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HOUSE COMMITTEE ON
ENERGY AND COMMERCE
SUBCOMMITTEES ON
HEALTH
ENVIRONMENT AND CLIMATE CHANGE
COMMUNICATIONS AND TECHNOLOGY
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HOUSE COMMITTEE ON
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June 26, 2020

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

Dear Mr. Zuckerberg,

Now more than ever before our lives are lived online. A global pandemic has seen to it that we must be physically distant from one another, and while we might be far apart many have taken to your platform as a way of staying connected. We've kept in touch with loved ones and stayed plugged in to our communities and your platform is playing a vital role in allowing people to keep in touch with friends and family during these trying times.

This is why it is so important that when it comes to content moderation, you practice what your terms of service spell out. A constituent recently reached out to me letting me know they had a post removed and had their account suspended for a week after stating "anyone who does not wear a mask is an idiot." While another post directing violence through the use of firearms was not touched. This is just an example, of which there are countless others.

Our country is at a crossroads, one where collective action can help us defeat a pandemic. We need to be able to share our opinions and thoughts without fear of reprisal and violence for addressing an ongoing public health crisis, and as we head closer to the 2020 election, these issues will only increase.

With that I would like to ask you a few questions and appreciate your timely response.

1. What type of content warrants a week-long suspension according to Facebook's terms of service?
2. What type of oversight goes into a decision to suspend an account?
3. Are decisions involving account suspension automated or is there human review?
4. Is there an appeals process for individuals who have been wrongly suspended?
5. When making content moderation decisions, does Facebook consider the larger political ramifications of removing content?
6. How is Facebook working to make content moderation policies more transparent and uniform?

Thank you and I look forward to your response.

Sincerely,

A handwritten signature in blue ink that reads "Debbie Dingell". The signature is written in a cursive, flowing style.

Debbie Dingell
Member of Congress