

Message

From: [REDACTED] [/O=THEFACEBOOK/OU=EXTERNAL
(FYDIBOHF25SPDLT)/CN=RECIPIENTS/CN=[REDACTED]]
Sent: 10/22/2019 5:23:57 AM
To: [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]
[REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]
[REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]
[REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]@fb.com]; [REDACTED]
[REDACTED]@fb.com]; [REDACTED]@fb.com]
Subject: Message summary [{"otherUserFbId":null,"threadFbId":2004121606357891}]
Attachments: 74528525_422079018454814_3183111455473926144_n.png;
74643545_2494062937350374_4406166202611662848_n.png

[REDACTED] (10/21/2019 10:12:42 PDT):
>Thanks for everyone's work on this. Please keep me posted on a plausible ETA. [REDACTED], the other piece we need to scope is whether our CO resources can support this additional influx. Have we looped in the appropriate people for that conversation?

[REDACTED] (10/21/2019 14:20:17 PDT):
[REDACTED], can you see if we're logging who hits this error message ("You cannot select a birthdate that indicates you are under 13 years old")

[REDACTED] (10/21/2019 14:20:19 PDT):
shared: 74528525_422079018454814_3183111455473926144_n.png

[REDACTED] (10/21/2019 14:21:56 PDT):
>That could give us some upper bound estimate on the # of appeals we would expect to see

[REDACTED] (10/21/2019 14:57:10 PDT):
>Not sure if we have logging for this but investigating right now

[REDACTED] (10/21/2019 18:17:17 PDT):
>So there's a table that logs birthday edits/errors

[REDACTED] (10/21/2019 18:17:34 PDT):
><https://fburl.com/daiquery/kbw7m9hc>

[REDACTED] (10/21/2019 18:18:02 PDT):
>Sample query of it shows that there's a little under 2k "under 13" errors thrown every day

[REDACTED] (10/21/2019 18:19:12 PDT):
>this is specifically for www where the explicit checkbox is shown

[REDACTED] (10/21/2019 19:28:13 PDT):
>good find, thanks [REDACTED]
>
>[REDACTED] would CO be able to support a potential influx of ~2k jobs per day? (this is a high end estimate, assuming all check-pointed users appealed)

[REDACTED] (10/21/2019 19:43:17 PDT):
>tl;dr: ~2k FB accounts per day are making a DOB change where they explicitly check a box confirming they are <13 before saving (but we don't lock them out/checkpoint them - just throw an error). This is a major COPPA risk for us to keep them active, as it constitutes explicit knowledge of U13.
>
>Who should we work with on the growth side to understand the implications of changing the behavior (i.e., checkpointing ~2k users/day immediately)?

[REDACTED] (10/21/2019 19:43:19 PDT):
shared: 74643545_2494062937350374_4406166202611662848_n.png

[REDACTED] (10/21/2019 22:20:31 PDT):
>Guillermo Spiller

[REDACTED] (10/21/2019 22:21:11 PDT):
>You good to reach out directly? Need any help from me or Jonathan?

[REDACTED] (10/21/2019 22:22:48 PDT):
>Hi @Guillermo adding you to this thread

[REDACTED] (10/21/2019 22:23:33 PDT):
>our team identified a COPPA risk when reviewing different age modification flows

[REDACTED] (10/21/2019 22:23:57 PDT):
>adding you for your POV on the impact of changing the behavior