



June 1, 2021

Ms. Isedua Oribhabor
U.S. Policy Analyst & Business & Human Rights Lead, Access Now
463 Lincoln Place #241
Brooklyn, New York 11238

Dear Ms. Oribhabor:

We appreciate Access Now's May 18, 2021 letter to Verizon Media offering reflections on this year's Ranking Digital Rights (RDR) Corporate Accountability Index. As a company that has consistently secured top standing in this ranking, we value the insight of the RDR team and of other interested stakeholders on the issues covered by the Index.

Verizon Media is a media and technology company focused on creating high quality news and other original content to transform how people connect and stay informed. We are committed to putting our consumers first and we work to deliver on that commitment every day. We share our commitment to operating with respect for human rights publicly [on our website](#).

This year's Index emphasized the importance of strong human rights governance and engagement. Our Business & Human Rights Program leads our work in this area to integrate attention to universal rights, including internationally recognized principles of privacy, freedom of expression, and non-discrimination, in the decision-making processes that support our business operations.

RDR focuses on the importance of transparency by companies to support human rights. We recognize that transparency is fundamental to putting consumers first, and we [share](#) information about how we put our human rights commitments into action. We publish our [Global Principles for Responding to Government Requests](#), and we also publish our [transparency report](#) twice a year with information on requests we receive from governments for user data and to remove content that we identify as coming from a government agency, whether pursuant to law or pursuant to our Terms of Service and Community Guidelines. We aim to contextualize these requests in our transparency report by providing illustrative examples.

For the first time this past year, RDR included attention to transparency of policies governing advertising. We have released a new [Ad Policy Enforcement Update](#) with information on our Ad Policy enforcement activity. This Update is now published twice a year to provide examples of Verizon Media's ad enforcement activity.

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Each year we actively study, analyze and consider the results and findings of RDR's Index and review the input we receive from experts in the human rights community on those results. We look forward to continued dialogue and partnership with interested stakeholders, including Access Now.

Sincerely,

A handwritten signature in black ink that reads "Nicole Karlebach". The signature is written in a cursive, flowing style.

Nicole Karlebach
Global Head, Business & Human Rights