May 27, 2021

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

Dear Mr. Dorsey:

Pursuant to Rules X and XI of the U.S. House of Representatives, the Committee is investigating the response to the coronavirus disease of 2019 (COVID-19) pandemic. As part of this inquiry, we are continuing to examine false and misleading information regarding COVID-19 on platforms such as yours. The Committee is writing in follow-up to our July 2020 and February 2021 letters requesting further information regarding reports of rampant COVID-19 disinformation on Twitter and other platforms, as well as your recent testimony at our Joint Subcommittee Hearing entitled “Disinformation Nation: Social Media’s Role in Promoting Extremism and Misinformation” on March 25, 2021.¹

The Committee has repeatedly raised concerns regarding the role your company plays in the spread of COVID-19 misinformation, including during our Committee hearing yesterday in which the effects of COVID-19 misinformation on vaccine confidence were discussed.\(^2\) Earlier this year, during our March 25 hearing, Members referenced a report identifying 12 superspreaders of vaccine disinformation online.\(^3\) The report found that the “Disinformation Dozen” was responsible for 65 percent of the publicly available anti-vaccine content on Facebook, Instagram, and Twitter.\(^4\)

Throughout the hearing and in Twitter’s prior submissions to the Committee, you have referenced Twitter’s COVID-19 misleading information policy.\(^5\) This policy states that Twitter users may not “use Twitter’s services to share false or misleading information about COVID-19 which may lead to harm.”\(^6\) Further, the policy allows Twitter to label or remove false or misleading information about the nature of the virus, including false or misleading information about COVID-19 vaccines that “invoke a deliberate conspiracy by malicious and/or powerful forces.”\(^7\)

Despite these assurances, a recent study from the Center for Countering Digital Hate (CCDH) and Anti-Vax Watch (the “CCDH April 2021 Report”) found in the month since our hearing, that the Disinformation Dozen have posted at least 105 pieces of content that violate platform service agreements for Facebook, Instagram, or Twitter. This content generated up to 29 million potential impressions from the existing followers of the Disinformation Dozen.


\(^7\) *Id.*
accounts.8 The report further found that, of these 12 individuals, ten continue to have active accounts on Twitter.9

Accordingly, the Committee requests a briefing from your company by June 10, 2021, regarding the actions it has taken to monitor and review the content posted by the Disinformation Dozen on Twitter, and whether such content violates Twitter’s terms of service. During the briefing, we expect Twitter to address what steps it has taken to remove the vaccine misinformation identified in the CCDH April 28, 2021 Report.

In addition, to better understand Twitter’s actions to curb vaccine misinformation and disinformation, the Committee requests you provide the following information by June 10, 2021:

1. Updated responses to the requests in our February 2, 2021 letter to account for any actions, policy updates, or other relevant activities undertaken by Twitter since your February 23, 2020 response to the Committee.

2. A description of the actions taken by Twitter since publication of the CCDH and Anti-Vax Watch’s March 24, 2021 report entitled The Disinformation Dozen10 to:
   a. Identify all accounts controlled by the Disinformation Dozen; and
   b. Review the content posted by such accounts to ensure it is in compliance with Twitter’s policies against COVID-19 and vaccine misinformation.

3. A summary of enforcement-related actions taken, and determinations made, by Twitter in relation to content posted by the Disinformation Dozen.

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8 Center for Countering Digital Hate, The Disinformation Dozen: The Sequel (Apr. 28, 2021).

9 Id.

10 See note 4
Thank you for your prompt attention to this matter. If you have any questions, and to schedule the briefing, please contact Rebekah Jones, Lisa Goldman, and Gerald Leverich with the Majority staff at (202) 225-2927.

Sincerely,

Frank Pallone, Jr.
Chairman

Anna G. Eshoo
Chairwoman
Subcommittee on Health

Diana DeGette
Chair
Subcommittee on Oversight and Investigations

Mike Doyle
Chairman
Subcommittee on Communications and Technology

Jan Schakowsky
Chair
Subcommittee on Consumer Protection and Commerce