

ONE HUNDRED FIFTEENTH CONGRESS
Congress of the United States
House of Representatives

COMMITTEE ON ENERGY AND COMMERCE

2125 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-6115

Majority (202) 225-2927
Minority (202) 225-3641

September 24, 2018

Mr. Jack Dorsey
Chief Executive Officer
Twitter, Inc.
1355 Market Street, Suite 900
San Francisco, CA 94103

Dear Mr. Dorsey:

Thank you for making a commitment during your testimony before our Committee on September 5 that Twitter will soon have an independent, third-party conduct a civil rights audit. We appreciate your willingness to frankly acknowledge the shortcomings of your platform and to reflect on ways it could better serve the American people.

Twitter has become an important medium for facilitating discussions in this country and across the world. As you have stated, Twitter is used as a global town square and must be a trusted and healthy place. We agree, and believe your platform at a minimum should do no harm to our country, our democracy, or the public. Unfortunately, widespread abuse, harassment, harmful misinformation, and manipulation continue on Twitter.

With respect to civil rights, some Twitter users, including foreign agents, continue to misuse the platform to promote racially divisive content and misinformation. While you enforced your policies by banning Alex Jones for violating them, we remain concerned that Twitter's policies and terms of service, which should safeguard against this kind of activity, are vague and inconsistently applied. As you noted during the hearing, more transparency around Twitter's actions and decisions is needed.

To this end, we were heartened by your commitment to have an independent, third party conduct a civil rights audit of Twitter. Other technology platforms, such as Facebook¹ and


¹ Sara Fischer, *Exclusive: Facebook Commits to Civil Rights Audit, Political Bias Review*, Axios (May 2, 2018).

Mr. Jack Dorsey
September 24, 2018
Page 2

Airbnb,² have undertaken such audits. An audit of Twitter would be a positive step forward. We also are watching your efforts to provide greater consistency and transparency in the enforcement of your rules. Swift, fair enforcement of your policies—regardless of who is behind an offending account—would go a long way toward regaining the public's trust in your service. As discussed at the hearing, we look forward to a robust report on Twitter's progress by October 5, 2018.

If you have any questions, please contact Gerald Leverich or Lisa Goldman of the Democratic Committee staff at (202) 225-3641.

Sincerely,


Frank Pallone, Jr.
Ranking Member


Bobby L. Rush
Ranking Member
Subcommittee on Energy

² Jessica Guynn, *Airbnb Enlists Civil rights Leaders to Combat Discrimination*, USA Today (June 22, 2016).