



**Matt Taibbi** @mtaibbi

Dec 9, 2022 · 65 tweets · [mtaibbi/status/1601352083617505281](https://twitter.com/mtaibbi/status/1601352083617505281)

1. **THREAD: The Twitter Files**

**THE REMOVAL OF DONALD TRUMP**

Part One: October 2020-January 6th

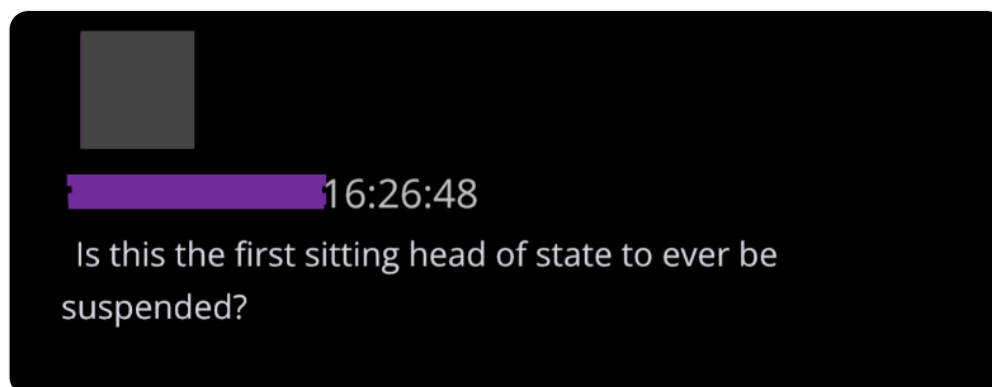
2. The world knows much of the story of what happened between riots at the Capitol on January 6th, and the removal of President Donald Trump from Twitter on January 8th...

3. We'll show you what hasn't been revealed: the erosion of standards within the company in months before J6, decisions by high-ranking executives to violate their own policies, and more, against the backdrop of ongoing, documented interaction with federal agencies.

4. This first installment covers the period before the election through January 6th.

Tomorrow, [@ShellenbergerMD](https://twitter.com/ShellenbergerMD) will detail the chaos inside Twitter on January 7th. On Sunday, [@bariweiss](https://twitter.com/bariweiss) will reveal the secret internal communications from the key date of January 8th.

[@ShellenbergerMD](https://twitter.com/ShellenbergerMD) [@bariweiss](https://twitter.com/bariweiss) 5. Whatever your opinion on the decision to remove Trump that day, the internal communications at Twitter between January 6th-January 8th have clear historical import. Even Twitter's employees understood in the moment it was a landmark moment in the annals of speech.



[@ShellenbergerMD](https://twitter.com/ShellenbergerMD) [@bariweiss](https://twitter.com/bariweiss) 6. As soon as they finished banning Trump, Twitter execs started processing new power. They prepared to ban future presidents and White Houses – perhaps even Joe Biden. The “new administration,” says one exec, “will not be suspended by Twitter unless absolutely necessary.”



18:13:10

As stated in our <https://help.twitter.com/en/rules-and-policies/ban-evasion-policy> , if it is clear that another account is being used for the purposes of evading a ban, it is also subject to suspension. For government accounts, such as @POTUS and @WhiteHouse, we will not suspend those accounts but will take action to limit their use. However, these accounts will be transitioned over to the new administration in due course and will not be suspended by Twitter unless absolutely necessary to alleviate real-world harm.

[@ShellenbergerMD](#) [@bariweiss](#) 7. Twitter executives removed Trump in part over what one executive called the “context surrounding”: actions by Trump and supporters “over the course of the election and frankly last 4+ years.” In the end, they looked at a broad picture. But that approach can cut both ways.

11:04:11

Hi Vijaya - i'm working with [REDACTED] on my team to put together a doc to share with you with a POV from research (ours, academics with whom we have been working, etc.) on DJT's language as coded incitement to further violence

11:05:57

In the mean time, here is our quick take: the decision on whether to pull that particular tweet or use that as a last straw for trump depends on many factors including: (1) the overall context and narrative in which that tweet lives - we currently analyze tweets and consider them at a tweet-by-tweet basis which does not appropriately take into account the context surrounding - you can use the yelling fire into a crowded theater example - context matters and the narrative that trump and his friends have pursued over the course of this election and frankly last 4+ years must be taken into account when interpreting and analyzing that tweet (2) the larger question is around our moral imperative and decision as a company, which user sentiment should not drive based on #1, [REDACTED] and I believe that his tweet does violate our rules when taking that historical context + current climate into account

[@ShellenbergerMD](#) [@bariweiss](#) 8. The bulk of the internal debate leading to Trump's ban took place in those three January days. However, the intellectual framework was laid in the months preceding the Capitol riots.

[@ShellenbergerMD](#) [@bariweiss](#) 9. Before J6, Twitter was a unique mix of automated, rules-based enforcement, and more subjective moderation by senior executives. As [@bariweiss](#) reported, the firm had a vast array of tools for manipulating visibility, most all of which were thrown at Trump (and others) pre-J6.

[@ShellenbergerMD](#) [@bariweiss](#) 10. As the election approached, senior executives – perhaps under pressure from federal agencies, with whom they met more as time progressed – increasingly struggled with rules, and began to speak of “vios” as pretexts to do what they’d likely have done anyway.

[@ShellenbergerMD](#) [@bariweiss](#) 11. After J6, internal Slacks show Twitter executives getting a kick out of intensified relationships with federal agencies. Here’s Trust and Safety head Yoel Roth, lamenting a lack of “generic enough” calendar descriptions to concealing his “very interesting” meeting partners.



**Yoel Roth** 11:36:51

Ehh, it happens. I'm a big believer in calendar transparency. But I reached a certain point where my meetings became... very interesting... to people and there weren't meeting names generic enough to cover. Anyway, let me know.



2:14:21

Very Boring Business Meeting That Is Definitely Not About Trump ;)



**Yoel Roth** 12:14:33

Preeeeeeetty much



**Yoel Roth** 12:14:40

"DEFINITELY NOT meeting with the FBI I SWEAR"



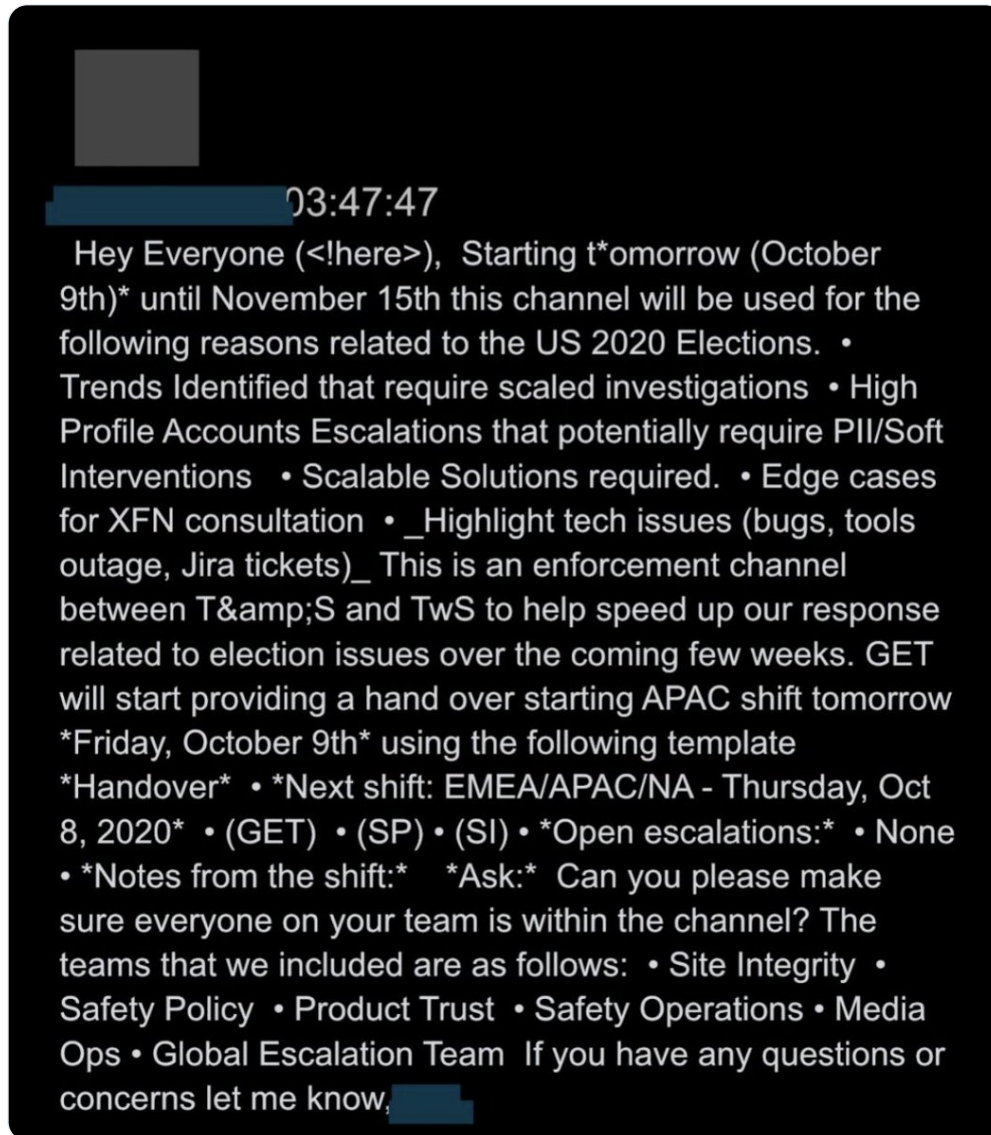
2:14:52

Imao

[@ShellenbergerMD](#) [@bariweiss](#) 12. These initial reports are based on searches for docs linked to prominent executives, whose names are already public. They include Roth, former trust and policy chief Vijaya Gadde, and recently plank-walked Deputy General Counsel (and former top FBI lawyer) Jim Baker.

[@ShellenbergerMD](#) [@bariweiss](#) 13. One particular slack channel offers an unique window into the evolving thinking of top officials in late 2020 and early 2021.

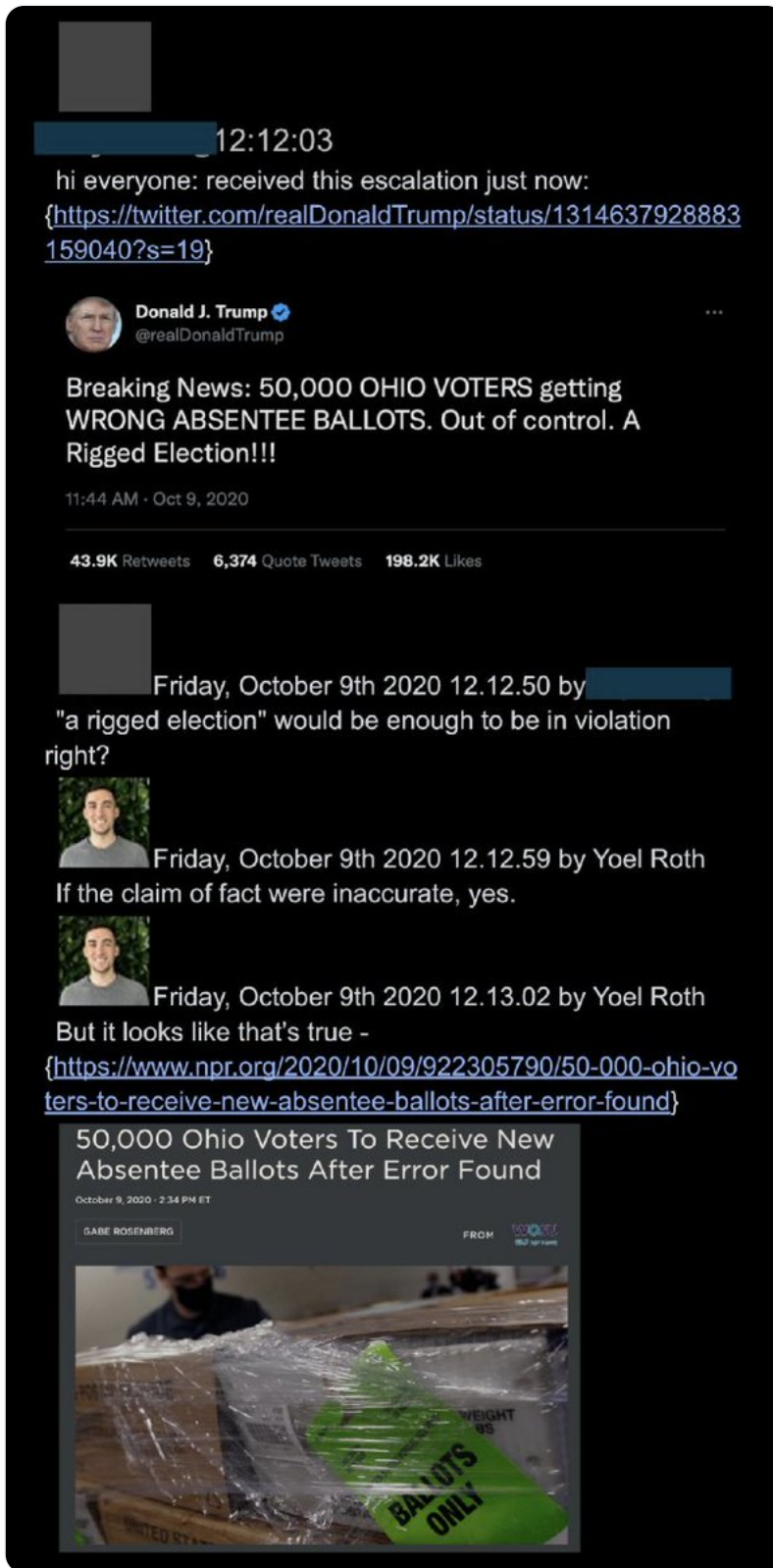
[@ShellenbergerMD](#) [@bariweiss](#) 14. On October 8th, 2020, executives opened a channel called “us2020\_xfn\_enforcement.” Through J6, this would be home for discussions about election-related removals, especially ones that involved “high-profile” accounts (often called “VITs” or “Very Important Tweeters”).



[@ShellenbergerMD](#) [@bariweiss](#) 15. There was at least some tension between Safety Operations – a larger department whose staffers used a more rules-based process for addressing issues like porn, scams, and threats – and a smaller, more powerful cadre of senior policy execs like Roth and Gadde.

[@ShellenbergerMD](#) [@bariweiss](#) 16. The latter group were a high-speed Supreme Court of moderation, issuing content rulings on the fly, often in minutes and based on guesses, gut calls, even Google searches, even in cases involving the President.

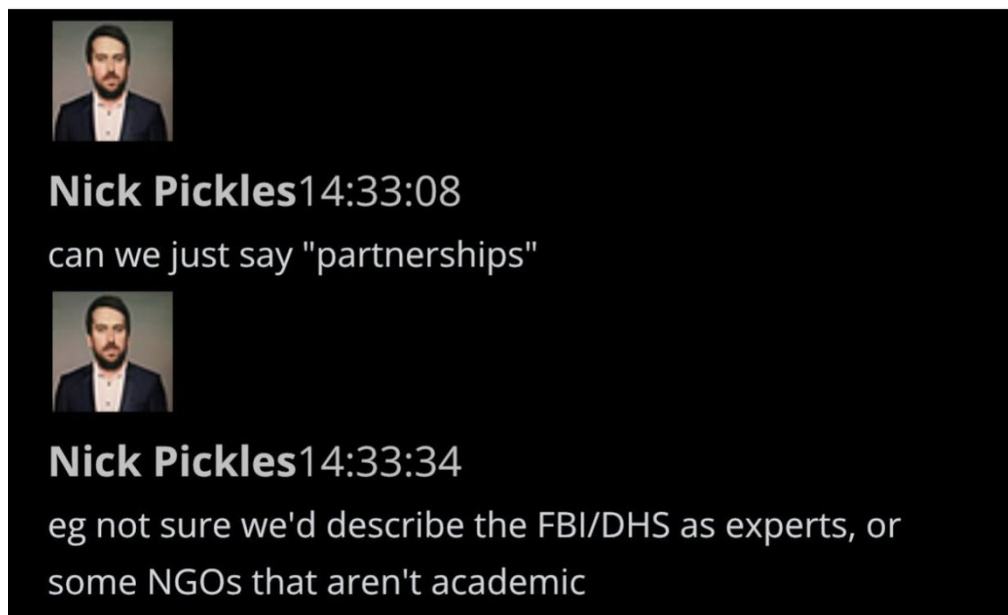
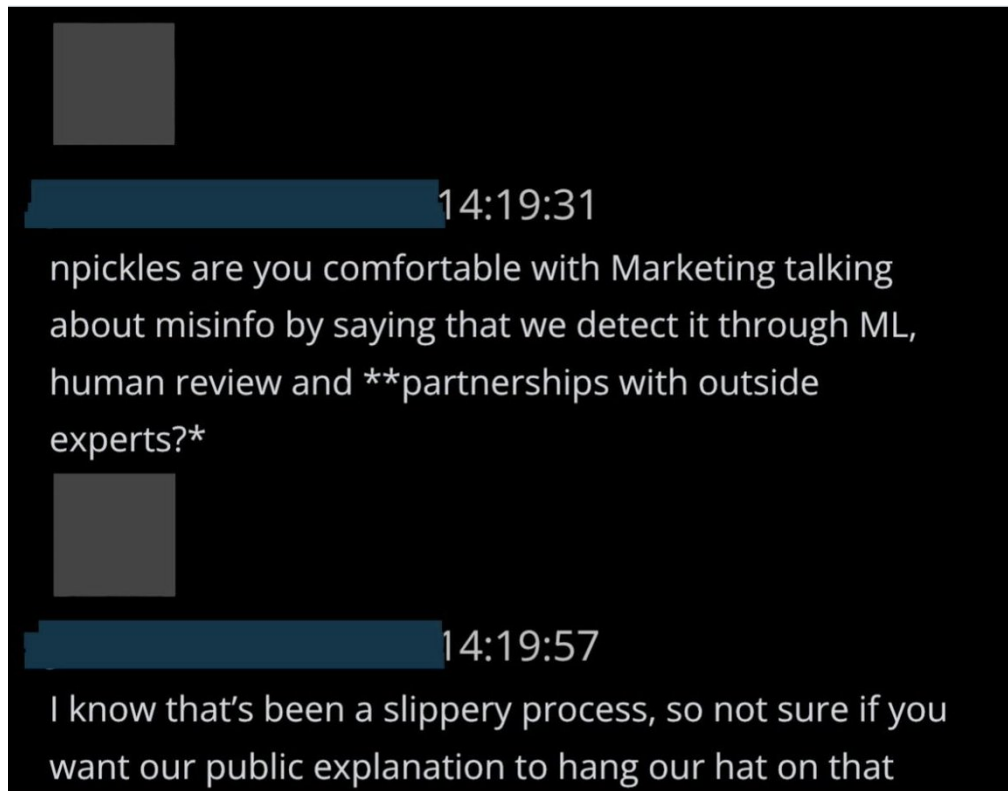




[@ShellenbergerMD](#) [@bariweiss](#) 17. During this time, executives were also clearly liaising with federal enforcement and intelligence agencies about moderation of election-related content. While we're still at the start of reviewing the [#TwitterFiles](#), we're finding out more about these interactions every day.

[@ShellenbergerMD](#) [@bariweiss](#) 18. Policy Director Nick Pickles is asked if they should say Twitter detects "misinfo" through "ML, human review, and \*\*partnerships with outside

experts?\*" The employee asks, "I know that's been a slippery process... not sure if you want our public explanation to hang on that."



[@ShellenbergerMD](#) [@bariweiss](#) 19. Pickles quickly asks if they could "just say "partnerships." After a pause, he says, "e.g. not sure we'd describe the FBI/DHS as experts."





**Nick Pickles** 14:33:08

can we just say "partnerships"



**Nick Pickles** 14:33:34

eg not sure we'd describe the FBI/DHS as experts, or some NGOs that aren't academic

[@ShellenbergerMD](#) [@bariweiss](#) 20. This post about the Hunter Biden laptop situation shows that Roth not only met weekly with the FBI and DHS, but with the Office of the Director of National Intelligence (DNI):



**Bot Application B01AXN4KL0M** 16:19:26

yoelr has checked in! Here's what they said. \*What's new for you since our last check-in?\* - Hacked Materials exploded. We blocked the NYP story, then we unblocked it (but said the opposite), then said we unblocked it... and now we're in a messy situation where our policy is in shambles, comms is angry, reporters think we're idiots, and we're refactoring an exceedingly complex policy 18 days out from the election. In short, FML. - Weekly sync with FBI/DHS/DNI re: election security. The meeting happened about 15 minutes after the aforementioned Hacked Materials implosion; the government declined to share anything useful when asked. - Monthly meeting with FBI FITF. Briefed on several ongoing investigations

[@ShellenbergerMD](#) [@bariweiss](#) 21. Roth's report to FBI/DHS/DNI is almost farcical in its self-flagellating tone:

"We blocked the NYP story, then unblocked it (but said the opposite)... comms is angry, reporters think we're idiots... in short, FML" (fuck my life).



### **Bot Application B01AXN4KL0M16:19:26**

yoelr has checked in! Here's what they said. \*What's new for you since our last check-in?\* - Hacked Materials exploded. We blocked the NYP story, then we unblocked it (but said the opposite), then said we unblocked it... and now we're in a messy situation where our policy is in shambles, comms is angry, reporters think we're idiots, and we're refactoring an exceedingly complex policy 18 days out from the election. In short, FML. - Weekly sync with FBI/DHS/DNI re: election security. The meeting happened about 15 minutes after the aforementioned Hacked Materials implosion; the government declined to share anything useful when asked. - Monthly meeting with FBI FITF. Briefed on several ongoing investigations

[@ShellenbergerMD](#) [@bariweiss](#) 23. Some of Roth's later Slacks indicate his weekly confabs with federal law enforcement involved separate meetings. Here, he ghosts the FBI and DHS, respectively, to go first to an "Aspen Institute thing," then take a call with Apple.



**Yoel Roth**08:03:33

Hey there - I have to miss the FBI and DHS meetings today, unfortunately. I saw you're on the invites for both (as are Site Policy). Can you give me a quick readout if there's anything interesting that comes up?



**Patrick Conlon** [redacted] 08:04:00

Sure thing! I hope that everything's OK.



**Yoel Roth**08:04:27

Yeah - just have conflicts at both times. An Aspen Institute thing this morning on vaccines that I have to present at, and then a call with Apple to avoid us getting kicked out of the App Store during the DHS one.



**Patrick Conlon** [redacted] 08:04:58

Ah. Those both seem very important.



**Yoel Roth**08:06:13

Indeed.

[@ShellenbergerMD](#) [@bariweiss](#) 24. Here, the FBI sends reports about a pair of tweets, the second of which involves a former Tippecanoe County, Indiana Councilor and Republican named [@JohnBasham](#) claiming "Between 2% and 25% of Ballots by Mail are Being Rejected for Errors."

07:04:23

<!here> we just got a report from the FBI concerning 2 tweets, 1. 1314479095401521154 related to the “shredding” of mail in ballot’s, this is proven to be false via this: {<https://www.politifact.com/factchecks/2020/oct/08/blog-posting/social-posters-spread-election-misinformation-abou/>} do we have a moment ready for this one?

2. 1314328227423420416, I believe was deemed no vio on numerous occasions

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) The FBI's second report concerned this tweet by [@JohnBasham](#):



**John Basham**   
[@JohnBasham](#)

**EDITORIAL: [@TheDemocrats](#) Are In Complete Panic As Their Massive Push For [#VoteByMail](#) Is Backfiring On Them!**

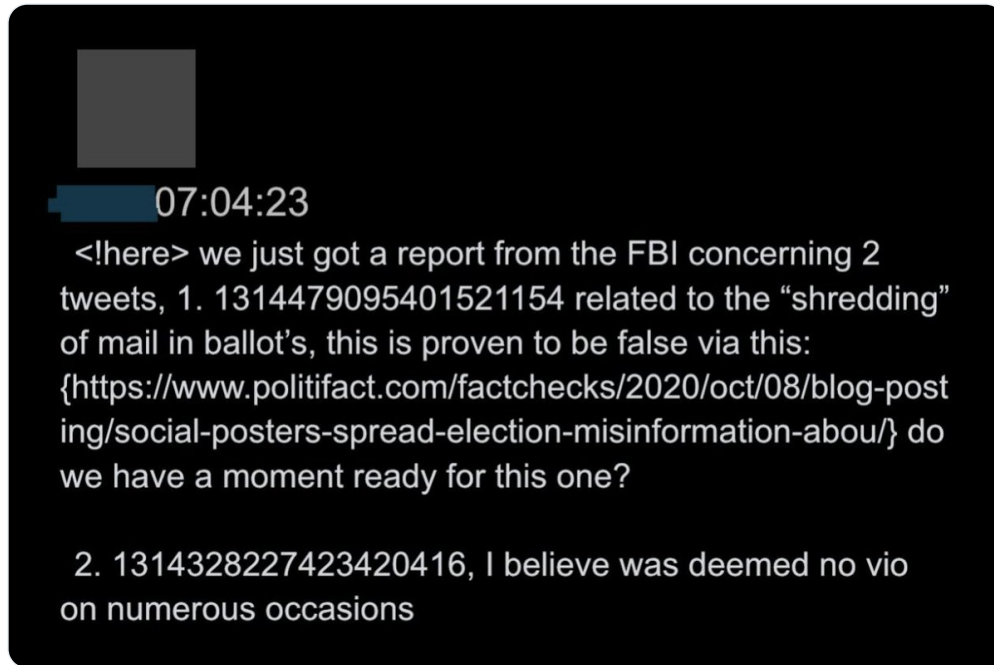
Two Things Are Unfolding:

- 1) An Unexpected Number Of Registered [#Republicans](#) Are Returning Ballots.
- 2) Between 2% & 25% Of Ballots By Mail Are Being REJECTED For Errors!

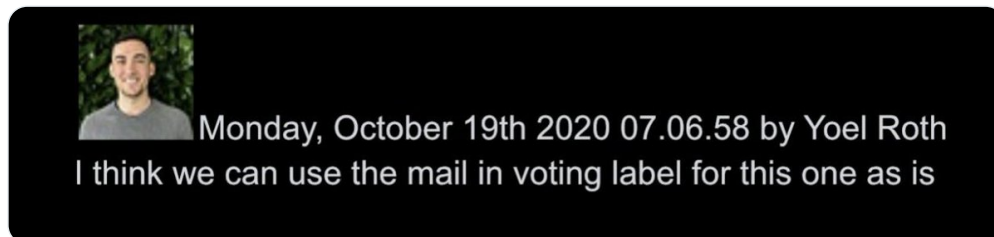




[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) 25. The FBI-flagged tweet then got circulated in the enforcement Slack. Twitter cited Politifact to say the first story was “proven to be false,” then noted the second was already deemed “no vio on numerous occasions.”

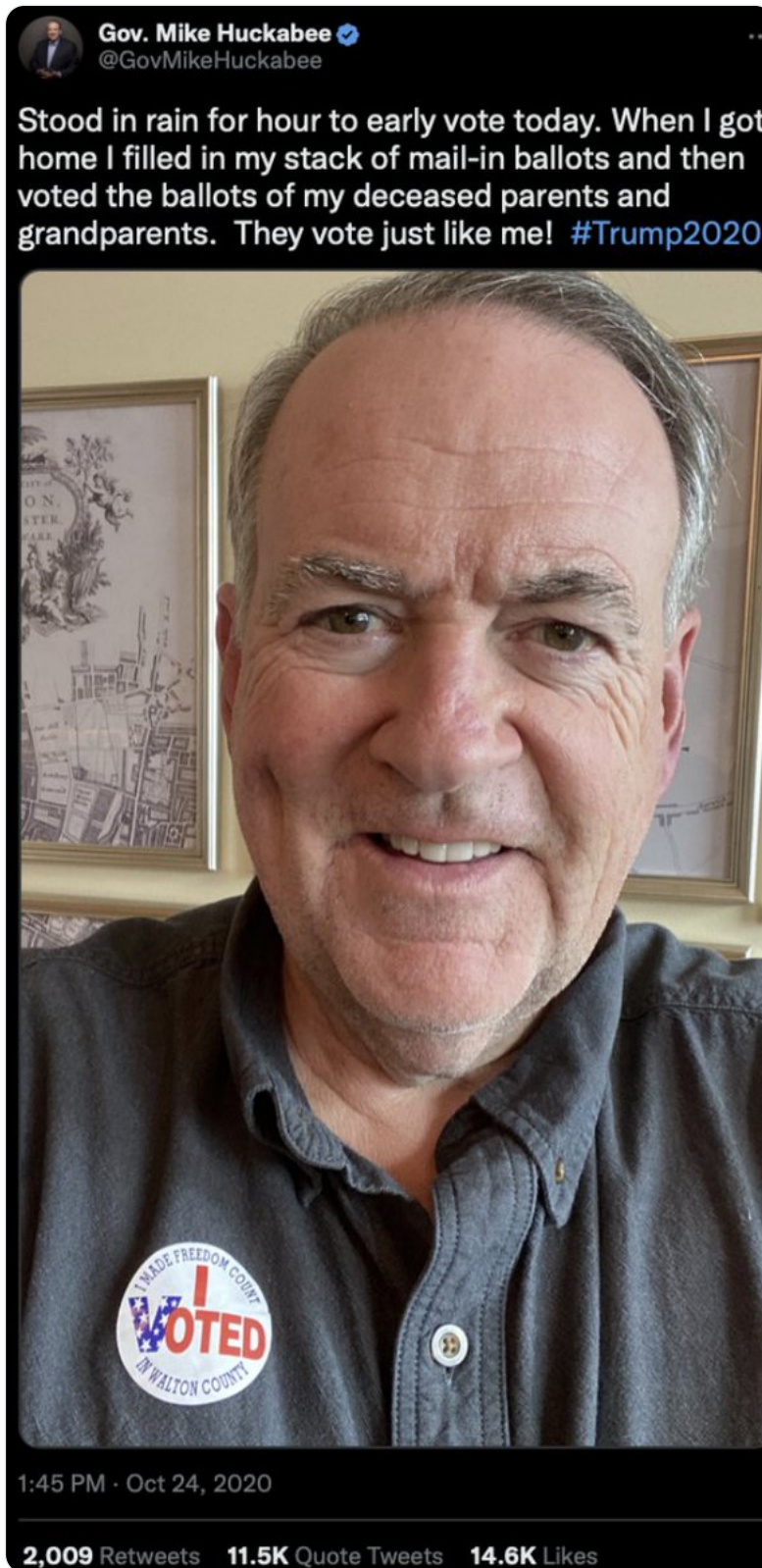


[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) 26. The group then decides to apply a “Learn how voting is safe and secure” label because one commenter says, “it’s totally normal to have a 2% error rate.” Roth then gives the final go-ahead to the process initiated by the FBI:



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) 27. Examining the entire election enforcement Slack, we didn’t see one reference to moderation requests from the Trump campaign, the Trump White House, or Republicans generally. We looked. They may exist: we were told they do. However, they were absent here.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) 31. In one case, former Arkansas governor Mike Huckabee joke-tweets about mailing in ballots for his “deceased parents and grandparents.”

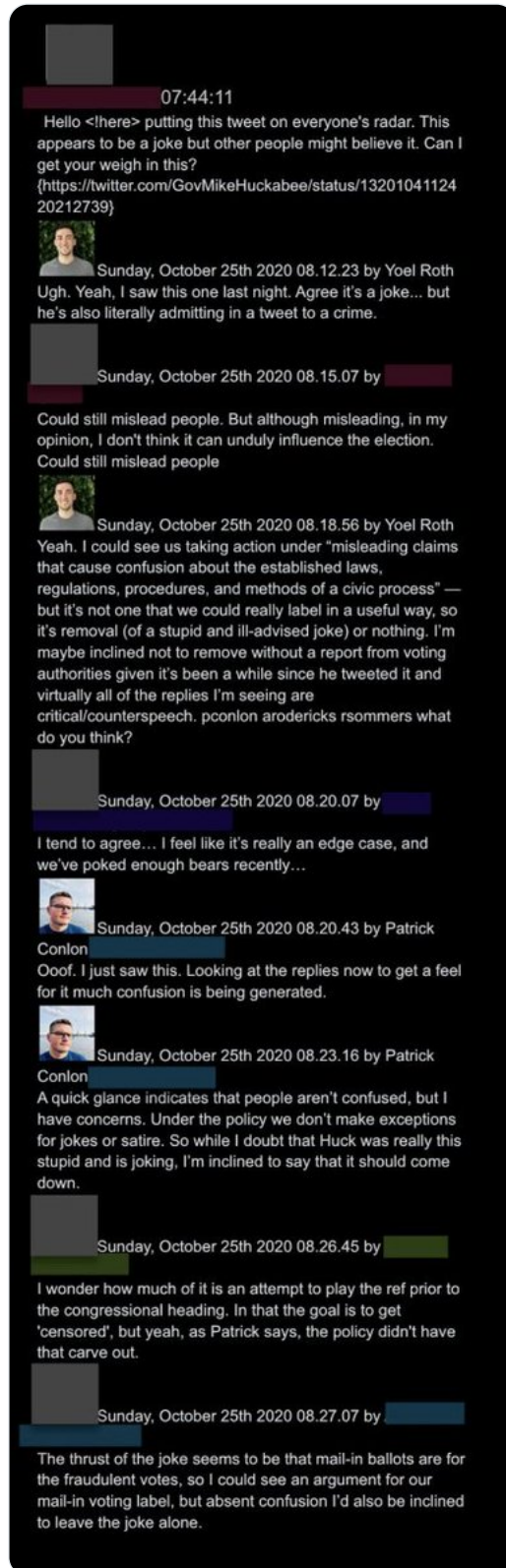


[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) 32. This inspires a long Slack that reads like an [@TitaniaMcGrath](#) parody. “I agree it’s a joke,” concedes a Twitter employee, “but he’s also literally admitting in a tweet a crime.”

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) The group declares Huck’s an “edge case,” and though one notes, “we don’t make exceptions for jokes or satire,” they ultimately decide to leave him be, because “we’ve poked enough bears.”



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) 33. "Could still mislead people... could still mislead people," the humor-averse group declares, before moving on from Huckabee



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) 33. Roth suggests moderation even in this absurd case could depend on whether or not the joke results in "confusion." This seemingly silly case actually foreshadows serious later issues:



Sunday, October 25th 2020 08.18.56 by Yoel Roth  
Yeah. I could see us taking action under “misleading claims that cause confusion about the established laws, regulations, procedures, and methods of a civic process” — but it’s not one that we could really label in a useful way, so it’s removal (of a stupid and ill-advised joke) or nothing. I’m maybe inclined not to remove without a report from voting authorities given it’s been a while since he tweeted it and virtually all of the replies I’m seeing are critical/counterspeech. pconlon arodericks rsommers what do you think?

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) 34. In the docs, execs often expand criteria to subjective issues like intent (yes, a video is authentic, but why was it shown?), orientation (was a banned tweet shown to condemn, or support?), or reception (did a joke cause “confusion”?). This reflex will become key in J6.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) 35. In another example, Twitter employees prepare to slap a “mail-in voting is safe” warning label on a Trump tweet about a postal screwup in Ohio, before realizing “the events took place,” which meant the tweet was “factually accurate”:



**Donald J. Trump** ✓  
@realDonaldTrump

No. A Rigged Election!

 **ABC 13 News - WSET** ✓ @ABC13News · Oct 9, 2020

✓ Official

Nearly 50,000 voters received wrong ballots in Ohio!  
Does you feel safe mailing in your ballot?

READ MORE: [bit.ly/2GKD8E1](https://bit.ly/2GKD8E1)



5:03 AM · Oct 12, 2020

**5,976** Retweets   **529** Quote Tweets   **24.1K** Likes





6:19:52

<!here> cc: yoelr Trump just posted these two Tweets ://twitter.com/realDonaldTrump/status/1315624226737577987> and : \_\*`Learn how voting by mail is safe and secure`\*\_ Not sure what the process is for GET, are we expected to do the policy comm's write up for this?{https://twitter.com/realDonaldTrump/status/1315624311558934536} cc: yoelr Trump just posted these two Tweets <https://twitter.com/realDonaldTrump/status/1315624226737577987> and <https://twitter.com/realDonaldTrump/status/1315624311558934536> that are candidates for labelling: \_\*`Learn how voting by mail is safe and secure`\*\_ Not sure what the process is for GET, are we expected to do the policy comm's write up for this?



Monday, October 12th 2020 06.28.36 by [redacted]

cc [redacted] until Yoel wakes up

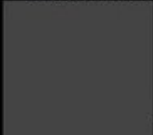


Monday, October 12th 2020 06.34.06 by [redacted]

I've been on PTO, so not 100% up to speed. My understanding in both cases is that the events took place, and that the commentary by POTUS is his opinion related to these real events so that there wouldn't be any labelling action/violation on our side.



Monday, October 12th 2020 07.01.35 by Yoel Roth  
Yeah... those are factually accurate...



Monday, October 12th 2020 07.06.27 by [redacted]

Monday, October 12, 2020 8:10:27 AM  
Thanks for clarifying  
[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) 36. “VERY WELL DONE ON SPEED” Trump was being “visibility filtered” as late as a week before the election. Here, senior execs didn’t appear to have a particular violation, but still worked fast to make sure a fairly anodyne Trump tweet couldn’t be “replied to, shared, or liked”:



**Donald J. Trump**   
[@realDonaldTrump](#)

Some or all of the content shared in this Tweet is disputed and might be misleading about an election or other civic process. [Learn more](#)

**Big problems and discrepancies with Mail In Ballots all over the USA. Must have final total on November 3rd.**

**Stay informed**   
Learn how voting by mail is safe and secure [Find out more](#)

This Tweet can't be replied to, shared or liked.

4:43 PM · Oct 26, 2020





replies to thread:



Monday, October 26th 2020 16.57.17 by Yoel Roth  
What's the team's recommendation?



Monday, October 26th 2020 16.57.25 by [redacted]

[https://docs.google.com/document/d/1rgrmMLGyAXYKIRAvKgsuvHPcHaKAPXVZsTFO6g3X8\\_Y/edit](https://docs.google.com/document/d/1rgrmMLGyAXYKIRAvKgsuvHPcHaKAPXVZsTFO6g3X8_Y/edit)



Monday, October 26th 2020 16.58.53 by Yoel Roth  
Thank you. Agree with the recommendation. Flagging right now with leadership given it's POTUS



Monday, October 26th 2020 16.59.05 by [redacted]

will set up a call



Monday, October 26th 2020 16.59.05 by Yoel Roth  
Can we use a new doc per PII review?



Monday, October 26th 2020 16.59.20 by [redacted]

ah, okay. (will also include that in our playbook after!)



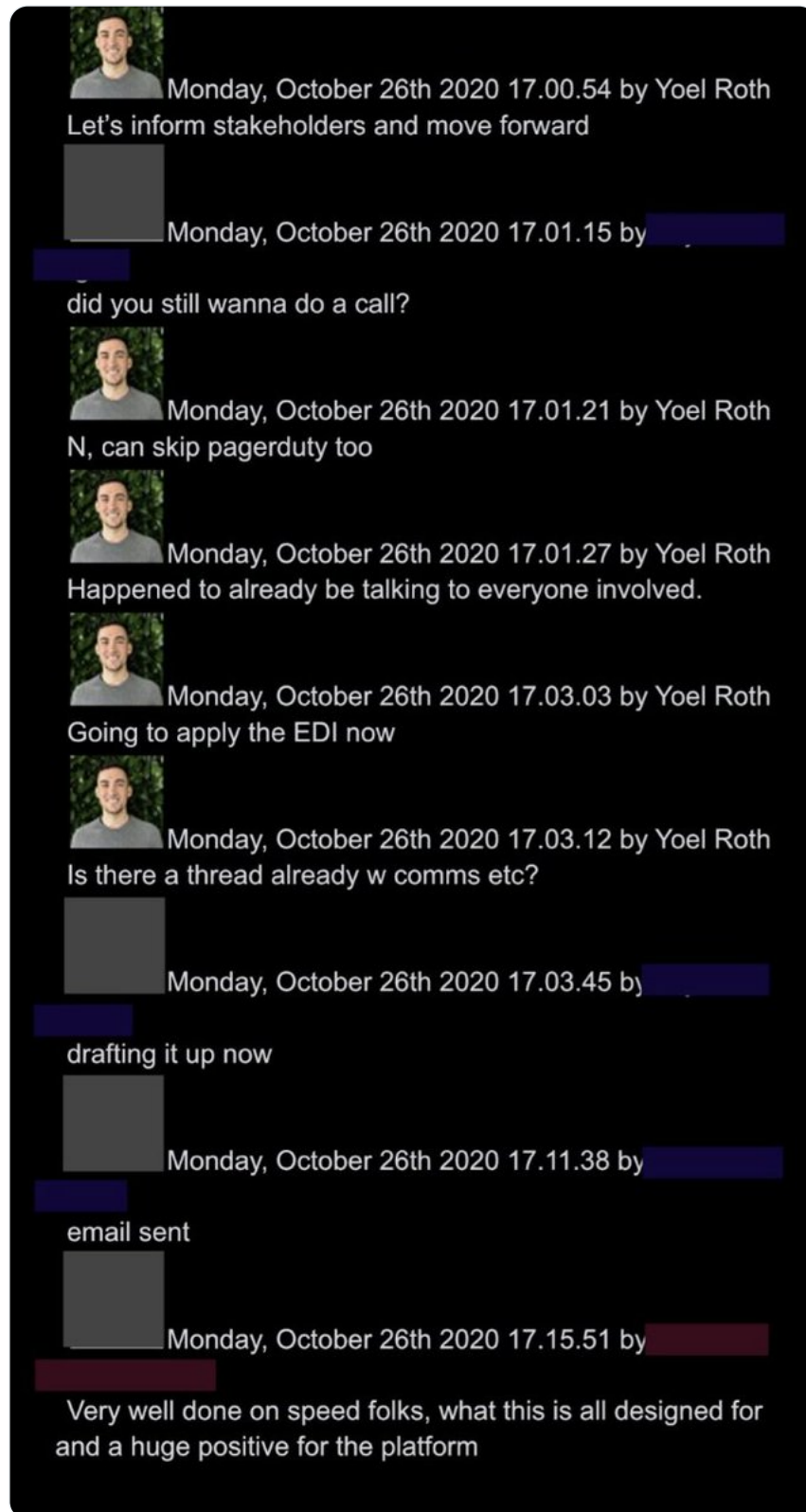
Monday, October 26th 2020 17.00.26 by [redacted]

<https://docs.google.com/document/d/1zDEXeAvqDZn5aAfBCnU26YZhBYtqAZLGquU1AnioQi8/edit?usp=sharing>



Monday, October 26th 2020 17.00.38 by Yoel Roth  
EDI approved

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) "VERY WELL DONE ON SPEED": the group is pleased the Trump tweet is dealt with quickly

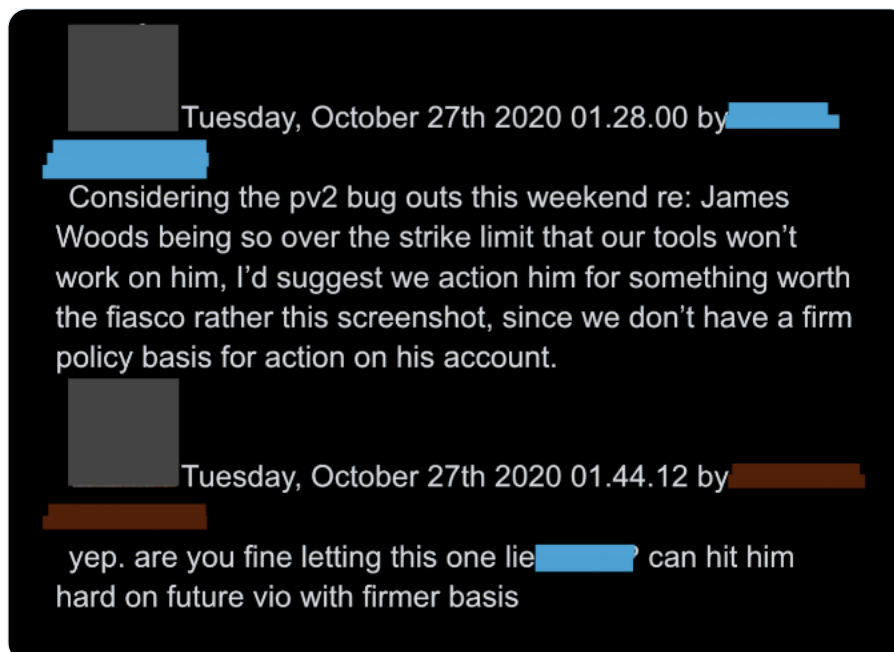


[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) 37. A seemingly innocuous follow-up involved a tweet from actor [@RealJamesWoods](#), whose ubiquitous presence in argued-over Twitter data sets is already a [#TwitterFiles](#) in-joke.



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 38.

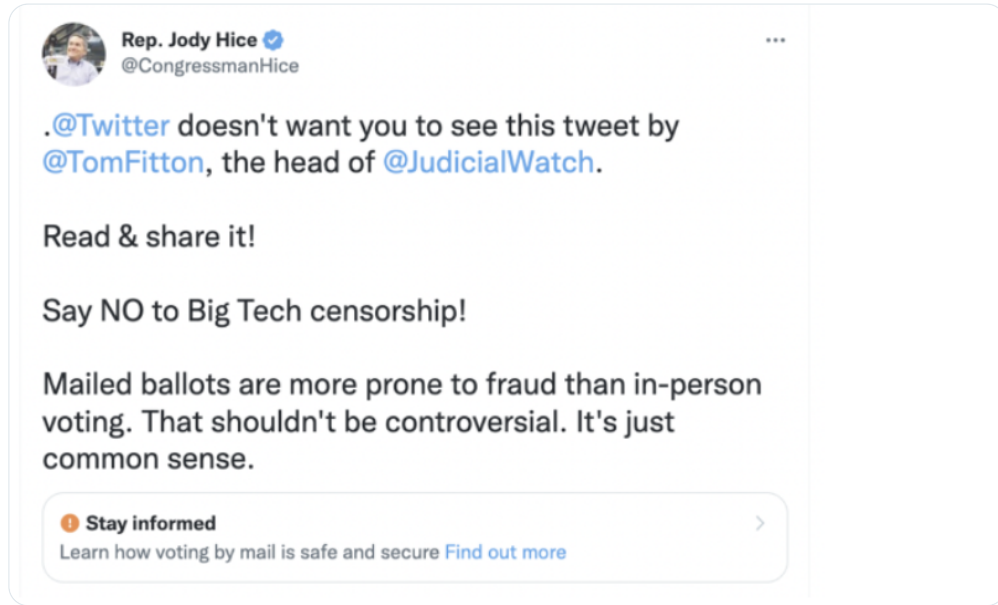
After Woods angrily quote-tweeted about Trump’s warning label, Twitter staff – in a preview of what ended up happening after J6 – despaired of a reason for action, but resolved to “hit him hard on future vio.”



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 39.

Here a label is applied to Georgia Republican congresswoman Jody Hice for saying, “Say NO

to big tech censorship!” and, “Mailed ballots are more prone to fraud than in-person balloting... It’s just common sense.”



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 40.  
Twitter teams went easy on Hice, only applying “soft intervention,” with Roth worrying about a “wah wah censorship” optics backlash:



Monday, October 26th 2020 12.32.14 by [redacted]

devils advocate: The quoted tweet still shows up with the EDI and the actual content Rep Hice says is lower level ("more fraud with mail in ballots than in person" is much more of a legitimate statement even if scale is still minuscule"). I think I'd lean towards just putting a MIB soft intervention on this rather than the full EDI



Monday, October 26th 2020 12.32.29 by Yoel Roth

Agree.



Monday, October 26th 2020 12.32.38 by Patrick

Conlon [redacted]

Yep, I was just typing that haha



Monday, October 26th 2020 12.32.42 by Yoel Roth

I think going too far down the rabbit hole of labeling critical speech (i.e. critical of our handling of this case) is dangerous



Monday, October 26th 2020 12.32.49 by Yoel Roth

It becomes a self-reinforcing "wah wah censorship" cycle



Monday, October 26th 2020 12.33.34 by Patrick

Conlon [redacted]


I'm currently responding to Judicial Watch's whining to Public Policy. I regret nothing, but am happy to iterate what rules they violated.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 41.

Meanwhile, there are multiple instances of involving pro-Biden tweets warning Trump "may try to steal the election" that got surfaced, only to be approved by senior executives. This one, they decide, just "expresses concern that mailed ballots might not make it on time."






elijah daniel   
@elijahdaniel

this is so disgusting and terrifying. they're going to try to steal the election. you have one week, if you haven't voted yet - don't mail. drop it off or vote early. if you can't vote, make sure your family is (unless they're Trump supporters, just let them forget).

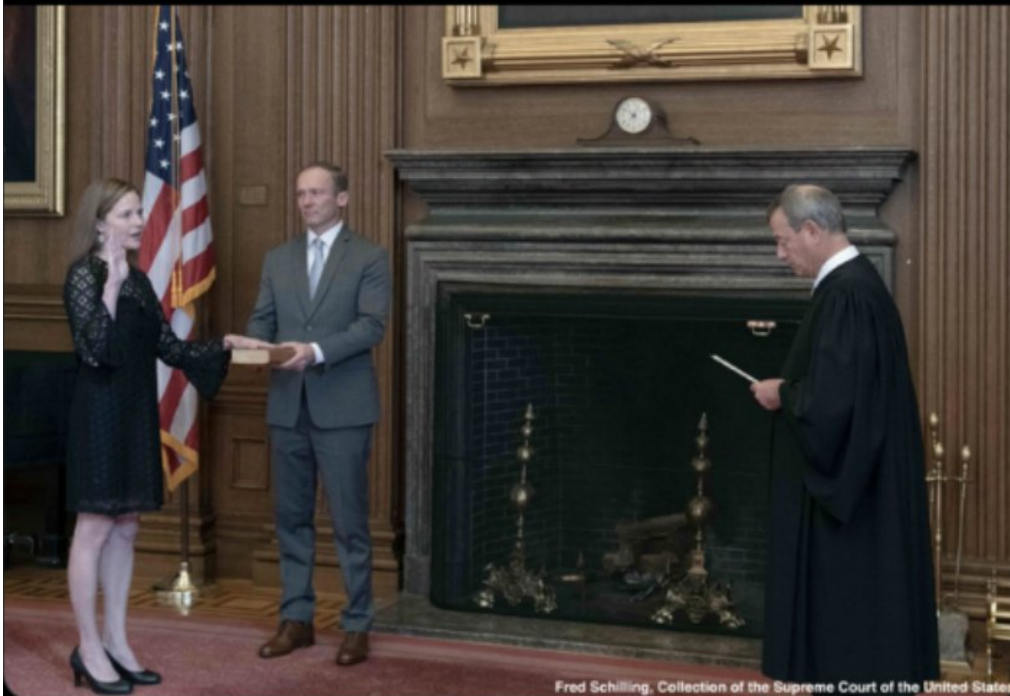
#VoteThemOut



ABC News  @ABC · Oct 27, 2020

 Official

**BREAKING:** Chief Justice John Roberts has administered the Judicial Oath to Amy Coney Barrett, who officially joins the Supreme Court. She replaced the late Justice Ruth Bader Ginsburg. [abcn.ws/3mrFel9](https://abcn.ws/3mrFel9)



11:42 AM · Oct 27, 2020



08:48:21

Hey team, can i get your opinion on this {<https://twitter.com/elijahdaniel/status/1321114973037228033>} | tweet ? This is an edge case with commentary & encouraging voters not to vote by mail. I believe we should label it



Tuesday, October 27th 2020 08.56.35 by Patrick Conlon

I think that I'd not bother with labeling this one. It's still encouraging people to vote, but expresses the concern that mailed ballots might not make it in time. Which seems fair this close to the election date. Still encouraging people to turn in their ballots in person or to vote in person.



Tuesday, October 27th 2020 08.56.59 by [redacted]

Ok thank you patrick

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 42.  
“THAT’S UNDERSTANDABLE”: Even the hashtag [#StealOurVotes](#) – referencing a theory that a combo of Amy Coney Barrett and Trump will steal the election – is approved by Twitter brass, because it’s “understandable” and a “reference to... a US Supreme Court decision.”



**Rick G. Rosner** ✓  
@dumbassgenius

Check with your local **#USPS** folks to see how slow the mail is. Also find out when mail-in ballots must arrive in your state.

But mostly, **#VOTE ASAP!**

Trump and his new **#AmyConeyBarrett #SCOTUS** will try to **#StealOurVotes**, so our numbers have to be huge!



**Geoff Bennett** ✓ @GeoffRBennett · Oct 27, 2020

US Postal Service on-time delivery times for First-Class Mail have dropped again — now nearly as bad as the worst period this summer. If you are voting absentee and haven't returned your ballot, experts say drop it off in person. Do not rely on **#USPS** delivery at this point.





08:56:19

Hi Team! can i get a second opinion for this {https://twitter.com/dumbassgenius/status/1321116137266933763}[tweet] please? I am leaning towards labeling it.



Tuesday, October 27th 2020 08.57.13 by Yoel

Roth

Not seeing the violation here?



Tuesday, October 27th 2020 08.57.43 by Patrick

Conlon

I wouldn't label. I think that it's encouraging people to vote, but to be realistic that a mailed ballot might not make it in time.



Tuesday, October 27th 2020 08.58.46 by

perfect thanks yoelr and pconlon I was wondering about this part \_\*“Trump and his new #AmyConeyBarrett #SCOTUS will try to #StealOurVotes,”\*\_



Tuesday, October 27th 2020 08.58.48 by

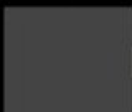
all good



Tuesday, October 27th 2020 09.00.26 by Patrick

Conlon

Ah, that's understandable, believe that it's a reference to the a US Supreme Court decision on processing mail-in ballots that arrive after Election Day.



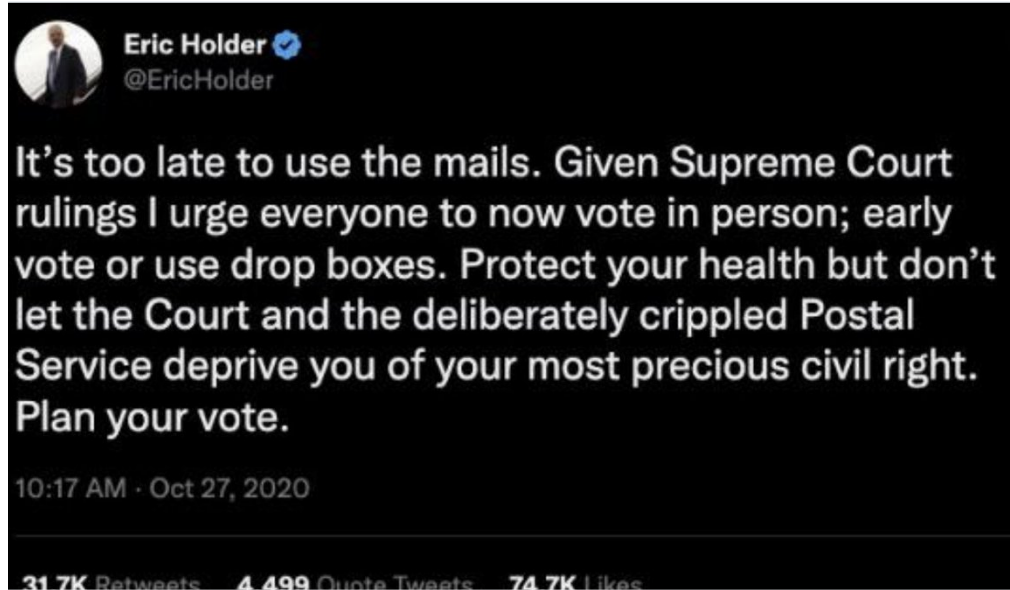
Tuesday, October 27th 2020 09.00.47 by



Tuesday, October 27th 2020 09:00:47 by

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 43.

In this exchange, again unintentionally humorous, former Attorney General Eric Holder claimed the U.S. Postal Service was “deliberately crippled,” ostensibly by the Trump administration. He was initially hit with a generic warning label, but it was quickly taken off by Roth:





**Yoel Roth**08:56:38

Hey folks - can we reverse the label on this tweet:  
{[https://twitter.com/EricHolder/status/132109357419330355](https://twitter.com/EricHolder/status/1321093574193303553)  
3} Everything in it is factually accurate.



Tuesday, October 27th 2020 08.58.31 by [redacted]

Working on reversing it now.



Tuesday, October 27th 2020 09.04.48 by [redacted]

yoelr i have removed the Moment label. I am still trying to remove the EDI



Tuesday, October 27th 2020 09.06.58 by [redacted]

removed



Tuesday, October 27th 2020 09.08.18 by Yoel Roth

Excellent - thank you!

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 44.

Later in November 2020, Roth asked if staff had a “debunk moment” on the “SCYTL/Smartmantic vote-counting” stories, which his DHS contacts told him were a combination of “about 47” conspiracy theories:



**Yoel Roth** 16:54:36

Hi there - me again - do we have a debunk moment on the SCYTL/Smartmatic vote counting conspiracies?

...



**Wednesday, November 18th 2020**

**17.15.12 by Yoel Roth**

DHS referred to it on a call today (sadly not public) as “a combination of about 47 different conspiracy theories” so hopefully there’s stuff out there.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 45.

On December 10th, as Trump was in the middle of firing off 25 tweets saying things like, “A coup is taking place in front of our eyes,” Twitter executives announced a new “L3 deamplification” tool. This step meant a warning label now could also come with deamplification:

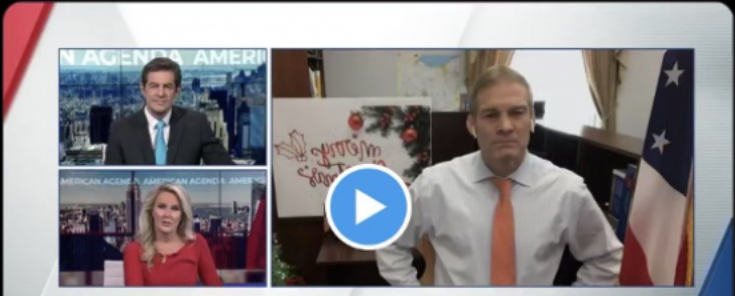


**Patrick Conlon** [REDACTED] 20:54:47

[Update] Hello everyone, I wanted to give you an update on some of our enforcement options for Tweets containing the civic misinfo that we've seen. It's been decided that Tweets that we've manually reviewed and determined need a label will now be subject to L3 deamplification, further restricting the extent to which that Tweet can be shared. The current batch of Entity IDs will soon be used for automated labeling work, but I've created a new batch of Entity IDs for the labels that we've been using the most during the past couple of weeks. Labels that we've only rarely used or that have been deprecated already haven't gotten an L3 update. If there's a moment when we need the L3 version for one of those labels, please flag it to Matt Graydon (mgraydon) or myself. To find the new L3 Entity IDs, please look at the 'L3 - US 2020 - 11 December Update' tab in the Civic Integrity Entity IDs - strato spreadsheet.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 46.  
Some executives wanted to use the new deamplification tool to silently limit Trump's reach more right away, beginning with the following tweet:

**Donald J. Trump** @realDonaldTrump



**Markets**  
DJI 29973

**STIMULUS STALEMATE CONTINUES AS WE AWAIT FDA COVID VACCINE APPROVAL**

2:53 558.3K views RES RATINGS VICTORY OVER FOX NEWS CHANNEL... FED TAX INQUIRY INTO HL

**Trump got 11 million more votes | Jim Jordan**  
Via American Agenda, weekdays at 2 PM ET on Newsmax TV.

From **NEWSMAX**

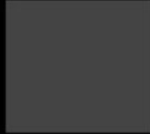
**Stay informed**  
This claim about election fraud is disputed [Find out more](#)

11:41 PM · Dec 10, 2020

8,276 Retweets 1,234 Quote Tweets 46.3K Likes

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 47.  
However, in the end, the team had to use older, less aggressive labeling tools at least for that day, until the “L3 entities” went live the following morning.





Thursday, December 10th 2020 21.00.26 by [redacted]

Thanks pconlon! Should enforcement with the new entities start now, or should it wait until the policy "officially" goes live tomorrow morning?



Thursday, December 10th 2020 21.01.37 by Patrick Conlon [redacted]

Good point, [redacted] Let's start enforcement tomorrow morning per PST. That'll save the APAC crew from having to do it, and the Dublin office will only have to change things towards the end of the day.



Thursday, December 10th 2020 21.04.03 by [redacted]

<!subteam^SDJ1YP4NN|@get> for viz



[redacted] 20:58:29

Hey team, am recommending to label {<https://twitter.com/realDonaldTrump/status/1337256181866377216>} with generic fraud claim. If ok, can I confirm to use the new entity ID ( 1337237076081688578)? ty



Thursday, December 10th 2020 21.13.40 by

Patrick Conlon

Hi [redacted] Let's use the "old" one for generic fraud claims. We won't use the L3 entities until tomorrow morning by San Francisco's time



Thursday, December 10th 2020 21.13.53 by

[redacted]  
copy that. Ty

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 48.

The significance is that it shows that Twitter, in 2020 at least, was deploying a vast range of visible and invisible tools to rein in Trump's engagement, long before J6. The ban will come after other avenues are exhausted

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 49.

In Twitter docs execs frequently refer to "bots," e.g. "let's put a bot on that." A bot is just any automated heuristic moderation rule. It can be anything: every time a person in Brazil uses "green" and "blob" in the same sentence, action might be taken.




**Bot Application B01DM9U1NSZ10:00:01**

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 50.

In this instance, it appears moderators added a bot for a Trump claim made on Breitbart. The bot ends up becoming an automated tool invisibly watching both Trump and, apparently, Breitbart ("will add media ID to bot"). Trump by J6 was quickly covered in bots.



Donald J. Trump   
@realDonaldTrump

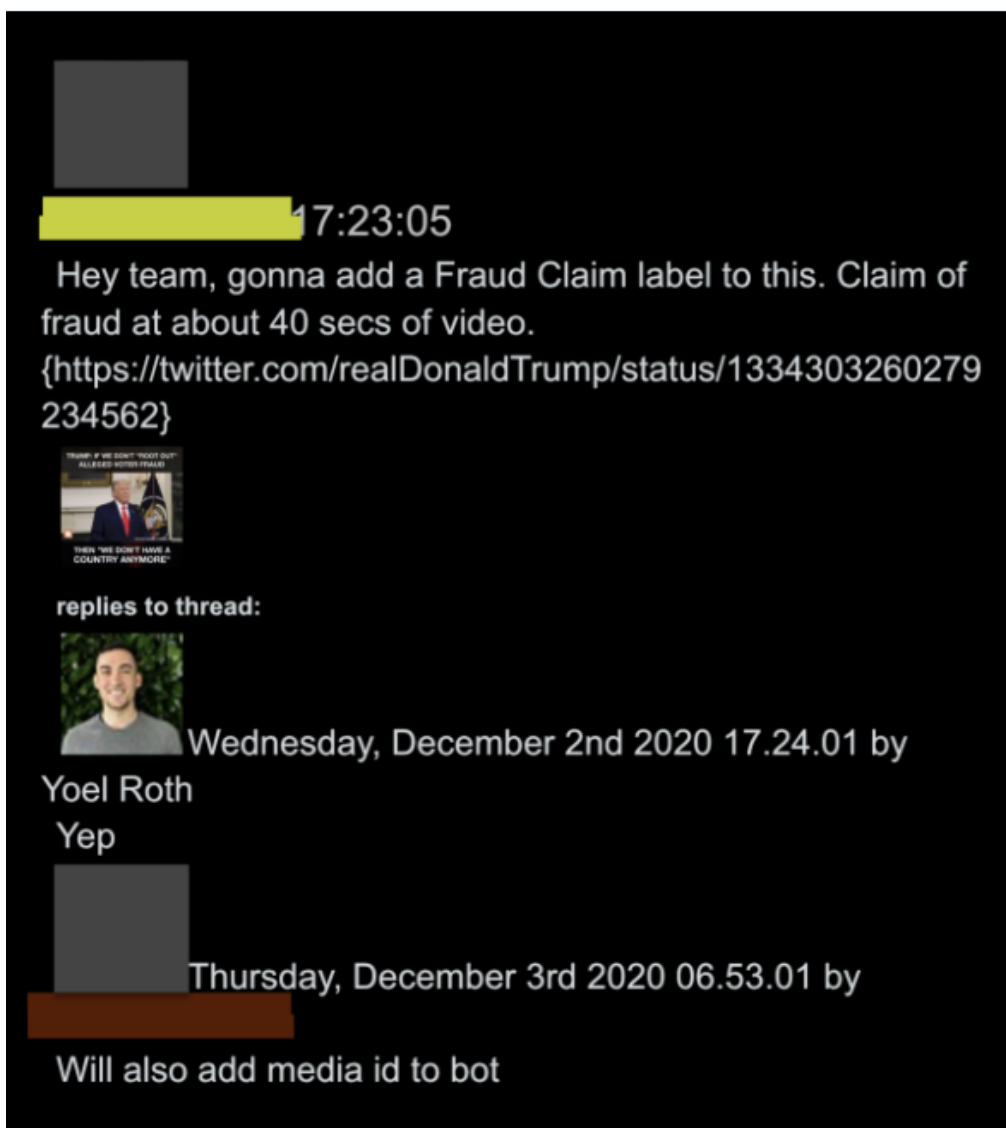
**TRUMP: IF WE DON'T "ROOT OUT"  
ALLEGED VOTER FRAUD**



Source: Donald J. Trump / Facebook

**THEN "WE DON'T HAVE A  
COUNTRY ANYMORE"**

1:10 996.5K views



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 51.

There is no way to follow the frenzied exchanges among Twitter personnel from between January 6th and 8th without knowing the basics of the company's vast lexicon of acronyms and Orwellian unwords.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 52.

To "bounce" an account is to put it in timeout, usually for a 12-hour review/cool-off:



**Yoel Roth** 17:04:55

{<https://twitter.com/BreitbartNews/status/1346984429940518912>} - gave a heads up to folks, give it another few minutes then proceed with bouncing



[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 53. “Interstitial,” one of many nouns used as a verb in Twitterspeak (“denylist” is another), means placing a physical label atop a tweet, so it can’t be seen.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 54. PII has multiple meanings, one being “Public Interest Interstitial,” i.e. a covering label applied for “public interest” reasons. The post below also references “proactive V,” i.e. proactive visibility filtering.



Wednesday, January 6th 2021 12:41:03 by [redacted]

FTR these were interstitialled by our agents (who are prioritizing our proactive V&G queue) so process working well at the moment from that perspective

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 55. This is all necessary background to J6. Before the riots, the company was engaged in an inherently insane/impossible project, trying to create an ever-expanding, ostensibly rational set of rules to regulate every conceivable speech situation that might arise between humans.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) This project was preposterous yet its leaders were unable to see this, having become infected with groupthink, coming to believe – sincerely – that it was Twitter's responsibility to control, as much as possible, what people could talk about, how often, and with whom.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 56. When panic first breaks out on J6 there’s a fair share of WTF-type posts, mixed in with frantic calls for Twitter to start deploying its full arsenal of moderation tools. “What is the right remediation? Do we interstitial the video?” asks one employee, in despair:



**Patrick Conlon** 12:32:18

: Graphic violence] In case this media hasn't been flagged to Safety yet. Video of a person being shot on Capitol Hill. {https://twitter.com/kystenabecker/status/1346916109052764167?s=20} - [WARNING: Graphic violence] In case this media hasn't been flagged to Safety yet. Video of a person being shot on Capitol Hill.

replies to thread:



Wednesday, January 6th 2021 12.36.53 by

what is the right remediation here? do we interstitial the video? cc: [redacted]

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 57.

This “Freedom or Death” tweet from [#StopTheSteal](#) gadfly Mike Coudrey elicits heated reactions:



**Mike Coudrey** ✓

@MichaelCoudrey\_

Follow along

Today is one of the most important days in our nation's history. We cannot allow a global Hegemony to take over this country through fraudulent means. What happens today determines the next 100 years of our country. Freedom or death.

2.54 - January 6 2021

5 likes



5

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 58.

Roth groans about Coudrey: “THIS asshole,” but still seems determined to stick at least superficially to rules, itching to act “if” this “constitutes incitement.”





**Yoel Roth**12:45:14

THIS asshole:

{<https://twitter.com/MichaelCoudrey/status/1346772108664315905>}



12:45:34

oh god



**Yoel Roth**12:45:53

He is on his last strike for 3 different policies



**Yoel Roth**12:45:57

If this constitutes incitement, I will PS him

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 59.

At 2:39 p.m. PST, a comms official asked Roth to confirm or deny a story that they'd restricted Trump's ability to tweet. Roth says, "We have not."



[Redacted] 14:39:33

Hi Yoel. Appreciate all your hard work today. We've heard from a reporter that they have a "trusted source" telling them we've restricted Trump's ability to Tweet



[Redacted] 14:39:51

Sorry for this annoying request but wanted to chase it down with you before starting an email chain, etc.



**Yoel Roth** 14:45:39

We have not

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 60.

Minutes later, Roth executed the historic act of "bouncing" Trump, i.e. putting him in timeout. "I hope you... are appropriately CorpSec'd," says a colleague.



**Yoel Roth** 15:05:55

{https://twitter.com/realDonaldTrump/status/1346954970910707712}



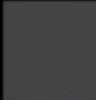
**Yoel Roth** 15:05:55

Label please



**Patrick Conlon** [redacted] 15:06:51

Done



[redacted] 15:31:53

Is it done?

replies to thread:



Wednesday, January 6th 2021 15.35.24 by

**Patrick Conlon** [redacted]

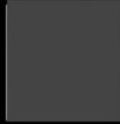
Looks like it's now bounced



[redacted] 15:39:17

It's the right decision. Yoel, I hope you, Del, and others are appropriately CorpSec'd

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) This theme of Policy perhaps being stressed by queries from Communications executives – who themselves have to answer the public's questions – occasionally appears. Two days later, you see chatter about pulling Comms out of the loop:



[Redacted] 12:24:23

We are already getting questions about conspiracy theories and our enforcement process all the time. Not a wait and see thing.



**Lauren Culbertson** 12:24:26

Let's talk about that but we need to hammer that out ahead of an emergency and evolving situation



[Redacted] 12:24:57

Respectfully, it needs to be your team doing so holisitically.



**Lauren Culbertson** 12:25:27

I don't think it's wise to reach out to comms folks proactively on this

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 61.

The first company-wide email from Gadde on January 6th announced that 3 Trump tweets had been bounced, but more importantly signaled a determination to use legit “violations” as a guide for any possible permanent suspension:

Here's the email from Vijaya: ``Hi team, An update on actions we're taking as a result of what's happening in DC today. We have removed (bounced) 3 tweets from @realDonaldTrump on 6 January 2020 for making unfounded claims of voter fraud and election theft, which must be viewed in the context of violence in Washington DC today and reasonably can be expected to continue to incite and inspire violent acts around the country. We are requiring a 12-hour timeout following the removal of these tweets. We also have tweeted so there's transparency in our actions and making it clear that future violations of the Twitter Rules will result in permanent suspension. {https://twitter.com/TwitterSafety/status/1346970430062485505} Thanks, Vijaya``

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 62.  
"WHAT THE ACTUAL FUCK?" Safe to say Trump's "Go home with love & in peace" tweet mid-riot didn't go over well at Twitter HQ:



**Donald J Trump**   
@realDonaldTrump \_

consequences



These are the things and events that happen when a sacred landslide election victory is so unceremoniously & viciously stripped away from great patriots who have been badly & unfairly treated for so long. Go home with love & in peace. Remember this day forever!

15:01 - Jan 6, 2021

2 Likes



1



2



Wednesday, January 6th 2021 15.03.56 by  
Patrick Conlon

What the actual fuck?



Wednesday, January 6th 2021 15.04.04 by  
Patrick Conlon

Can this go to Staff too?



Wednesday, January 6th 2021 15.05.10 by  
Patrick Conlon

I'm labeling this now



Wednesday, January 6th 2021 15.06.01 by Yoel  
Roth

Yes



Wednesday, January 6th 2021 15.06.33 by  
Patrick Conlon

Sorry, I actually got emotionally angry seeing that. Turns  
out I'm not a full robot. Who knew?



Wednesday, January 6th 2021 15.07.51 by

It's gut-wrenching; he's a horrible human being

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 63. A few last notes about January 6th. Roth at one point looked and found Trump had a slew of duplicate bot applications:





**Yoel Roth** 15:50:36

seeing a TON of duplicate enrollments on @realDonaldTrump

PNG

Type	Action / Reason	Details	User	Timestamp	Actions
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 Timeout	TwitterSafety	2021-01-06 23:39:11	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 AbuseEntranceA	TwitterSafety	2021-01-06 23:39:11	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 AbuseExitA	TwitterSafety	2021-01-06 23:39:11	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 Timeout	TwitterSafety	2021-01-06 23:39:11	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 AbuseEntranceA	TwitterSafety	2021-01-06 23:39:11	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 AbuseExitA	TwitterSafety	2021-01-06 23:39:11	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 AbuseExitA	TwitterSafety	2021-01-06 23:38:51	...
Bouncer	Action: Create	Note: http://go/ret/6825; Tweet ID: 134692882595885058, Bounced per ABUSE_POLICY_ELECTION_INTERFERENCE by Image Search Tool. Media cluster id: 1346928794456776705 TweetId=134692882595885058	TwitterSafety	2021-01-06 23:38:51	...

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 64.

By the end of the first day, the top execs are still trying to apply rules. By the next day, they will contemplate a major change in approach. Watch [@ShellenbergerMD](#) this weekend for the play-by-play of how all that went down.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 65.

By January 8th, which [@bariweiss](#) will describe Sunday, Twitter will be receiving plaudits from “our partners” in Washington, and the sitting U.S. president will no longer be heard on the platform.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 66.

Lastly, people on the left, right, and in between want to know what else is in the [#TwitterFiles](#), from suppression/shadow-banning of leftists to lab-leak theorists, or amplification of military propaganda or conservative accounts. We know everyone has questions.

[@ShellenbergerMD](#) [@bariweiss](#) [@JohnBasham](#) [@TitaniaMcGrath](#) [@RealJamesWoods](#) 67.

And while we’ve stumbled on tidbits here and there about topics ranging from COVID to foreign policy, the reality is the data sets are enormous and we’re still working through them.

More is coming. Good night, all.

...