

FILED UNDER SEAL

EXHIBIT 20

Message

From: [REDACTED] [/O=THEFACEBOOK/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=[REDACTED]]
Sent: 8/22/2019 1:14:01 PM
To: [REDACTED] [REDACTED]@fb.com]; [REDACTED] [REDACTED]@fb.com]; [REDACTED] [REDACTED]@fb.com]; [REDACTED] [REDACTED]@fb.com]; [REDACTED] [REDACTED]@fb.com]
CC: Karina Newton [REDACTED]@instagram.com]; [REDACTED] [REDACTED]@fb.com]
Subject: Re: IIC IG Profile-Level Classifier

Hey [REDACTED]

I think we could consider leveraging OS for IIC behavioral, given there is no DM review in that flow. [REDACTED] or [REDACTED] would better know what other concerns there'd be in outsourcing it. I recall OS had stricter data access requirements, so we'd have to assess what that means for being able to outsource this flow.

CEI solicitation - based on my discussions with Eng, this would most likely start with IGPR. Probably doable by OS.

Regarding your comments on CEI content classifiers, we actually [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] We haven't sized the opportunity though, and we all know the privacy challenges that come with this sort of work. cc @Karina

@ [REDACTED] what I hear from Eng 1k for tuning classifier precision + 2k more for having a healthy intake of examples we can train on. I think once we stand up IG IIC Prevalence in Q4 (via PDO, similarly to FB) we wouldn't need this as ideally we would be using Prevalence examples to retrain, so we can juice out more value out of each review.

From: [REDACTED] <[REDACTED]@fb.com>
Sent: Wednesday, August 21, 2019 8:47 PM
To: [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>
Subject: Re: IIC IG Profile-Level Classifier

Hi [REDACTED]

Re the possibility of contractor resources, I think we need to work off the assumption that we won't get these, unless @ [REDACTED] you have more recent info on this?

@ [REDACTED] would love to hear more about the IG IIC e2ee-proof behavioural labelling and CEI solicitation initiatives. Would these require OS resources?

@ [REDACTED] for the CEI classifier for photo and video that gets reviewed at an OS level, is this for tier 2? Is it fully rolled out, or is there scope for impactful expansion with this?

I understand that there is [REDACTED] [REDACTED] how impactful would this be and if there is appetite to pursue this in H2, what kind of resourcing (OS/CTR/FTE) would be needed?

@ [REDACTED] thanks for your time today; have reached out to [REDACTED] separately re SSI and SRG. Thanks for that suggestion too!

Kind Regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@fb.com>
Date: Wednesday 21 August 2019 at 18:41
To: [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>
Subject: Re: IIC IG Profile-Level Classifier

Hello,

If the released capacity belongs to OS, we would have to build a new review flow for IIC IG that would be OS-ready (this includes making sure that all unnecessary PII is redacted, Privacy/InfoSec approvals are in place, and new training material is complete). Based on our conversation with @ [REDACTED] it sounds like there is a need for a quick turnaround on this that I'm not sure we could make given the time it'd take to stand-up an OS-ready flow for IIC IG.

@Michael, you also mentioned the possibility of getting CTR resources for this – if that's the case, then we could be ready to transition IIC IG review much more quickly. What are our possibilities in getting CTR resources instead?

@Bernat, any idea on how much additional review capacity we'd need to hold the line on our enforcement goal?

[REDACTED]
Project Manager, Safety Process
Mountain View, CA

From: [REDACTED] <[REDACTED]@fb.com>
Date: Wednesday, August 21, 2019 at 6:21 AM
To: [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>, [REDACTED] <[REDACTED]@fb.com>
Subject: Re: IIC IG Profile-Level Classifier

Hey all,

This is great timing. In the immediate term could definitely use more IG review capacity for IIC. We're right now struggling to hold the line (regressed roughly -50% vs goal) on our IG enforcement numbers, and the primary reason is we just don't have the labeling capacity to retrain the IIC classifier (on fresher data, so we can capture other kinds of behavior patterns, adversarial shifts, etc.). My understanding is that we have had to shift much of the IG review volume to E2EE task-force related initiatives.

There are other initiatives we want to spin up on the IG side in Q4. It's still early to get into the specifics, but some candidates that would require additional profile review capacity are IG IIC e2ee-proof behavioral labeling and CEI solicitation.

From: [REDACTED] <[REDACTED]@fb.com>
Sent: Wednesday, August 21, 2019 10:34 AM
To: [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>; [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>; [REDACTED] <[REDACTED]@fb.com>
Subject: Re: IIC IG Profile-Level Classifier

Yeah – may be difficult with DM work, but the other CEI and solicitation ideas [REDACTED] lays out below are potential options. There's also SSI and SRG work that I know the team would be happy to have capacity for as well. 😊

From: [REDACTED] <[REDACTED]@fb.com>
Date: Wednesday, August 21, 2019 at 2:18 AM
To: [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>, [REDACTED] <[REDACTED]@fb.com>
Subject: Re: IIC IG Profile-Level Classifier

Hi [REDACTED]

Vast majority will be OS time released, which I know may not be compatible with DM/IIC work, but it's one of multiple areas we're looking into so that we can put forward options.

Kind Regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@fb.com>
Date: Wednesday 21 August 2019 at 09:56
To: [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>, [REDACTED] <[REDACTED]@fb.com>
Subject: Re: IIC IG Profile-Level Classifier

+ [REDACTED] who is owning IIC IG work

Thanks, helpful. I agree – may be difficult to influence prioritization, but worth a try. Is this freeing up outsourcing or contractor capacity?

From: [REDACTED] <[REDACTED]@fb.com>
Date: Wednesday, August 21, 2019 at 12:59 AM
To: [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>, [REDACTED] <[REDACTED]@fb.com>
Cc: Karina Newton <[REDACTED]@instagram.com>
Subject: Re: IIC IG Profile-Level Classifier

Hi [REDACTED]

Thanks for this context. To clarify, we are talking about classifiers on DM for IIC, not on IGPR. The relevance of IGPR here is that we are making significant changes to the IGPR flow, which will result in released capacity. We'd like to identify critical areas to which that capacity could be re-assigned. IIC is one of the top areas where we want to see more investment, hence the fact-finding in this thread. While there's no guarantee that we can influence CIPCO prioritisation when this capacity is released, we want to put forward a strong case since IG is already very under-invested.

Kind Regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@fb.com>
Sent: Wednesday, August 21, 2019 07:53
To: [REDACTED]
Cc: [REDACTED] Karina Newton
Subject: RE: IIC IG Profile-Level Classifier

Some thoughts here given that we are now thinking of IIC as a part of child safety with CEI being a component of that. I'm going to answer questions with the viewpoints of both even though your email is asking about IIC

1. Can you confirm this classifier exists as described and is currently operational? (If I've described it incorrectly – can you share info on any IG-relevant classifiers?)
 - a. @ [REDACTED] please correct if I misrepresent the following statement: As far as I recall [REDACTED]
[REDACTED]
[REDACTED]
 - b. [REDACTED]
[REDACTED] also is not a [REDACTED]
[REDACTED]
2. Is there scope to increase volume (enqueue more jobs)?
 - a. I'd leave this up to [REDACTED] based on the engineering roadmap but maybe we could increase IG Photo and video classifier thresholds for CEI and/or expand on the IIC outsourcing/E2E work for IIC. Minor sexual solicitation classification for CEI is also an option in Q4 maybe?
3. Do you have any documentation you can share?
 - a. For initial documentation I recommend going through our Child Safety FYI Tribe: <https://fb.workplace.com/groups/135709743752034/>

Hope this helps

Thanks

[REDACTED]

From: [REDACTED] [REDACTED] <[REDACTED]@fb.com>

Sent: Tuesday, August 20, 2019 9:05 PM

To: [REDACTED] [REDACTED] <[REDACTED]@fb.com>

Cc: [REDACTED] [REDACTED] <[REDACTED]@fb.com>; [REDACTED] [REDACTED] <[REDACTED]@fb.com>; Karina Newton <[REDACTED]@instagram.com>; [REDACTED] [REDACTED] <[REDACTED]@fb.com>

Subject: Re: IIC IG Profile-Level Classifier

[REDACTED] is the right person on my end to help here!

I thought IIC IG review would be in IGDM, not IGPR, but he'd know better the specific workflows. We also have a CEI IGPR report flow that's worth considering the impact of as well.

On Aug 20, 2019, at 10:19 PM, [REDACTED] [REDACTED] <[REDACTED]@fb.com> wrote:

Hi [REDACTED] [REDACTED]

[REDACTED] here from the Instagram Ops team in Dublin – hope all is well!

I'm reaching out to hopefully learn more about an IG profile-level classifier that we learned from Karina that your teams have developed.

Context:

- Our team owns the IGPR (IG Profile Review) workflow. As part of this flow, we review an account's subject elements (username, bio, prof pic) and a sample of an account's publicly posted media and comments.
- For efficiency purposes, we are considering removing the media/comment review section for some IGPR report types. Testing indicates this will reduce AHT by 80% but reduce (an already very low) action rate by only 35% for the affected job types, and result in a very significant workload saving.
- We are looking at additional, complementary steps that we can take to mitigate the shortfall in actions we would take on violating accounts in this scenario.
- One mitigation proposed by Karina is using some of the unlocked hours (if possible with OR etc.) to expand the IIC IG-profile-level classifier.

Questions:

1. Can you confirm this classifier exists as described and is currently operational? (If I've described it incorrectly – can you share info on any IG-relevant classifiers?)
2. Is there scope to increase volume (enqueue more jobs)?
3. Do you have any documentation you can share?

Any thoughts much appreciated – even rough estimates/info are fine while we assemble some mitigating proposals.

Cheers!

