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4 August 2016

Mr. Peter Micek
Global Policy & Legal Counsel
Access Now
P.O. Box 20429
Greeley Square Station
4 East 27th Street
New York, NY 10001-9998

Dear Mr. Micek,

We'd like to thank you for the feedback provided on Twitter's performance in the 2015 Ranking Digital Rights Corporate Accountability Index. As Access noted, Twitter has demonstrated industry leadership across a range of indicators included in the Index, including our transparency reporting and public communication about our rules and practices.

Based on the feedback in the Index, one especially critical area of focus for us has been on improving the depth and quality of our transparency reporting. The most recent report, published in February 2016, included new coverage of legal requests where content was removed due to Terms of Service (TOS) violations. We also include reports from government-deputized reporters, a critical and growing area for transparency reporting. We included such reports not only in our transparency reports but in our disclosures to Lumen as well.

We likewise recognize that our commitments to freedom of expression, privacy, and transparency extend across all of Twitter's properties, including Periscope and Vine. To this end, we already include data about Periscope and Vine in the Twitter Transparency Report. While we continue to work on aligning all our policies and disclosures, it's important to recognize that, in some cases, we may need to treat each platform slightly differently, by virtue of its unique characteristics and features.

While we continue to improve our transparency reporting, there are certain actions we do not currently include in the Transparency Report. For example, in the case of reports from private individuals (i.e. reports about abuse and harassment), we do not publicly share this data because it could identify and put at risk the victims of online abuse. We continue to engage with industry groups and researchers to try to identify new ways to provide insight and transparency into our actions, while protecting the privacy and safety of our users.

As Access well knows, we have further demonstrated our commitment to transparency by bringing accountability and accessibility to civic discourse by public officials. We have reached an agreement with The Sunlight Foundation and The Open State Foundation regarding the so-called "Politwoops" service, something which Twitter has uniquely enabled. These agreements empower such organizations to help hold public officials accountable through the use of Twitter data by keeping their Tweets online and publicly accessible.



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To continue to improve our performance on and accountability for these issues, Twitter maintains productive relationships with numerous multistakeholder groups and initiatives focused on the protection of digital rights. Some of these organizations include: Frontline Defenders, Human Rights Watch, Reporters Without Borders, Tactical Tech, the Bahrain Center for human Rights, and the Oslo Freedom Forum. Additionally, we are presently working with many of these groups to ensure we're in frequent, collaborative contact with all our external stakeholders in this space. We're happy to provide additional information about our relationships and activities with any of these groups (and others) on request.

Security, privacy, and consumer protection are at the core of our business. Recently, the Online Trust Alliance released the results of its 2016 Online Trust Audit & Honor Roll, which recognizes excellence in these areas. We were honored to be recognized as the overall top scorer in the audit. These values that drive our work are critical for the long-term health and future innovation of the Internet, and we remain committed at every level of the company to defending our users' privacy and their right to freedom of expression.

Thank you again for your feedback.

Sincerely,

A handwritten signature in black ink that reads "Colin Crowell". The signature is fluid and cursive, with the first name "Colin" and last name "Crowell" clearly distinguishable.

Colin Crowell
Vice President
Global Public Policy & Philanthropy
Twitter, Inc.