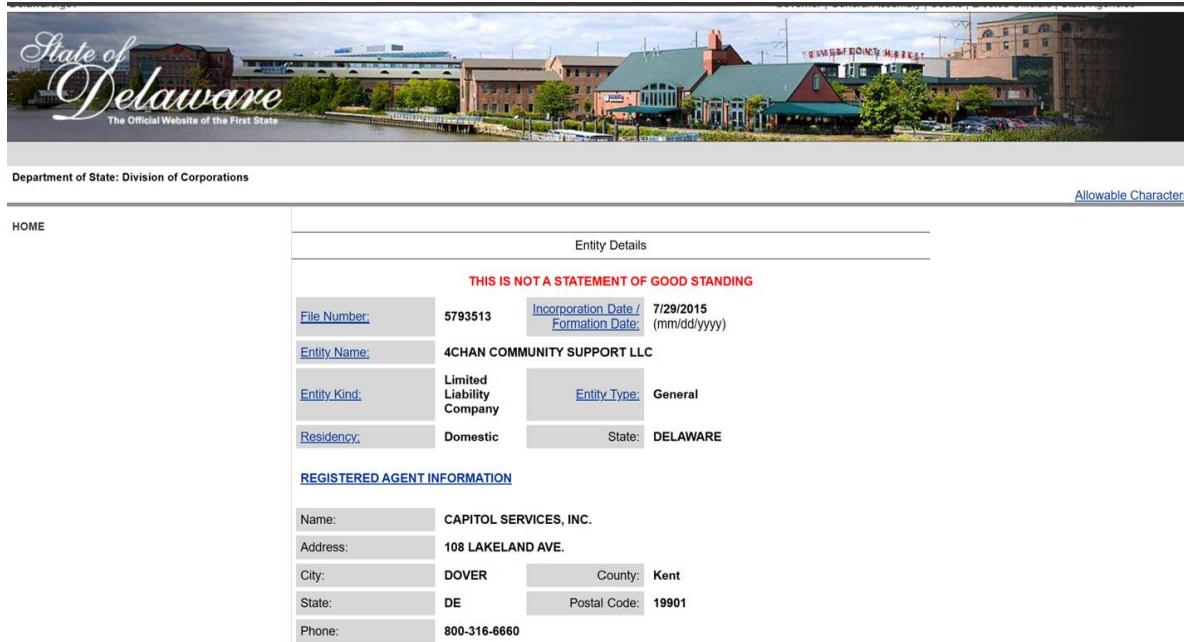
Stats

- Page impressions per month: 500,000,000+
- Unique visitors per month: 20,000,000+
- Posts per day: 900,000-1,000,000

At the bottom of the page, there is a navigation bar with links to Home, News, Blog, FAQ, Rules, Support 4chan, Advertise, Press, and 日本語. Below the navigation bar, there is a footer with links to About, Feedback, Legal, and Contact, and a copyright notice: Copyright © 2003-2025 4chan community support LLC. All rights reserved.

Accessed 21/07/25 at 16:39

Document no.8: Delaware Registry information, including Capitol Services Inc. being the Registered Agent.



The screenshot shows the official website of the Delaware Division of Corporations. The header features the "State of Delaware" logo and the tagline "The Official Website of the First State". Below the header, there is a banner image of a waterfront area with buildings and trees. The main content area is titled "Entity Details". A red banner at the top of this section reads "THIS IS NOT A STATEMENT OF GOOD STANDING". The entity information is presented in a table:

File Number:	5793513	Incorporation Date / Formation Date:	7/29/2015 (mm/dd/yyyy)
Entity Name:	4CHAN COMMUNITY SUPPORT LLC		
Entity Kind:	Limited Liability Company	Entity Type:	General
Residency:	Domestic	State:	DELAWARE

Below this, there is a section titled "REGISTERED AGENT INFORMATION" with the following details:

Name:	CAPITOL SERVICES, INC.		
Address:	108 LAKELAND AVE.		
City:	DOVER	County:	Kent
State:	DE	Postal Code:	19901
Phone:	800-316-6660		

Accessed 28/07/25 at 11:20

Document no.9: Email correspondence with Capitol Services

From: [REDACTED]@capitolservices.com
Sent: 09 July 2025 15:42
To: Online Safety Enforcement <OnlineSafetyEnforcement@ofcom.org.uk>
Subject: EXTERNAL:Ofcom investigation into 4chan under the Online Safety Act 2023

CAUTION: This email originated outside your organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

This has been received and forwarded to our contact at 4Chan Community Support LLC. Thank you!

[REDACTED]

 CAPITOL SERVICES

From: [REDACTED]@capitolservices.com
Sent: Wednesday, July 09, 2025 1:35 PM
To: [REDACTED]@capitolservices.com
Subject: FW: Ofcom investigation into 4chan under the Online Safety Act 2023

From: Online Safety Enforcement <OnlineSafetyEnforcement@ofcom.org.uk>
Sent: Wednesday, July 9, 2025 10:17 AM
To: DelawareCorp <DelawareCorp@capitolservices.com>; INFO <INFO@capitolservices.com>
Cc: advertiser@4chan.org; gress@4chan.org; b3d6v@4chan.org
Subject: Ofcom investigation into 4chan under the Online Safety Act 2023

Classification: CONFIDENTIAL

Dear Sir / Madam,

On 9 June 2025 we sent you an investigation opening letter explaining that we would be opening an investigation into 4Chan Community Support LLC, the provider of 4chan. The investigation is regarding 4Chan Community Support LLC's compliance with the duties in section 9(2) (illegal content risk assessment), 10 (illegal content safety duties), 23 (record keeping) and 102(8) (compliance with information notices) of the Online Safety Act 2023.

We sent two formal information notices on 14 April 2025 and 16 June 2025, requesting information which was to be provided by 29 April 2025 and 1 July 2025 respectively. As of today, we have received no response to either notice. The information notice sent on 14 April 2025 requested a copy of the written record of the illegal content risk assessment conducted in respect of 4chan and the information notice sent on 16 June 2025 requested information regarding the Qualifying Worldwide revenue of 4chan.

In line with the processes set out in our Online Safety Enforcement Guidance, we intend to issue a Provisional Notice of Contravention concerning 4chan Community Support LLC's duty under Section 102(8) of the Online Safety Act, as 4chan Community Support LLC failed to provide the information requested by two information notices we issued under Section 100 of the Act on 14 April 2025 and 16 June 2025. The Provisional Notice of Contravention will set out the reasons for our view, including on the application of the Online Safety Act to your service, the evidence we have relied on, the proposed steps we will require, and any financial penalties.

During the investigation we have conducted we have identified these additional email addresses. We are therefore sending a copy of our initial email to 4chan, both information notices, the failure to respond to an information notice letter and the case opening letter attached to this email. Please respond as soon as possible, providing the information requested in the information notices and/or set out any additional information you wish to bring to our attention in respect of the attached documents.

If we haven't heard anything from you by 11:00 GMT on 16 July 2025 we will continue with next steps in the investigation, which includes issuing a Provisional Notice of Contravention.

Yours faithfully,

Document no.10 Email correspondence with Capitol Services

RE: EXTERNAL:RE: Ofcom investigation into 4chan under the Online Safety Act 2023 🟠 Confidential

Reply | Reply all | Forward | Mon 2025-07-21 2:30 PM

To: [REDACTED]@capitolservices.com>

From: Online Safety Enforcement

You forwarded this message on Tue 2025-07-22 10:06 AM

CAUTION: This email originated outside your organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

The role of the registered agent is solely to receive and forward legal correspondence and service of process. Capitol Services is not involved in our clients' internal business matters, so unfortunately, I'm unable to provide a timeline for a response or require them to reply.

Please feel free to send any service of process or legal correspondence to our email at regagent@capitolservices.com, and we will ensure it is forwarded accordingly.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED] CAPITOL SERVICES

From: Online Safety Enforcement <OnlineSafetyEnforcement@ofcom.org.uk>
Sent: Monday, July 21, 2025 8:07 AM
To: [REDACTED]@capitolservices.com>; Online Safety Enforcement <OnlineSafetyEnforcement@ofcom.org.uk>
Subject: RE: EXTERNAL:RE: Ofcom investigation into 4chan under the Online Safety Act 2023

Classification: CONFIDENTIAL

Dear [REDACTED]

Thank you for your response. Does your client, 4chan community support LLC, intend to respond to our correspondence?

Yours faithfully,

Ofcom Enforcement