



**Twitter, Inc.**  
1355 Market St  
#900  
San Francisco, CA  
94103

September 25, 2019

Dear Representatives Gottheimer, Reed, and Fitzpatrick:

Thank you for your letter dated September 17 regarding Twitter's approach to the issue of terrorism. We appreciate the opportunity to share more about our policies and our work to enforce them.

Twitter's purpose is to serve the public conversation. We strive to create a place where people from around the world can come together to participate in an open and free exchange of ideas.

All individuals accessing or using Twitter's services must adhere to the policies set forth in the Twitter Rules. Our rules exist to help keep everyone using Twitter safe and ensure they can participate freely in the public conversation.

Accounts under investigation or which have been detected as sharing content in violation with the Twitter Rules may be required to remove content, or in serious cases, will see their account permanently suspended. Our policies and enforcement options evolve continuously to address emerging behaviors online.

There is no place on Twitter for terrorist organizations, violent extremist groups, or individuals who affiliate with and promote their illicit activities. The violence that these groups engage in and promote endangers the physical safety and security of people throughout the world. We assess organizations and individuals under our violent extremist group criteria and are additionally informed by national and international terrorism designations.

We classify violent extremist groups as those that meet all of the following criteria:

- identify through their stated purpose, publications, or actions as an extremist group;
- have engaged in, or currently engage in, violence and/or the promotion of violence as a means to further their cause; and,
- target civilians in their acts and/or promotion of violence.

We examine a group's activities both on and off Twitter to determine whether they engage in or promote violence against civilians to advance a political, religious, or social cause.

Under this policy, a Twitter user is not allowed to affiliate with and promote the illicit activities of a terrorist organization or violent extremist group. Examples of the types of content that violate this policy include, but are not limited to:

- engaging in or promoting acts on behalf of a terrorist organization or violent extremist group;
- recruiting for a terrorist organization or violent extremist group;
- providing or distributing services (e.g., financial, media/propaganda) to further a terrorist organization's or violent extremist group's stated goals; or
- using the insignia or symbols of terrorist organizations or violent extremist groups to promote them.

We may make limited exceptions for groups that have reformed or are currently engaging in peaceful resolution processes, as well as groups with representatives who have been elected to public office through elections, as is the case with parts of Hamas and Hezbollah.

Twitter draws a distinction between the political and military factions of these organizations. Individuals directly representing or promoting the political factions of these organizations may use Twitter in accordance with the Twitter Rules, including those outlined above. Accounts affiliated with the military wings, however, are permanently suspended. This is consistent with our long-standing approach towards groups designated on terrorist organization lists that also hold elected seats in government.

We welcome the opportunity to work with you and other Members of Congress on the important issue of counter-terrorism.

Sincerely,

A handwritten signature in black ink, appearing to read 'CMJ', with a long horizontal stroke extending to the right.

**Carlos Monje, Jr.**  
Director of Public Policy & Philanthropy  
United States & Canada

