

Exhibit 170

Sheryl's Hard Q&A Messaging Doc

What is your reaction to the OB decision on Trump?

- decisions that we make about the content we allow or don't allow on our platform is really big
- we believe we shouldn't be making those decisions alone
- we've called for gov't regulation that hasn't happened
- so in the absence of that, over a year ago we announced that we were setting up the OB
 - OB would not report to Mark or me
 - they would have the final say on what was able to stay on our platform
- we did that a year ago before – way before unprecedented moment of January 6th
 - very threatening for democracy
- I'm glad we have the OB in place
- our decision went to the OB and they upheld our suspension of President Donald Trump
 - I'm glad they did and that they recognized the unprecedented circumstances of Jan 6th
- OB criticized the open-ended nature of suspension – I think this shows their independence from FB
 - also made reco on how we should improve our policies based on this suspension
- Nick Clegg, our VP for Global Affairs, and his team are working hard to address the OB's reco to ensure we have a clear and proportionate response
 - this is impt work and we want to get it right
 - need to take time to consider both the criticisms + recommendations before we respond

how long will it take to make decision?

- OB gave us 6 months

What do you think should happen?

- it doesn't matter what I think – that's the point
- whatever my personal views are that is not my job
- my job is to set up systems and policies that are not dependent on any one view and that is why the OB is so important

Is Facebook responsible for January 6th?

- we are working very closely with law enforcement to do everything we can to bring the people responsible to justice

Why does Facebook censor conservative voices?

- we want ppl on FB and we want them to express their views
- we believe in freedom of expression
- want to be clear - FB is a free expression platform, but free expression is not a free-for-all
 - always said there are limits – we take down content if it violates our community standards
- we have partnered with conservative media outlets
 - Fox News, National Review, the Washington Times, among others are News Partners with FB in our News product

Algorithm amplification of extremist/polarizing content

- we do not amplify extreme content – simply not true
- do not optimize our systems to increase amount of time spent in News Feed
 - explicitly don't give our teams goals around time spent
 - believe if we build a product that is more valuable, then ppl will engage more
 - been doing this for years, and believe it's yielded good results
- our practices are quite robust – we do not want extremist content or polarizing content on our services
 - in contrast to promoting it via our algo, we go out of our way to try to reduce that – in our business interest
 - consumers don't like it, and advertisers don't want to be near it
 - think we do more than anyone else in the industry – we invest on safety + security to keep bad content off
 - >35K ppl on content moderation; robust content policies, preventative measures too
- any narrative that we try to amplify is inaccurate – tried to dispel this, and need to work harder to set record straight

What do you think about what is happening in Israel and Palestine?

- anytime there's conflict, anytime there's loss of life, our hearts go out to everyone involved.
- this is a truly difficult situation on the ground

Israel/Palestine misinfo

- we're a sharing platform, but don't want people to see misinformation
- we remove content that break our rules –
 - content or account that incites violence, bullying and harassing behavior
- third-party fact checkers mark false - dramatically reduce distribution
 - only company to work w/ >80 fact-checking orgs + cover >60 languages incl Israel+ Palestine
- put warning labels to posts rated false by fact-checkers – inform other points of view
- activated a feature that we use during these fast-moving events like what is happening now
 - use keyword detection to find related content so it's easier for fact-checkers to find misinfo
- also monitoring out-of-context images and videos shared on other social media platforms and making sure they are not being shared on Facebook

Take downs of Palestinian Al-Aqsa Mosque posts

- my thoughts are with everyone affected by the ongoing violence
- unfortunate enforcement errors
 - regret the difficulty this has caused + to those who felt this was a deliberate suppression of their voice – not at all our intention
- understand the vital importance of the Al-Aqsa mosque to Palestinians and the Muslim community around the world
- while Al-Aqsa refers to a location, it is also included in names of several restricted orgs
 - by itself term should not, and does not, violate policies
 - part of challenge is that "Al-Aqsa" is also name of an org sanctioned by US govt
 - and we are legally obligated to remove content that materially supports or represents US sanctioned entities