

DEBBIE DINGELL
12TH DISTRICT, MICHIGAN

116 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-4071

HOUSE COMMITTEE ON
ENERGY AND COMMERCE
SUBCOMMITTEES ON
HEALTH
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NATIONAL PARKS, FORESTS AND PUBLIC LANDS
OVERSIGHT AND INVESTIGATIONS

Congress of the United States
House of Representatives
Washington, DC 20515

DISTRICT OFFICES:

19855 WEST OUTER DRIVE
SUITE 103-E
DEARBORN, MI 48124
(313) 278-2936

301 WEST MICHIGAN AVENUE
SUITE 400
YPSILANTI, MI 48197
(734) 481-1100

WEBSITE: DEBBIEDINGELL.HOUSE.GOV

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Mark Zuckerberg
CEO
Facebook
1 Hacker Way
Menlo Park, CA 94025

Jack Dorsey
CEO
Twitter
795 Folsom St, Suite 600
San Francisco, CA 94107

Susan Wojcicki
CEO
YouTube
901 Cherry Ave
San Bruno, CA 94066

Alex Zhu
CEO
TikTok
10010 Venice Blvd, #301
Culver City, CA 90232

Dear Ms. Wojcicki, Mr. Zuckerberg, Dorsey, and Zhu,

With the World Health Organization (WHO) declaring the Coronavirus a public health emergency, rising fatalities, and evidence of person to person transmission this letter is being sent to you with concerns and questions on how your platforms are handling inaccurate and misleading information surrounding the dangers and risks associated with this virus.

During a global health emergency, it is vital to the public interest that individuals have access to timely and accurate information. As expert's knowledge and understanding about this virus grows, so too will the necessity of accurate and reliable information for the world. As global companies, a rampant spread of inaccurate information will have a decidedly negative impact on the response efforts to contain and mitigate this global health emergency.

With any crisis, fear and the need to understand what is happening can cloud judgement and push us to look for answers, credible or not. This is not a new phenomenon, but what is new is the global reach, impact, and negative effects finding wrong or incomplete answers will have, not only on a given user, but to their families and communities worldwide. The actions you choose to take will impact the lives of your users and those around them.

Unlike nation-state disinformation campaigns, the effects on users and the public could very well facilitate the continued spread of the Coronavirus and more deaths. With that please provide responses to the following questions:

1. Is your company working with the Centers for Disease Control (CDC) or the WHO in order to prioritize and boost timely and accurate information regarding the Coronavirus? And how specifically are you ensuring the information on your platform is accurate and continues to be accurate as experts understanding of this virus evolves?
2. Does your platform have policies and practices in place to limit, flag, or demote inaccurate user generated content pertaining to public health emergencies?
3. If so, what are these policies and practices? And does the public have access to them?
4. Are such policies and practices being implemented and what accountability measures are in place?
5. Are human content moderators or technology solutions being used to identify and flag these types of inaccurate content?

Much like this virus, misinformation, willful or benign in nature, will continue to spread until measures are taken to limit exposure and treat symptoms. I urge you to take serious action in addressing this issue and appreciate your attention to this matter. A prompt response is appreciated.

Sincerely,



Debbie Dingell
Member of Congress