

# United States Senate

WASHINGTON, DC 20510

April 16, 2021

Mr. Jack Dorsey  
1355 Market Street, Suite 900  
San Francisco, CA 94103

Mr. Mark Zuckerberg  
1 Hacker Way  
Menlo Park, CA 94025

Dear Mr. Dorsey and Mr. Zuckerberg:

We write to express our concern about the public health ramifications of online coronavirus vaccine disinformation and to urge you to remove the accounts that have been identified by experts as responsible for producing the majority of this disinformation on social media platforms.

A recent report from the Center for Countering Digital Hate (CCDH) identified a dozen specific content producers as the original sources of an estimated 65 percent of coronavirus disinformation online.<sup>1</sup> Websites and accounts maintained by these content producers host a high volume of content that contains vaccine disinformation, which is ultimately posted and shared on Facebook, Twitter, and Instagram. Quite troublingly, some of this content targets Black and Latino communities with tailored anti-vaccine messages.<sup>2</sup>

For too long, social media platforms have failed to adequately protect Americans by not taking sufficient action to prevent the spread of vaccine disinformation online. An earlier report found that during the coronavirus pandemic, social media platforms failed to act on 95 percent of such disinformation reported to them.<sup>3</sup> Despite your policies intended to prevent vaccine disinformation, many of these accounts continue to post content that reach millions of users, repeatedly violating your policies with impunity.<sup>4</sup>

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<sup>1</sup>Center for Countering Digital Hate. (March 24, 2021). *The Disinformation Dozen*. [https://252f2edd-1c8b-49f5-9bb2-cb57bb47e4ba.filesusr.com/ugd/f4d9b9\\_b7cedc0553604720b7137f8663366ee5.pdf](https://252f2edd-1c8b-49f5-9bb2-cb57bb47e4ba.filesusr.com/ugd/f4d9b9_b7cedc0553604720b7137f8663366ee5.pdf)

<sup>2</sup> Sheera Frenkel (March 10, 2021). *Black and Hispanic Communities Grapple with Vaccine Misinformation*. New York Times. <https://www.nytimes.com/2021/03/10/technology/vaccine-misinformation.html>

<sup>3</sup>Center for Countering Digital Hate. (March 24, 2021). *The Disinformation Dozen*. [https://252f2edd-1c8b-49f5-9bb2-cb57bb47e4ba.filesusr.com/ugd/f4d9b9\\_b7cedc0553604720b7137f8663366ee5.pdf](https://252f2edd-1c8b-49f5-9bb2-cb57bb47e4ba.filesusr.com/ugd/f4d9b9_b7cedc0553604720b7137f8663366ee5.pdf)

<sup>4</sup> *Id.*

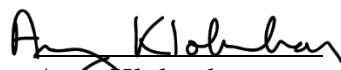
Most Americans want to get vaccinated. Across all ages, ethnicities, and races. No matter where they live. However, vaccine hesitancy remains a large threat to public health. A recent poll found that nearly 1 in 4 Americans said they will not get the coronavirus vaccine.<sup>5</sup>

We must urgently work to ensure Americans receive accurate and reliable information about coronavirus vaccines. A crucial step to increase vaccine confidence is to address primary spreaders of this vaccine disinformation, including the twelve accounts — referred to as the “Disinformation Dozen” and are responsible for a majority of disinformation — in a swift and decisive manner.

1. Are your platforms aware of these twelve sources that appear to be repeatedly spreading false or misleading information about the coronavirus vaccine efficacy?
2. What are your specific standards for removing accounts that repeatedly violate your policies on vaccine misinformation? Please address specifically whether the content shared on each of those twelve accounts violate those standards.
3. Who at your company is responsible for (a) setting vaccine disinformation policies and (b) enforcing those policies? Please provide specific name(s).
4. How are you ensuring your content moderation policies are effective for rural, minority, and non-English communities? Please provide proof of investment in these programs in terms of resource allocation, specific data on campaign efficacy, and number of full & contract level employees allocated exclusively to those efforts.

As we continue to distribute and administer vaccines across the country, your platforms must step up and take action against people that are spreading content that can harm the health of Americans. Thank you for your attention to this important matter. We look forward to your response, which we would appreciate receiving by April 29, 2021.

Sincerely,

  
Amy Klobuchar  
United States Senator

  
Ben Ray Lujan  
United States Senator

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<sup>5</sup> Brumfiel, Geoff (April 7, 2021). *Vaccine Refusal May Put Herd Immunity At Risk, Researchers Warn*. NPR. <https://www.npr.org/sections/health-shots/2021/04/07/984697573/vaccine-refusal-may-put-herd-immunity-at-risk-researchers-warn>