

United States Senate
WASHINGTON, DC 20510

VIA ELECTRONIC TRANSMISSION

September 26, 2023

Ms. Linda Yaccarino
Chief Executive Officer
X
1355 Market St., Suite 900
San Francisco, CA 94103

Dear Ms. Yaccarino,

We write to express concern about difficulties experienced by K-12 schools due to the apparent lack of dedicated account verification and reporting processes on your platform.

Recent reporting by the National School Public Relations Association (NSPRA) and the Consortium for School Networking (CoSN) indicates that your platform's lack of dedicated verification and reporting processes is creating an undue burden on educational time and resources for schools.¹ Further, this lack of dedicated reporting processes is seemingly preventing schools and districts from stopping harm to students and staff caused by malicious and fraudulent accounts.

NSPRA and CoSN survey research indicates that schools face difficulties in verifying their identities with your platform because of the use of automated approval and rejection processes, minimum follower requirements, and verify-by-phone processes that don't account for phone number extensions.² Further, according to NSPRA and COSN survey research, schools and districts report having few recourses for reporting a fraudulent social media account outside of the reporting mechanism available to the general public.³ NSPRA and COSN also indicate that schools and districts experience frustratingly long response times when reporting incidents of online harassment and bullying and that these reports are often rejected despite a clear violation of your platform's terms and conditions.⁴

It is clear that your platform could do more to facilitate these processes for schools and districts and establishing dedicated account verification and reporting practices would be a good initial step towards addressing these issues.

¹ <https://www.nspr.org/Schools-and-Social-Media>

² <https://www.nspr.org/Schools-and-Social-Media/Verification>


³ <https://www.nspr.org/Schools-and-Social-Media/Reporting-Fraudulent-Accounts>

⁴ <https://www.nspr.org/Schools-and-Social-Media/Reporting-Harassment-and-Bullying>


Please answer the following questions by October 26, 2023:

1. What is your process for allowing schools and districts to verify their official social media accounts and pages?
2. What process do you make available to schools and districts that wish to report online harassment and bullying affecting their students?
3. Will you consider implementing a dedicated process for schools and districts to verify their official social media accounts and pages?
4. Will you consider implementing a dedicated process for schools and districts to report fraudulent social media accounts/pages?

Sincerely,



Marsha Blackburn
United States Senator



Richard Blumenthal
United States Senator