August 26, 2021

Senator Ben Ray Luján
498 Russell Senate Office Building
Washington, DC

Dear Senator Luján and Members of Congress:

Thank you for your letter of July 29th regarding non-English misinformation.

To address the challenge of misinformation, we've built a global network of more than 80 independent fact-checkers, who review content in more than 60 languages. When they rate something as false, we reduce its distribution so fewer people see it and add a warning label with more information for anyone who sees it. We also notify the person who posted it and we reduce the distribution of Pages, Groups, and domains who repeatedly share misinformation. For the most serious kinds of misinformation, such as false claims about COVID-19 and vaccines and content that is intended to suppress voting, we will remove the content.[1]

Over the past several years, we have invested in protecting our community and we now have over 35,000 people working on these challenges. We're making progress thanks to these significant investments in both people and in technology such as Artificial Intelligence. Since the pandemic began, we've used our AI systems to find COVID-19-related material that global health experts have identified as contributing to imminent physical harm and then detect copies when someone tries to share them. As a result, since the beginning of the pandemic we have removed over 18 million instances of COVID-19 misinformation for violating our policies.[2]

But it's not enough to just limit misinformation that people might see. We also connect people to reliable information from trusted experts. We do this through centralized hubs like our COVID-19 Information Center, Climate Science Information Center or US 2020 Voting Information Center, labels that we attach to certain posts with reliable information from experts, and notifications that we run in people's feeds on both Facebook and Instagram.[3]

1. **What are the top five languages for content that users within the U.S. encounter on each of your platforms? Please provide an approximate percentage of users in the U.S. that encounter content within the given language on a weekly basis.**

   We are unable to provide this information at this time.

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[1] How We're Tackling Misinformation Across Our Apps
[2] https://about.fb.com/news/2021/07/support-for-covid-19-vaccines-is-high-on-facebook-and-growing/
[3] How We're Tackling Misinformation Across Our Apps

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2. **How many of your employees and/or contractors provide content moderation in each of those languages? For each language, please break down further by including:**
   a. **Employment status of moderators (full-time, in-house, or contract-level), specifying the employees who work across multiple languages to avoid double counting;**
   b. **Country the employee is permanently stationed in; and**
   c. **Median hourly salary for the cohort broken down by employment status and country where the work is performed.**

We ensure that content reviewers are supported by teams with regional and linguistic expertise, including the context in which the speech is presented.[4] In the last few years, we have tripled the number of people working on safety and security and now have over 35,000, of whom about 15,000 are content reviewers who review content at more than 20 global sites.[5]

3. **Is all content reviewed in the original language of the post, or are some or all subject to automated translation before being reviewed?**

As we said in response to question 2, we ensure that content reviewers are supported by teams with regional and linguistic expertise, including the context in which the speech is presented. We've also built a global network of more than 80 independent fact-checkers, who review content in more than 60 languages.

We remove millions of violating posts and accounts —not necessarily related to misinformation— every day on the Facebook app and Instagram. Most of this happens automatically, with technology working behind the scenes to remove violating content—often before anyone sees it. Other times, our technology will detect potentially violating content but send it to review teams to check and take action on it.[6]

Throughout 2020, our engineers worked to improve the way our AI systems analyze comments, considering both the comments themselves and their context. This required a better and deeper understanding of language as well as the ability to combine analyses of images, text, and other details contained in a post. Thanks largely to improvements in the way our AI tools can detect violating content in widely spoken languages like Spanish and Arabic, for example, the amount of hate speech content that was taken down in Q4 2020 reached 26.9 million, up from 22.1 million in the previous quarter.[7]

The improvement in these languages came about because a whole package of AI technologies made leaps forward in the past year. There is still so much to be done, despite these encouraging improvements. One particular area of focus is getting AI even better at viewing content in context across languages, cultures,

[4] Tlaib Letter Response 7-2-21.pdf
[5] Guardian on Spanish Language Enforcement Comms Plan
[6] How technology detects violations | Transparency Center
[7] Update on Our Progress on AI and Hate Speech Detection

and geographies. The same words can often be interpreted as either benign or hateful, depending on where they're published and who is reading them, and training machines to capture this nuance is especially challenging. But like so many other challenges, we're seeing continuous gains, and the steady enhancement of our AI capabilities shows no sign of slowing down.[8]

4. **For your platform's algorithmic processes that detect content for removal or additional review, do you have processes in place to ensure similar performance between all languages? If so, please describe. Please include in your response specific numbers that show investment or efficacy such as precision/recall metrics, the size of training data, or the number of full-time employees working exclusively on non-English algorithmic content detection.**

   See answer to question 3.

Thank you, again, for the opportunity to answer your questions. We look forward to working with your office going forward.

Sincerely,

FACEBOOK, Inc.

cc: Sen. Amy Klobuchar, Rep. Tony Cárdenas, Sen. Mazie K. Hirono, Rep. Kim Schrier, Sen. Catherine Cortez Masto, Rep. Joaquin Castro, Sen. Elizabeth Warren, Rep. Dina Titus, Sen. Robert Menendez, Rep. Lori Trahan, Sen. Alex Padilla, Rep. Jan Schakowsky, Sen. Brian Schatz, Rep. Juan Vargas, Sen. Jack Reed, Rep. Debbie Dingell, Sen. Richard Blumenthal, Rep. Ruben Gallego, Sen. Mark Kelly, Rep. Darren Soto, Sen. Tim Kaine, Rep. Nydia M. Velázquez, Rep. Raul Ruiz, Rep. Raúl M. Grijalva, Rep. Albio Sires

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[8] Update on Our Progress on AI and Hate Speech Detection