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March 26, 2012

Lord Chief Justice Leveson  
The Leveson Inquiry into the Culture, Practices and Ethics of the Press  
Royal Courts of Justice  
United Kingdom

Dear Lord Justice Leveson:

I am writing to thank you and your staff for the courtesies extended to me on the occasion of my oral evidence delivered February 7, 2012. In addition, I would like to briefly supplement the record given during my oral testimony.

Specifically, I wanted to clarify my response to the following question:

*Q. Am I right that, unlike the evidence we've heard from both Microsoft and from Google, your policy is strictly to work only in response to legal process, that you are not in a position to moderate a complaint which is submitted privately?*

I note for the Inquiry that Twitter receives a significant number of private complaints, and, as I alluded to earlier in my testimony, we have hitherto addressed these complaints consistent with U.S. law and where we observe a violation of our Twitter Rules. Nevertheless, in general, Twitter also strives not to remove Tweets based on the content of the Tweets. Accordingly, we do require legal process before taking down as wide a range of content as possible, as it is our strong preference not to mediate such content ourselves.

As we grow and enter markets in other countries, such as the U.K. and other European Union countries, there may be laws or regulatory requirements that compel Twitter to receive complaints privately. When this occurs, Twitter will certainly adhere to such requirements. I hasten to add, however, that at this writing we have not yet withheld a Tweet in any jurisdiction where it is otherwise observable by other Twitter users elsewhere.

Thank you for the opportunity to provide evidence and to supplement the record.

Sincerely,

/s/

Colin Crowell  
Head of Global Public Policy  
Twitter, Inc.

CEC/cc