



November 1, 2019

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

Dear Representatives Gottheimer, Reed, Rose, and Fitzpatrick:

Thank you for your letters dated September 17, 2019 and October 22, 2019, regarding the issue of Twitter's approach to terrorist content online. At Twitter, our mission is to serve the public conversation.

We welcome the opportunity to continue engagement with you and clarification of Twitter's policies for identifying and terminating accounts of designated foreign terrorist organizations and accounts that support or promote violent extremism.

As we emphasized in our September 25, 2019 letter, there is no place on Twitter for terrorist organizations, violent extremist groups, or individuals who affiliate with and promote their illicit activities.

Designated Foreign Terrorist Organizations. Twitter's policy is to remove or terminate all accounts it identifies as owned or operated by, or directly affiliated with, any designated foreign terrorist organization. If Twitter identifies an account as affiliated with Hamas or Hizballah, Twitter's policy is to terminate that account. We are in the process of reviewing the accounts identified in your letter and if we confirm that they are foreign terrorist organization accounts, they will be terminated.

Promotion of or Support for Violent Extremism. Twitter also takes significant steps to identify accounts that are not directly affiliated with a designated foreign terrorist organization but which nonetheless promote or support violent extremism.

With respect to any such accounts, we apply the following criteria identified in our September 25 letter:

- If possible, identify through its stated purpose, publications, or actions whether the group is an extremist group;
- Review the information available to us regarding the group to determine whether it has engaged in, or currently engages in, violence and/or the promotion of violence as a means to further its cause; and,
- Review the information available to us regarding whether the group targets civilians in its acts and/or promotes violence.

In this context, when a group does not appear to be directly affiliated with an foreign terrorist organization but may be promoting or supporting violent extremism, we also examine, in considering whether to terminate an account, whether the group seeks to advance a political, religious, or social cause; whether it is affiliated with a political or militant group; and whether an individual accountholder has been elected to public office.

We appreciate the opportunity to clarify Twitter's policies and practices regarding this important issue.

Sincerely,

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

Carlos Monje, Jr.

Director of Public Policy & Philanthropy, United States & Canada