

**Filed Under Seal**

**EXHIBIT B**

Message

**From:** [REDACTED]@fb.com]  
**Sent:** 1/18/2021 4:16:22 PM  
**To:** Diego San Martin [REDACTED]@fb.com]  
**Subject:** Re: [tasks] T77974194: [P2B] [Messages] Actions not propoagating to users/pages from P2B Queues

**T77974194 - [P2B] [Messages] Actions not propoagating to users/pages from P2B Queues**

RECENT ACTIVITY

[REDACTED] closed the task.  
[REDACTED] changed the progress to **Closed**  
[REDACTED] commented:  
And I checked with MWB that they have alerting for job action failures for future  
[REDACTED] commented:  
This was fixed in the linked [T80544762](t80544762)

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**STATUS** Closed

**PRIORITY** 

**PROGRESS** Closed

**OWNER** [REDACTED]

**CREATED** Oct 19, 2020, 10:12 AM by [REDACTED]

**DESCRIPTION** Updated Description:  
3.6k [P2B] [Messages] jobs had groomer actions taken in last 30 days but no action taken on Pages or Admin Accounts <https://www.fburl.com/jth8lga9> but issue happening since July  
IIC Actions in P2P [Messages]:  
groomer (disables user profile), minor\_age\_liar (checkpoints to ID validate), groomer\_escalation (disables user profile and creates escalation job where appropriate), potential groomer (checkpoints x 3 strikes then disable)  
Job Type : P2B\_MESSAGING\_ABUSE\_REPORT  
[REDACTED] discussing with IG + Pages Policy how to bring matching enforcement to P2B Queues that we do in P2P Queues

Background  
Issue discovered during Market level deep dive by [REDACTED]  
Over 10k accounts in P2B [Messages] Queues were not disabled for grooming as actions were not applied in July/Aug which resulted in this SEV (<https://www.fburl.com/p28km0fj>)  
Earlier this week, a fix was landed as CEI actions were also not being taken in P2B/P2P [Messages] Queues

Original Description:  
Rows 10-20 of this Quip: <https://fb.quip.com/XX8lADwvaBIU#YedACAYEGmo>

Users are being actioned as 'Groomer' in the [Messages] [P2B] Queues, these are Italian examples from 302 2567047850938 (<https://review.intern.facebook.com/.../rev.../admin/queue/edit/...>)

We have 10 users who are in non-IIC non-UFAC checkpoints who should be disabled as groomers

Please check that enforcement is actually happening on the backend for these users!

Thanks

TAGS oncall oncallteam-mwb-reporting-enforcement-support oncallteam-childsafety iic-srt-bug

SUBSCRIBERS

Diego San Martin

DEPENDS ON #80544762 CO/MBT—Disable Responsible for High-Severity Violations

#### COMMENT HISTORY

And I checked with MWB that they have alerting for job action failures for future

Jan 18, 2021, 8:16 AM

This was fixed in the linked [T80544762](t80544762)

Jan 18, 2021, 8:15 AM

- Query of Pages to possibly action: <https://www.fburl.com/oz4w4t4d> -> this is all 8000+ Pages that where an SRT IIC decision was taken, but no action taken on Pages/Accounts

Page Actions <https://fb.quip.com/DSVIAdYyKXUS> we do not have one for IIC specifically \*\*I will check with \*\* what to use.\*\*

- Do not action accounts messaging minors via API

- Action 1:1 B2P not via API - if a single admin on the Page unpublish the Page and disable the admin account for IIC

- Action 1:1 B2P not via API - if multiple Page admins, disable for IIC the individual account for IIC only

- For potential\_groomer, same as above but apply CP instead of disabling

Nov 2, 2020, 3:34 AM

Based on the below information I will loop in i2 Child Safety on Monday AM to support as they'll need DDT and likely Pages POCs to figure this out:

just talked to and we agree that For Page admins who have been engaging with the minors 1:1 B2P and not via API (and thus we can attribute the violating behavior to a specific user) might be best to disable them as individual accounts instead of taking down the whole Page unless it's a single Admin. will confirm whether if the individual is disabled, they would no longer be able to access the Page inbox and continue messaging.

Oct 31, 2020, 2:45 AM

Kaitlin Sullivan

Approving that we should take appropriate action (remove Page where there's evidence of actual grooming, assign strike per note where it's potential grooming)

Oct 30, 2020, 6:49 PM

Note we would not unpublish "potential groomer" but will add a strike to the page instead.

Oct 30, 2020, 4:30 PM

Passing to [REDACTED] from OCP to make a spirit of the policy call to unpublish these Pages and prevent further minor grooming interactions via Page inbox. Once she's done that, we can pass to i2 Child Safety on call in London tomorrow to take the enforcement action.

Oct 30, 2020, 4:28 PM

[REDACTED]

Query to Job and Object (IG account or Page) IDs from the last 90 days that had decision = Goomer, groomer\_escalation, or potential\_groomer.

<https://fburl.com/daiquery/kh8xs9mj>

Oct 30, 2020, 4:10 PM

[REDACTED]

Checked other recent 'disable' actions to see what the status of the UID on the SRT Job was:

1. SRT 1227286574308501 - Responsible UID 17841425206245981 -

["policy\_sexual\_exploitation\_adults", "\*\*\*enforcement\_disable\*\*\*", "label\_ncii\_harassment"]

1. Status of UID: \*\*Active \*\*- Active \*\*Checkpoints\*\*: deleted\_content (multiple of the same CP)

2. 3 participants on thread on SRT Job

2. SRT 375015613843250 - Responsible UID 17841400469114585 -

["policy\_sexual\_exploitation\_adults", "\*\*\*enforcement\_disable\*\*\*", "label\_ncii\_sextortion", "label\_sextortion\_favor\_based"]

1. Status of UID: \*\*Active \*\*- Active \*\*Checkpoints\*\*: image\_captcha (multiple of the same CP)

2. 2 participants on thread on SRT Job

3. SRT 480453176258259 - Responsible UID -

["policy\_dangerous\_individuals\_organizations", "\*\*\*enforcement\_disable\*\*\*", "label\_hate\_organizations\_individuals"]

1. Status of UID: \*\*Active \*\*- Active \*\*Checkpoints\*\*: deleted\_content (multiple of the same CP)

2. 6 participants on thread on SRT Job

Used [https://fburl.com/scuba/single\\_review\\_tool\\_main/sypdl6m2](https://fburl.com/scuba/single_review_tool_main/sypdl6m2)

Oct 30, 2020, 4:30 AM

[REDACTED]

When [Messages] Queues were not taking action to disable previously that resulted in SEV: <https://www.fburl.com/sk3i2k42>

At least 4500 accounts here from checking Scuba: <https://www.fburl.com/qzxcuvmv>

Oct 29, 2020, 10:11 AM

[REDACTED]

Lia Jundt any update here please?

Oct 29, 2020, 4:40 AM

[REDACTED]

For groomer or groomer\_escalation they should be disabled, for FB/IG that's usually they're whole account.

I wouldn't be able to confirm that for the page/IG creator account but I assume your logic is correct.

Oct 21, 2020, 9:53 AM

[REDACTED]

Hi all, let me make sure I understand the ask:

we want to make sure that for all CO jobs that are issued a 'groomer' decision, we are actioning on the responsible\_id. Right now it seems that P2B jobs are not doing that.

These violations should result in the responsible being completely removed from our platform-- is that correct? For P2B Messenger, this would mean that we apply a permanent messenger feature limit to the page or IG creator account.

Anything I'm missing?

[REDACTED] [REDACTED] [REDACTED]

Oct 21, 2020, 9:15 AM

[REDACTED]

If the issue is on P2B\_MESSAGING\_ABUSE\_REPORT, I think the right owner is [REDACTED]

Oct 21, 2020, 1:55 AM

[REDACTED]

assigning it to [REDACTED] for further investigation.

Oct 20, 2020, 12:08 PM

[REDACTED]  
Might be the problem with type, but all active users from your list are from "P2B\_MESSAGING\_ABUSE\_REPORT" type  
And for example 703799096874034 "MESSENGER\_CONVERSATION" that is disabled

Oct 20, 2020, 11:08 AM

[REDACTED]  
Hi all, also flagging that the jobs I reviewed are not between a person and a business, they look like regular Messages jobs P2P  
Thanks!

Oct 20, 2020, 9:05 AM

[REDACTED]  
+ [REDACTED] for P2B eng.

Oct 20, 2020, 7:57 AM

[REDACTED]  
We have 2 job types under same UDT flow (279353593383074)

[EntSRTJobMessengerConversation](https://www.internalfb.com/.../EntSRTJobMessengerConversation/); and

[EntSRTJobP2BMessagingAbuseReport](https://www.internalfb.com/.../EntSRTJobP2BMessagingAbuseRep.../)

[EntSRTJobMessengerConversation](https://www.internalfb.com/.../EntSRTJobMessengerConversation/) uses  
SRTMessengerConversationActionMapper, that uses GroomingProfileReviewActionVector that supports "Groomer" decision.  
Action mapper for P2B P2BMessagingAbuseReportActionMapper.php doesn't have anything relative to grooming

Oct 20, 2020, 7:37 AM

[REDACTED]  
I think I have the right on call - we have groomers not being disabled here so is high pri

Oct 20, 2020, 7:27 AM

[REDACTED]  
From [REDACTED] look into this, it seems [T69753256](t69753256) was done but P2B\_MESSAGING\_ABUSE\_REPORT doesn't support  
the grooming decisions.

It looks like the new job type even doesn't try to process that decision

These decisions should all be mapped as actions: groomer, minor\_age\_liar, groomer\_escalation, potential groomer

Oct 20, 2020, 7:26 AM

[REDACTED]  
Hi [REDACTED]  
- I'm working to create an overview of IIC in the Italian market, that is why in my file I'm considering only the Italian market. While I was reviewing jobs and responsible profiles, I noticed that most of the accounts were still active and they were not under grooming checkpoint or disabled grooming. the jobs come from the queue: \*\*[Messages] [P2B] Italian\*\*  
- on Bouncer these job IDs do not show, but then on Centra you can see that the last decision was Groomer  
- at the same time, if I pull jobs from the queue: \*\*[IIC-Message] [Proactive] Italian\*\* then it is all good, the action taken on SRT is reflected on the responsible status  
- in the Quip that you can find in the task description you can see the success examples: SRT 379062910163442, SRT 701998780352388. from row 10-35 you have job decision and FBID status  
- I used the same query to pull jobs in ARABIC and out of 6 jobs I reviewed, 2 are disabled grooming or under grooming checkpoint, and the rest follow the patterns I described in the Italian market

Oct 20, 2020, 4:10 AM

[REDACTED]  
Hi [REDACTED]  
Could it be udt migration issue? Do you have success examples? Why do you check Italian market only?

Oct 20, 2020, 3:44 AM

[REDACTED]  
Hi [REDACTED] this is the query I used to pull the jobs: https://fburl.com/daiquery/7kyounrd  
let me know if you need other info. cc: [REDACTED]

Oct 20, 2020, 3:35 AM

[REDACTED]

[REDACTED] know you were looking into decisions/actions not working from [Messages] Queues for Diego San Martin so an FYI here!

Oct 19, 2020, 10:13 AM

[REDACTED]

[REDACTED] have sent to you on call but any time during the week is fine here thanks I know it's 7pm!

Oct 19, 2020, 10:12 AM

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