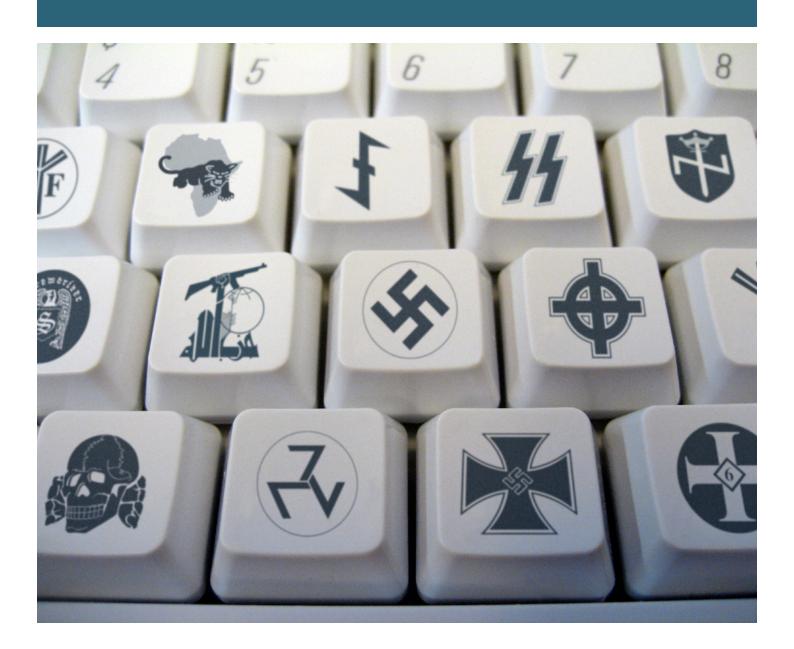# RESPONDING TO CYBERHATE

Toolkit for Action

RESPONDING TO CYBERHATE
Toolkit for Action

August 2010

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Introduction

About the Anti-Defamation League

The Anti-Defamation League (ADL) is the world's leading organization fighting anti-Semitism and all forms of bigotry through information, education, legislation, advocacy and programs that counteract hatred, prejudice and bigotry.

For more information, please see www.adl.org.

What is CyberHate?

ADL defines *CyberHate* as any use of electronic communications technology to spread anti-Semitic, racist, bigoted, extremist or terrorist messages or information. These electronic communications technologies include the Internet (i.e., Web-sites, social networking sites, "Web 2.0" user-generated content, dating sites, blogs, on-line games, instant messages, and E-mail) as well as other computer- and cell phone-based information technologies (such as text messages and mobile phones).

What is Cyberbullying?

Cyberbullying is related to, but is different from, CyberHate. In a school context, cyberbullying means any electronic communication including, but not limited to, one shown to be motivated by a student's actual or perceived race, color, religion, national origin, ancestry or ethnicity, sexual orientation, physical, mental, emotional, or learning disability, gender, gender identity and expression, or other distinguishing personal characteristic, or based on association with any person identified above, when the written, verbal or physical act or electronic communication is intended to:

> (i) Physically harm a student or damage the student's property; or
> (ii) Substantially interfere with a student's educational opportunities; or
> (iii) Be so severe, persistent, or pervasive that it creates an intimidating or threatening educational environment; or

(iv) Substantially disrupt the orderly operation of the school.

While this guide does not address cyberbullying in detail, ADL has numerous resources on this important topic. For more on cyberbullying, including programs and a comprehensive model statute and district policy, please see http://www.adl.org/cyberbullying/.

Executive Summary

The Internet industry, government, parents, students and educators and all Web users have an important role to play in combating CyberHate.

What Internet Providers Can Do

The Internet industry and service providers should recognize their moral and social responsibility to combat CyberHate.

Providers of Internet services, social networking or user generated content sites must recognize and address the basic responsibility that comes with facilitating communications, even where it is an unintended side-effect of their otherwise legitimate – and extremely valuable – work. ADL calls on providers to:

- ***Define*** prohibited hate speech

- ***Prohibit*** hate speech on your site via a clear statement within the Terms of Service

- ***Establish*** clear, user-friendly reporting mechanisms for users to report hateful content

- ***Act*** quickly to remove or sequester[1] hateful content once it is reported

- ***Inform*** users about why a report of hate content was rejected.[2]

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[1] For example, behind an age-protected barrier.

[2] Given the volume of contacts and complaints, replying to every complaint with a personalized answer may be impossible. However, we believe industry should provide a mechanism – posting key cases or examples, an FAQ, etc – to increase transparency by giving users a sense of how the provider applies its Terms of Service and Acceptable Use Policy to particular matters.

Executive Summary

What Government Can Do[3]

Being ever mindful of the Constitutional rights held by Internet providers and Internet users alike, the U.S. government (and states and municipalities) should:

- ***Train*** and authorize national security and law enforcement officials, consistent with the Fourth Amendment to the United States Constitution, to investigate terrorism and extremism on-line

- ***Pass and enforce*** adequate and constitutional laws against cyberbullying

- ***Enforce*** laws against providing material support for terrorist operations in the on-line context

- ***Act*** responsibly when serving as an Internet provider

- ***Speak out*** against hate and bigotry.

What Parents and Guardians Can Do

Parents and guardians play a critical role in ensuring that cyberbullying and CyberHate do not harm children. Parents and guardians should:

- ***Teach*** their children to use electronic communications in a safe and responsible manner

- ***Prepare*** their children so they are able to identify cyberbullying and CyberHate when they see it

- ***Talk*** with their children about their on-line activities so they are not passive victims of CyberHate or cyberbullying activity

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[3] While *government* includes schools and schools are addressed in this document, a more detailed discussion of schools is forthcoming.

Executive Summary

- **Ensure** that their children are not the perpetrators of CyberHate or cyberbullying activity

- **Take Action** and report any efforts made to target children for CyberHate or cyberbullying activities to providers, the government (law enforcement or school officials), and/or watchdog agencies such as the Anti-Defamation League, as appropriate

- **Work** to ensure that schools and school districts have appropriate anti-cyberbullying and anti-CyberHate policies in place, for example, through your PTA.

- **Speak out** – and make sure school officials speak out – against hate and bigotry.

Parents and educators should also ensure that districts have:

1. adequate anti-bias, anti-bullying and anti-cyberbullying training programs for students and teachers;

2. up-to-date anti-bias, anti-bullying and anti-cyberbullying policies -- and that staff are trained to enforce them; and

3. up-to-date policies regarding use of school computer equipment.

ADL has many excellent resources, including curricula and programs, which deal with hate, prejudice and violence in the classroom. ADL also has many excellent resources on cyberybullying.

What Users Can Do

When you discover hate on-line, here are some strategies to fight back:

- **Flag.** Many sites, such as YouTube, allow users to flag offensive content for review. Many also allow you to say why you thought

something was offensive. If so, make sure to include detailed comments as to why you thought the item was hateful.

- **_Speak._** Post videos, counter viewpoints, or comments that oppose the offensive content. Let the social networking community see an alternative perspective.

> ⮑ How much activism is right for you? Some of these ideas call for different levels of action on your part. You need not do *all* of these things, but you should consider doing *some* of them.

- **_Think._** Perspective is crucial. Think before you respond, and try to respond in a thoughtful, careful manner.

- **_Applaud._** Don't forget to post positive comments on content that shares positive messages.

- **_Talk._** Talk to your friends, teachers, or family about what you've seen.

- **_Learn._** Many groups publish information about combating particular kinds of prejudice, such as the Anti-Defamation League's resources on anti-Semitism.

> ⮑ *A note of caution:* There is a fine line between posting counter points of view and engaging extremists and haters in debate. We do not recommend engaging extremists and haters in debate. Rather than engaging in debate, a link to a positive message or different point of view might suffice.

- **_E-mail._** Notify groups such as the Anti-Defamation League that keep track of trends in hate speech.

- **_Act._** Take active steps to combat prejudice on-line and offline.

- **_Know_**. Know the community with which you are dealing. Look for a site's Terms of Service or Community Guidelines to find out about the kind of site the company wants to run – many say that

they do not wish to host hateful content – and then hold the site accountable for their own words

Users must take an active role in protecting themselves and their cyber community.

Users should also take an active role as consumers and:

- *Call* on the Internet industry to do its part to reduce CyberHate

- *Voice* their concerns to the Internet industry and government and ask them to do their part to combat cyber bullying and terrorist use of electronic communications

- *Choose* the sites with which they engage carefully; do not recklessly join sites or share information on them

- *Insist* that providers police their sites for hateful content

- *Flag and report* hateful content to providers, the government (law enforcement or school officials, if appropriate), or watchdog agencies such as the Anti-Defamation League, as appropriate

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➲Clarity is essential when communicating with Internet companies. Internet companies deal with thousands of complaints, **so users need to explain exactly what has upset them, including a precise explanation of where the offensive content is located and why it is offensive** even if it appears to be obvious.

Do not assume that because you know that a certain word or idea or symbol is deeply troubling or offensive to you or your community that the person reviewing it knows that. Explain carefully, analytically and with references if possible.

Finally, while this is less than ideal, it is reality: assume that the person who is reviewing your information has only a very short period of time – seconds even – to consider your claim. Precision can go a long way to communicating your point.

Detailed Questions and Answers

Industry/Providers

May Internet providers prevent the use of their services by haters/extremists?

Yes. Commercial providers may prohibit users from using their services to send anti-Semitic, racist or bigoted messages.

Such prohibitions do not violate the U.S. constitutional rights of users because a commercial provider is not a government agency. Because the relationship between providers and users is usually strictly based on contract (users often click "I agree" to a site's terms of use after signing up), it is the agreement between the provider and the user, and not the U.S. Constitution, which governs the relationship.

> ➲ Internet providers can reject hateful material, even if that material is constitutionally protected.

Note: Different rules likely apply if the provider is a government agency.

What <u>should</u> a provider do?

As mentioned above, no provider of Internet services, social networking or user-submitted content sites should ignore the basic responsibility that comes with being used as a vehicle for hate, even if that is a wholly unintended side effect of providing electronic communications services.

To meet this challenge, industry should

- *Define* prohibited hate speech

- *Prohibit* hate speech on your site via a clear statement within the Terms of Service

- ***Establish*** clear, user-friendly reporting mechanisms for users to report hateful content

- ***Act*** quickly to remove or sequester[4] hateful content once it is reported

- ***Inform*** users about why a report of hate content was rejected. [5]

In addition, ADL believes that providers should have clear and published guidelines, as well as 24/7 contact information, for assisting law enforcement agencies in investigations.

What <u>must</u> a provider do regarding hate speech?

U.S. law insulates most providers from liability for much of the content that passes over their services -- much in the same way it protects telephone companies from liability for crimes committed over their wires.   Specifically, the Telecommunications Act of 1996 (which applies to Internet companies) states:

> No provider or user of an interactive computer service shall be treated as the publisher or speaker of any information provided by another information content provider. 18 U.S.C. 230 § (c)(1).

However, a provider must not knowingly provide material support for terrorists by providing a communications gateway for their activity. 18 U.S.C. §§ 2339A, 2339B.

⮌ A Word on Emerging Technologies and Companies:
When new applications or Web sites become popular quickly, companies are often poorly prepared for the growth – or the problems, service abuses and complaints that follow. In these cases ,companies can be slow to respond -- not out of negligence, but out of limited resources.

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[4] For example, behind an age-protected barrier.
[5] Given the volume of contacts and complaints, replying to every complaint with a personalized answer may be impossible. However, we believe industry should provide a mechanism – posting key cases or examples, an FAQ, etc – to increase transparency by giving users a sense of how the provider applies its Terms of Service and Acceptable Use Policy to particular matters.

Government (U.S.)

What Should Government Do?

Being ever mindful of the Constitutional rights held by Internet providers and Internet users alike, the U.S. government (and states and municipalities) should:

- *Train* and authorize national security and law enforcement officials, consistent with the Fourth Amendment to the United States Constitution, to investigate terrorism and extremism on-line

- *Pass and enforce* adequate and constitutional laws against cyberbullying

- *Enforce* laws against providing material support for terrorist operations in the on-line context

- *Act* responsibly when serving as an Internet provider

- *Speak out* against hate and bigotry.

Why can't the United States (or any U.S. state) government stop hateful, racist or abusive material on the Internet?

The U.S. Constitution protects freedom of the press and speech, which (rightly, in our view) prohibits prosecutions for much CyberHate.

Specifically, the First Amendment to the Constitution says

> *Congress shall make no law …abridging the freedom of speech, or of the press….*

Thus, in the United States, the Constitution guarantees the right of freedom of speech and press to all Americans, even those whose opinions are reprehensible. The U.S. Supreme Court has reaffirmed that our government may not regulate the content of Internet speech to an extent greater than it may regulate speech in more traditional areas of expression such as the print media, the broadcast media, or the public square. While courts may take into account the Internet's vast reach and accessibility, they must still

approach attempts to censor or regulate speech on-line from a traditional constitutional framework.

> ⮑ In U.S. Courts, to show that a content-based restriction on Internet speech (or any speech, for that matter) is valid, the government must show that the restriction furthers a **compelling government interest** and is the **least restrictive means** of meeting that compelling interest. *Ashcroft v ACLU*, 542 U.S. 656 (2004). This is a *very* high burden to meet.

What kind of electronic speech is not protected by the United States' First Amendment?

While hate speech is odious, the U.S. Supreme Court has made clear that First Amendment protections usually extend to such speech. Unless the speech contains a direct, credible "true" threat against an identifiable individual, organization or institution; it is libelous; it meets the legal test for harassment; or it constitutes incitement to imminent lawless action likely to occur, little recourse will be available under American law.

Threats

Generally defined as declarations of "intention to inflict punishment, loss, or pain on another, or to injure another by the commission of some unlawful act," true threats receive no First Amendment protection. U.S. *v. Watts*, 394 U.S. 707 (1969), *R.A.V. v. St. Paul*, 505 U.S. 377 (1992). A threatening E-mail or posting which conveys an intention to commit acts of racially motivated violence could be lawfully punished.

In order to be legally actionable, threats must be "true." Under an objective test employed by some courts, a reasonable person must foresee that the statement would be interpreted by the recipient as a serious expression of intent to harm or assault.

Incitement to Imminent Violence

The First Amendment protects speech that advocates violence, so long as the speech is not directed to inciting or producing imminent lawless action

and is not likely to incite or produce such action. *Brandenburg v. Ohio*, 395 U.S. 444, 447 (1969); see also *Hess v. Indiana*, 414 U.S. 105, (1973) (overturning disorderly conduct conviction of anti-war protestor who yelled "We'll take the f---ing street later (or again)"), and *NAACP v. Claiborne Hardware Co.*, 458 U.S. 886 (1982). Thus, incitement to imminent violence or other unlawful action is also not protected by the First Amendment.

In old-fashioned printed flyers or on the Web, individuals can propose violent reactions to contemporary problems or threaten menacing actions.

> ➲ Speech is not protected where it contains **a call to violence** that is **imminently likely to result in violence**.

Unless both such a call is actually likely to result in violence and the violence is likely to occur imminently, the speech will be protected.

The *Brandenburg* standard is a high bar to meet and on-line hate speech will rarely be punishable in court under this test.

Harassing Speech

Targeting an individual with harassing speech is not a constitutionally protected activity under U.S. law when the speech in question amounts to impermissible conduct, not just speech.

In order for speech to be considered harassing, it must be persistent and pernicious and must inflict significant emotional or physical harm. Furthermore, harassment, like threats, must be directed at specific individuals. Blanket statements expressing hatred of an ethnic, racial or religious group in general cannot be considered harassment, even if those statements distress individual members of that ethnic group. However, if a person continually directs racist statements at a single victim, such speech may rise to the level of harassment even if the racist remarks do not specifically mention the victim.

Harassing on-line speech may be actionable as cyberbullying or under workplace anti-harassment laws.

Libelous Speech

On-line "group libel" — libelous hateful comments directed toward Jews, Blacks, gays or any other religious or racial group in general — is not actionable. Since first enunciated, the theory of group libel has died a quiet but certain death in the United States. The courts have repeatedly held that libel directed against religious or racial groups does not create an actionable offense.

Libel directed toward a particular person, persons, or entity may be legally actionable if certain criteria are met. The Supreme Court has distinguished between two categories of persons — public officials and private persons. According to *New York Times v. Sullivan*, 376 U.S. 254 (1964), public officials may not bring suit against critics of their official conduct unless the official can prove "actual malice." This refers to someone who utters a false statement "with knowledge that it was false or with reckless disregard of whether it was false or not." A much lower standard exists for proving libel against a private person. Pursuing a libel case would be no different if the offending message were spread on-line than if it had been made orally.

Genocide Denial

Under U.S. law, there is no penalty for Holocaust or other genocide denial.

Support for Terrorism

Speech that provides material support to terrorists (such as providing training) is not protected speech. 18 U.S.C. §§ 2339A, 2339B.

Other areas

U.S. law does not provide a shield for child pornography, trademark or copyright infringement, libelous speech, schemes to defraud, or speech that threatens or harasses specific individuals.

Finally, it is worth noting that speech may be evidence, admissible in court, of a conspiracy or of the intent to commit a crime.

May public schools and universities prohibit the use of their computer services for the promotion of hate and extremist views?

Public elementary and secondary schools and public universities, as agents of the government, must follow the First Amendment's prohibition against speech restrictions based on content or viewpoint. Nevertheless, public schools and universities may:

- Promulgate rules for the use of their computer facilities that limit speech that is incompatible with the educational mission of the school. *Tinker v. Des Moines Independent Community School District*, 393 U.S. 503, 514 (1969) (holding that students retain First Amendment expression rights at school, which may be suppressed only if authorities reasonably "forecast substantial disruption of or material interference with school activities").

- Set out reasonable policies for the prevention of cyberbullying

- Create content-neutral regulations that effectively prevent the use of school facilities or services for CyberHate. For example, a university may limit use of its computers and server(s) to academic activities only. This would likely prevent a student from creating a racist Web site for propaganda purposes or from sending racist E-mail from his student E-mail account.

  One such policy -- at the University of Illinois at Champaign-Urbana -- stipulated that its computer network is

    provided to support educational, research and public service missions of the University and its use must be limited to those purposes.

  See, e.g., http://www.uic.edu/depts/accc/policies/netpol.html

May private schools and universities prohibit the use of their computer services for the promotion of hate and extremist views?

Generally, the answer to this question is yes. However, many private schools and universities make certain promises to users that might be legally binding. Moreover, some states, such as California, regulate how private schools govern students. For example, California Education Code Section 94367 says

No private postsecondary educational institution shall make or enforce a rule subjecting a student to disciplinary sanctions solely on the basis of conduct that is speech or other communication that, when engaged in outside the campus or facility of a private postsecondary institution, is protected from governmental restriction by the First Amendment to the United States Constitution....

Can someone be held criminally liable in the United States for making threats via E-mail or on the Web?

18 U.S. Code § 875(c) makes it a federal crime to transmit a "threat . . to injure the person of another" via interstate commerce, and using E-mails to issue such "true threats" satisfies this requirement. To establish a "true threat," some courts have held that the government must prove that the maker of the threat reasonably should have foreseen that the statement he uttered would be taken as a threat by those to whom it was made. See, e.g., *United States v. Fulmer*, 108 F.3d 1486, 1491 (1st Cir. 1997). So, for example, a trial court held that it was legally permissible to try someone who had, among other things E-mailed a college dean saying "You will die soon, mother f****r. But you will watch your son die first" and a professor saying "You are on the death list!" *United States v Xiang Li*, 537 F Supp 2d 431 (NDNY 2008).

In another case, *U.S. v Voneida*, the U.S. Court of Appeals for the Third Circuit upheld the conviction of a university student, who had posted threats to others on his MySpace account two days after the shootings at Virginia Tech. 2009 U.S. App. LEXIS 15567, 2-5 (3d Cir. July 15, 2009). The student had posted several statements and pictures to his MySpace page, including a number of violent statements, such as "Someday: I'll make the Virginia Tech incident look like a trip to an amusement park" and captioning a posting "Virginia Tech Massacre -- They got what they deserved," where he noted his current mood was "extatically [sic] happy," and included a poem dedicated to the Virginia Tech shooter that concluded that the shooter's "undaunted and unquenched" wrath would "sweep across the land."

Because fellow students MySpace users were on his "buddy" list, the poster was considered to have made and delivered a threat.   The court further noted that "While some of the statements, taken in isolation, may not rise to the level of a threat within the meaning of § 875(c), that was not the context of the case here."

Can hate crimes laws be used to prosecute hate on the Internet?

Hate crime laws typically work by increasing a criminal's sentence if the prosecution can prove that the criminal intentionally selected a victim based on the victim's real or perceived race, nationality, religion, gender or sexual orientation. If CyberHate rises to the level of criminal conduct, it may subject the perpetrator to an enhanced sentence under a state's hate crimes law.

Hate speech, alone, with no underlying criminal conduct, would not be subject to hate crime laws. For more information, see here: http://www.adl.org/combating_hate/

How does the law in foreign countries differ from American law regarding hate on the Internet?

In many countries, CyberHate speech is not protected as it may be under the United States Constitution.

For a detailed look at various national laws against CyberHate, and for more information about international CyberHate, please see the Web site of the International Network Against CyberHate (INACH), of which ADL is the U.S. Representative. INACH's legislation page can be found here: http://www.inach.net/legislation.html

Can an American citizen be subject to criminal charges abroad for sending or posting material on-line that is illegal in other countries?

An American citizen who posts material on the Internet that is illegal in another country could be prosecuted in that country if he/she subjects him/herself to the jurisdiction of that country (by traveling to it, for example).

A person within the United States will likely not be extradited to a foreign country based on Internet speech as most contemporary treaties setting out the duties of the signatory countries require that the extraditable conduct be criminal and punishable as a felony in both countries. Thus, the United

States will often not extradite a person for engaging in a constitutionally protected activity even if that activity violates a criminal law elsewhere.

What should schools be doing?

Parents and educators should ensure that districts have:

1. adequate anti-bias, anti-bullying and anti-cyber-bullying training programs for students and teachers;

2. up-to-date anti-bias, anti-bullying and anti-cyberbullying policies -- and that staff are trained to enforce them; and

3. up-to-date policies regarding use of school computer equipment.

ADL has many excellent resources, including curricula and programs, which deal with hate, prejudice and violence in the classroom.

ADL also has many excellent resources on cyberybullying.

Parents and Guardians

What can Parents and Guardians Do?

Parents and guardians play a critical role in ensuring that cyberbullying and CyberHate do not reach children. Parents and guardians should:

- *Teach* their children to use electronic communications in a safe and responsible manner

- *Prepare* their children so they are able to identify cyberbullying and CyberHate when they see it

- *Talk* with their children about their on-line activities so they are not passive victims of CyberHate or cyberbullying activity

- *Ensure* that their children are not the perpetrators of CyberHate or cyber bullying activity

- *Take Action* and report any efforts made to target children for CyberHate or cyberbullying activities to providers, the government (law enforcement or school officials), and/or watchdog agencies such as the Anti-Defamation League, as appropriate

- *Work* to ensure that schools and school districts have appropriate anti-cyberbullying and anti-CyberHate policies in place, for example, through your PTA.

- *Speak out* – and make sure school officials speak out – against hate and bigotry.

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➲ How much activism is right for you?   Some of these ideas call for different levels of action on your part. You need not do *all* of these things, but you should consider doing *some* of them.

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What should parents say to their children about CyberHate?

ADL's Education Division provides a number of excellent resources on talking about hate, prejudice and violence with children.

- *Empowering Children in the Aftermath of Hate: Guidelines for Educators and Families*. http://www.adl.org/guide/

- *Discussing Hate and Violence with your Children.* http://www.adl.org/issue_education/Hate_and_violence.asp

- *Talking to your Child about Hatred and Prejudice.* http://www.adl.org/issue_education/hateprejudice/Prejudice1.asp .

What should parents say to their children about cyberbullying?

ADL's Education Division provides a number of excellent resources on cyberbullying. Some examples:

- *Cyberbullying: Understanding and Addressing On-line Cruelty* http://www.adl.org/education/curriculum_connections/cyberbullying/

- *Cyberbullying Resources* http://www.adl.org/cyberbullying/

- *Tips on Responding to Cyberbullying* *http://www.adl.org/education/cyberbullying/tips.asp*

Users

What can Users do about CyberHate?

When you discover hate on mainstream social networking sites, here are some strategies to fight back:

- **Flag.** Many sites, such as YouTube, allow users to flag offensive content for review. Many also allow you to say why you thought something was offensive. If so, make sure to include detailed comments as to why you thought the item was hateful.

- **Speak.** Post videos, counter viewpoints, or comments that oppose the offensive point of view. Let the social networking community see a competing perspective.

- **Think.** Perspective is crucial. Think before you respond, and try to respond in a thoughtful, careful manner.

- **Applaud.** Don't forget to post positive comments on content that shares positive messages.

- **Talk.** Talk to your friends, teachers, or family about what you've seen.

> ➲ **A note of caution:** There is a fine line between posting counter viewpoints and engaging extremists and haters in debate. We do not recommend engaging extremists and haters in debate. Rather than engaging in debate, a link to a positive message or different point of view might suffice.

- **Learn.** Many groups publish information about combating particular kinds of prejudice, such as the Anti-Defamation League's <u>resources</u> on anti-Semitism.

- **E-mail.** Notify groups such as the Anti-Defamation League, which keep track of trends in hate speech.

- **Act.** Take active steps to combat prejudice on-line and <u>offline</u>.

- **Know.** Know the community with which you are dealing. Look for a site's Terms of Service or Community Guidelines and find out about the kind of site the company wants to run – many say that they do not wish to host hateful content – and hold the site accountable to their own words.

Users should also not forget that they are customers of the Web sites they visit; their participation is valuable to providers, and users should not be afraid to exercise their rights. For example, Users should:

> ➲ **Dedicated hate Web sites** hosting or welcoming anti-Semites, racists, neo-Nazis, Holocaust deniers or other extremists are often not concerned if their rhetoric offends others. Complaints directly to these individuals will be unproductive. In some cases, a complaint may even provide satisfaction to the hate Web site owner and can provide the owner with your contact information and email address, subjecting you to unwanted hate email.
>
> Of course, please flag and report such content if it is located on responsible sites or in accordance with some of the ideas, below

- *Call* on industry to do its part to reduce CyberHate

- *Voice* concerns to industry and government, asking them to do their part to combat cyberbullying and terrorist use of electronic communications

- *Choose* the sites users interact with carefully; do not recklessly join sites or share information on them

- *Insist* that providers police their sites for hateful content

- *Flag and report* hateful content to Providers, the government (law enforcement or school officials) or watchdog agencies such as the Anti-Defamation League, as appropriate

> ➲ How much activism is right for you? Some of these ideas call for different levels of action on your part. You need not do *all* of these things, but you should consider doing *some* of them.

➲Clarity is essential when communicating with Internet companies. Internet companies deal with thousands of complaints, **so users need to explain exactly what has upset them, including a precise explanation of where the offensive content is located and why it is offensive** even if it appears to be obvious.

Do not assume that because you know that a certain word or idea or symbol is deeply troubling or offensive to you or your community that the person reviewing it knows that. Explain carefully, analytically and with references if possible.

Finally, while this is less than ideal, it is reality: assume that the person who is reviewing your information has only a very short period of time – seconds even – to consider your claim. Precision can go a long way to communicating your point.

Questions Asked by Users … and Answers

I recently ran across a Web Site filled with hate. What do I do?

First, please see our strategies for users to respond to hateful content, above.

Complaining directly to the owner of an offensive Web site or to the person who posted offensive user generated content is usually not likely to be helpful. Dedicated hate Web sites belonging to anti-Semites, racists, neo-Nazis, Holocaust deniers or other extremists are not concerned if their rhetoric offends others and complaints to these individuals will be unproductive. In some cases, a complaint may even provide satisfaction to the hate Web site owner. In a worst-case scenario it can turn the complainant into a target of abuse.

Most Web sites are "hosted" by an Internet Service Provider (ISP), a company that provides the access to the Internet for the Web site. Because of this, one key to dealing with hateful content is to report the site to that ISP. In many cases, ISPs have their own rules about what kinds of sites and content it is willing to host, and if the offensive Web site violates those rules, it may choose to remove the Web site. To do this:

- First, find a Web site's ISP by either entering the Web site's name into a service such as Domaintools.com,[6] for example, which lists the ISP as the "IP Location"

- Next, you can check with that ISP to see what conditions they impose upon the sites they host.

    o Look for a *Terms of Service, Community Guidelines* or *Acceptable Use Policy*, if there is one on the ISP's Web site.   It is often helpful to check areas on the ISP Web site marked "legal, policies, about use or user information" in the navigation bar.

    o For example, one major ISP includes in its Terms of Service that it will not allow users to "disseminate or transmit any material

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[6] ADL is not responsible for any of the information these services give to you, and we urge you to be extremely careful before acting or refraining from acting based on the information they supply. ADL does not warrant, verify or endorse any of these services or their products.

that, to a reasonable person may be abusive, obscene, pornographic, defamatory, harassing, grossly offensive, vulgar, threatening or malicious." You might think, for example, that the Web site you are concerned with posts "grossly offensive" information. Of course, the ISP may disagree with your definitions, your analysis or your conclusions.

- Finally, write directly to that ISP or host with your complaint

  - Be specific

    - When complaining to an ISP or hosting company you must be specific about the relevant offensive material. Supply the Web site's name, URL (Web address) and, if you know how, a screen image.

    - If you can, try to indicate the specific section of the Terms of Service, Community Guidelines or Acceptable Use Policy the Web site violates. Include the URL for the Terms of Service or Acceptable Use Policy sections you are citing.

    - Provide all relevant information to make it as easy as possible for the ISP or host to understand and respond to your complaint quickly.

    - Clarity is essential when communicating with Internet companies. Internet companies deal with thousands of complaints, **so users need to explain exactly what upsetting them, including a precise explanation of where the offensive content is located and why it is offensive** even if it appears to be obvious.

    - Don't assume that because you know that a certain word or idea or symbol is deeply troubling or offensive to you or your community that the person reviewing it knows that. Explain carefully, analytically and with references if possible.

    - Finally, while this is less than ideal, it is reality: assume that the person who is reviewing your information has only a very short period of time – seconds even – to consider your claim. Precision and an economy of words can go a long way to communicating your point.

- o Be calm

    - Complaints should be calm, polite and to the point. Use the format or form specified by the ISP if one is provided.

    - Be very clear and tell them exactly what you are asking them to do to remedy the situation.

- o Specifically request a response.

- o Copy a watchdog group such as the Anti-Defamation League on your communication.

- o *Note*: Complaining to a hosting company does not guarantee results. Enforcement of the Terms of Service, Community Guidelines or Acceptable Use Policy is, legally, likely to be solely at the discretion of the ISP and is a matter, generally, between Web site owner and the ISP. Additionally, it does not assure that the Web site or offensive material will not find another ISP and reappear elsewhere on the Internet.

I recently ran across a Web site filled with hate. However, its registration was anonymous. What do I do?

First, please see our strategies for users to respond to hateful content.

Anonymous Web site registration services are intended to provide Web site owners with privacy by preventing others from knowing who owns (who has registered) the Web site. A registration service – called a proxy registration service – registers the domain name on the user's behalf and acts like a post office box: E-mail messages and other correspondence are sent to the proxy registration service, which then forwards the messages to the actual owner.

Web site owners use anonymous registration services to hide their identity in order to avoid taking responsibility for hateful, inflammatory, misleading or distorted content.

You may decide to contact the company providing the anonymous registration. To do this, identify the registration privacy service, proxy registration or anonymous registration service. Go to www.whois.com or www.betterwhois.com, and find out who is the "registrant" of the Web site.

Once you determine who the registrant is, go to the anonymous registration service's Web site and see if its own Terms of Service are being violated.   In any event, the anonymous registration service should be made aware in clear, concise and simple examples how the Web site is abusing their anonymous registration service.

I recently was reading a newspaper on-line and noticed several offensive comments. What do I do?

First, please see our strategies for users to respond to hateful content.

Most newspapers have Terms of Service or Acceptable Use policies for the use of their sites as well as a place to contact the editors and Webmaster. Send them an E-mail copying the offensive post(s) and setting out your specific reasons you beleive they violate the Terms of Service.   Specifically request a response from the paper.

Note that we do not recommend contacting the person who posted the comment directly.

I came across a hateful video on a site that allows users to upload videos. What do I do?

Video-sharing Web sites such as YouTube, Google video and MySpace video are services that allow users to upload videos and make them available for public viewing on the Internet.

In some cases, these videos are hosted by the video-sharing Web site. In other cases, video-sharing Web sites only link to outside content hosted on other Web sites or computers.

- First, please see our strategies for users to respond to hateful content.

- Most video sharing sites have Terms of Service for the use of their sites as well as a place to contact the owners of the site.

- Send the company an E-mail (or fill out their "report abuse" form) with the URL (address) of the offensive video and set out the specific reasons you believe they violate the Terms of Service.

- Be very specific and include, if you can, the time in the video at which the offensive activity happens.

When specific material is prohibited, these Web sites are usually responsive to complaints. Certain Web sites will not remove videos outright, but rather post a content warning on videos that have been the subject of complaints. The video may be removed if complaints continue. Video-sharing Web sites, however, are sometimes slow to respond to complaints due to the sheer volume of videos they process. Videos that are the subject of a complaint usually require a manual review, which can be time consuming.

Note that we do not recommend contacting the person who posted the video directly.

I came across a hateful group on a site that allows users to create and participate in groups, such as Facebook. What do I do?

First, please see our strategies for users to respond to hateful content.

Most sites that allow groups have Terms of Service for the use of their sites, as well as a place to contact the owners of the site.   Send them an E-mail copying the offensive post(s) and setting out your specific reasons you believe they violate the Terms of Service.   Specifically request a response from the site.

Note that we do not recommend contacting the creator of the group or any members directly.

I came across a hateful blog. What do I do?

First, please see our strategies for users to respond to hateful content.

Most sites that provide blogging capabilities (such as blogspot.com) have Terms of Service for the use of their sites as well as a place to contact the owners of the site.   Send them an E-mail copying the offensive post(s) and setting out your specific reasons for thinking they violate the Terms of Service.   Specifically request a response from the site.

Note that we do not recommend contacting the blogger directly.

What if I am the direct target of abuse in comments sections, forums, message boards, etc?

If you are the target of abuse in comments sections, forums, message boards, etc:

- First, please see our strategies for users to respond to hateful content.

- If a forum has a moderator, that person should be the first contact with any complaint. If there is no moderator, or the moderator chooses not to act, the next level of contact would be the Web site owner or forum host

- If the forum host or Web site owner chooses not to take action against an abusive user or unacceptable content complaint, one option for the offended person is to consider participating in a different on-line venue

- If a host, owner or moderator does choose to act in response to a complaint, that action can take a variety of forms ranging from a warning and removal of offending posts to the banning of a member

  - **Note:** Most forums do not confirm user/member identities. As a result, an individual banned from a forum can acquire a new user name and easily gain re-admittance to most forums.

What should I do if I see anti-Semitic, racist or homophobic results when using a search engine?

Search engine operators, like most consumer-oriented Web sites, welcome customer comments and input. This does not mean they are willing to remove a Web site or change the ranking it receives in their listings.   What can you do about offensive listings?

- Many search engines have features that allow users to customize the type of information returned or to activate filters for various types of undesirable content. Google, for example, has placed a link marked

"preferences" on the Google home page which allows users to set and save a variety of options including filters for various types of content. Not all search engines offer filters.

- Some search companies provide the opportunity for feedback; it is important to share information relating to offensive search results with those companies.

It is worth mentioning how search engines work.

Different search engines use varying methods to determine search results and their ranking. In some cases, search results and rankings are the end product of a complex process using a wide range of parameters. In Google's case, for example, results are provided using an algorithm. Google's patented algorithm "PageRank™" examines the entire link structure of the Web and determines which pages are most important. These results are entirely impartial but can occasionally produce disturbing results. See also here.

Other search engines employ far simpler methods for deriving results, such as just using the number of times a search term appears on a particular Web page. Some search engines even sell choice page positions; these purchased positions may appear to be search results but are actually paid advertising.

Success story. When ADL discovered that offensive results were being returned when the word "Jew" was searched on Google, we worked with Google to arrive at a creative solution. While Google will not alter its page rankings, Google agreed to post, as the first advertisement it puts on the page, a notice called "Offensive Search Results."

What should I do if I see anti-Semitic, homophobic or racist books or products on mainstream sites, such as eBay, Amazon.com or Barnes and Noble?

Check the site's Terms of Service, Community Guidelines or Acceptable Use policies and register a complaint with the company. For example, eBay prohibits:

> [I]tems that promote or glorify hatred, violence, racial, sexual, or religious intolerance, or promote organizations with such views. We'll also remove listings that graphically portray graphic violence or victims

of violence, unless they have substantial social, artistic, or political value.

Success Story. ADL has worked with each of these companies – Amazon, eBay and Barnes and Noble – to deal with offensive materials. For example, while both book companies continue to sell offensive books, anti-Semitic works, such as the Protocols of the Elders of Zion, come with a note by the Anti-Defamation League explaining why these books are offensive. Moreover, they are not found in the Judaica section.

Why do I receive racist, anti-Semitic and offensive material from on-line news delivery/aggregator services?

On-line news services are Web sites that provide Internet-based news content from a variety of sources based on criteria specified by the user. Such services include Google News, Yahoo News and personalized desktop pages.

Occasionally, users of these services will receive articles that are hateful or offensive. They may also receive articles from inappropriate (non-news worthy) sources.

Questionable results are due to the automation of the news gathering and dissemination process that makes the service possible in the first place. The service scours the web for news and then delivers the results to you.

Responsible Internet news services want to know if the articles they are providing come from questionable sources. If an article is racist or anti-Semitic it should be reported to the news Web site providing the service. Articles from questionable sources should also be reported. Provide all necessary information to explain your complaint, including URL (Web address) and date received.

How can I avoid getting abusive E-mail?

- Do not share or post your E-mail address

- Consider having more than one E-mail account. Keep one account for personal correspondence and another for general use (such as for public postings, comments, registrations, petitions, etc.)

- Encourage your workplace, organization or school not to publish a freely available on-line directory, which are often mined for addresses

- Consider choosing an E-mail address that does not reflect any potentially identifying personal information such as name, gender, religion, location, employment or school

What if I have received an abusive E-mail?

- The primary rule when receiving abusive or antagonistic E-mail is: *do not reply in any manner.* Interacting with the sender is never productive and only encourages more abusive E-mail.

- *Save copies of the E-mail in a folder within the E-mail program where it was received and will be available for future retrieval if needed.* Do not forward it to another E-mail account for safekeeping since potentially important routing data encoded in the E-mail may be lost.

- If the abusive E-mail comes from free E-mail services, such as gmail or hotmail, report abusive E-mail to the E-mail host. The host may be the company listed after the "@" in the E-mail address.

- Use the "block sender" feature in your E-mail program (this allows you, the user, to prevent your Inbox from receiving E-mail from designated senders). If you cannot find the "block sender" feature, look at your software manual or contact your E-mail provider and ask about it.

  o **Note:** Blocking a sender's E-mail address or successfully asking an E-mail to host cancel the account of the sender may not always put an end to abusive E-mails. New E-mail addresses can be easily and anonymously acquired.

- If abusive E-mail persists or contains threats, contacting law enforcement may be in order.

What should I do to avoid being the target of abuse in comments sections, forums, message boards, etc.?

Here are some general thoughts when using these kinds of sites (which we will refer to as "forums" here):

- When entering, joining or visiting one of these virtual meeting places, it is incumbent upon the visitor or member to remember that many of these Web sites are intended for the open exchange of thoughts and ideas.

- If you must make an E-mail address public, we suggest using a secondary E-mail address

- Most forums have rules of conduct, usually referred to as a*cceptable conduct* or *acceptable use policy*. Forum rules can vary greatly between Web sites. They all invariably prohibit outright illegal activities such as child pornography, copyright infringement or material support for designated terrorist organizations. Some however, include foul and harassing language or behavior as unacceptable. The ultimate arbiter of what is permissible is the forum moderator(s), host or Web site owner.

- There are two main types of forums: moderated and unmoderated. In the former, a moderator oversees activity on the forum and enforces any rules that may exist regarding acceptable content and language. In the latter, such oversight may not be available. Choose a forum that meets your needs.

> ➲ Wherever and whenever you and your children post personal information on-line, extreme caution must be used. **Your best bet is to ensure that information that you post cannot be used to find you, embarrass you, hurt you, or steal from you.**

- Familiarize yourself with a forum's policy and complaint procedures.

How can I protect myself or my children on social networking Web sites?

Although social networking Web sites offer people a way to interact, they can also present a variety of problems. On one hand, the objective of these Web sites is to allow users to find like-minded individuals and build an on-

line community; but, ironically, the type of information that would be ideal for developing an on-line community can also be used to target people for abuse on-line.

Individuals should be very careful about posting personal information of any kind on social networking Web sites, especially where security and privacy settings have not been carefully set. This would include name, address, phone number, personal E-mail address, religion, and location.

Parents and guardians should pay particular attention to their children's on-line profiles.   There are a number of excellent resources on the Web advising parents about how to help their children of all ages stay safe on-line, and we urge you to access them.

In addition, it is important to take the time to look at a social networking site's safety tips and tips for parents.

- http://www.facebook.com/safety/
- http://www1.myspace.com/misc/tipsForParents.html
- http://www.google.com/support/youtube/bin/answer.py?answer=12628 9

☛ When communicating with other members of a social networking Web site, be aware that there is no way to confirm personal information given to you by someone else. User profiles and other information such as age, sex or criminal history are typically not verified by the Web site. Skepticism is the safest approach to on-line contact with anyone you do not know personally.

Abuse, bullying and hate speech are known to occur on social networking Web sites. Before joining a social networking Web site it is advisable to research the Web site's *Acceptable Behavior, Terms of Service, Community Guidelines* and/or *Acceptable Use Policy.* It is prudent to review the method for reporting abuse and the Web site's policy for responding to complaints.

Anyone experiencing abuse, bullying or hate speech on a social networking Web site should report it to the host Web site immediately. Complaints are most effective when they are submitted by Web site members. Social networking Web sites are generally very responsive to such complaints.

Students experiencing abuse, bullying or hate speech on a social networking Web site should report it to school authorities. ADL's material on

cyberbullying may be of use here, and can be found at
http://www.adl.org/education/cyberbullying/.

Can I stop someone from posting my information on-line?

Personal information is one of the most valuable commodities on the Internet. Web sites and advertisers seek it in order to sell products or to resell the information itself. Criminals want to steal identities or banking information and hate mongers look for people to target.

Relatively innocent activities on the Internet can inadvertently provide personal information about a user. A few simple precautions can prevent a host of problems.

1) ***Establish separate E-mail accounts.*** Create separate E-mail accounts for different uses - personal, on-line purchasing and forums, chat or on-line gaming.

2) ***Check preference options.*** When registering for new E-mail or social networking accounts look for "do not show profile" or "do not show personal information" options. In short, carefully review and use the privacy options the service offers.

3) ***Do not use your actual name if possible.*** Do not use your name or any other personal information as a username in any area that will be accessible to the public.

4) ***Be Careful.*** Before using any new E-mail address take a moment to send a test message to see what information can be seen by the recipient.

5) ***Read the policies provided.*** Read the Web site, forum or message board's policies before posting any information. Be aware of the policies concerning the sharing of personal information

6) ***Be cautious about posting any material.*** Remember that any information, pictures, video or audio content posted anywhere on the Internet is potentially susceptible to duplication, distribution and use beyond your control.

7) ***Be cautious about signing on-line petitions.*** Once you sign an on-line petition the information provided potentially comes under

the control of the Web site owner, the person or group sponsoring the petition and, if the petition is sent, the recipient. If the recipient, sponsor or Web site owner decides to post the signers' names openly, there is little that can be done.

Other Information: see the ADL item *Google Search Results and On-line Petitions* (http://www.adl.org/Internet_Rumors/Google_Results_and_On-line_Petitions.htm)

8) ***Report all threats .*** Any time your personal information is posted on-line in a way that is intended to be threatening or harassing it should be reported to law enforcement. ADL offices can supply guidance on what to do in this situation.

Wherever and whenever you and your children post personal information on-line, extreme caution must be used. **Your best bet is to ensure that information that you post cannot be used to find you, embarrass you, hurt you, or steal from you.**

What if I receive an on-line threat, suspect I am being stalked, or suspect I am being targeted for theft?

Call the police immediately. Do not erase any threatening E-mails or make changes to your account until you have spoken to them.

If you meet with any resistance, insist that a report be taken and ask to speak to a supervisor.

What if my problem wasn't included in these questions?

Contact the Anti-Defamation League. These questions were developed from inquiries and complaints the ADL has received over time. We also anticipate updating this document frequently, so be sure to look for updates at www.adl.org.

Appendix: Model Letter

This model letter can be used to contact a mainstream website. Of course, no model letter will be effective in all cases; please adapt as the situation warrants.

Dear   :

I am writing to complain about offensive content I saw on your service.

The offensive content:

[Briefly describe]: Promotes denial of the Holocaust.

The offensive content can be found at:

[Be specific, including URLs and time if necessary]:

www.URL.xyz/USER822

The offensive remarks begin at 15 minutes, 22 seconds and end at 17 minutes and 34 seconds.

This material is offensive because:

[State your reasons succinctly and objectively. Include outside sources if possible]:

Holocaust denial is a modern form of anti-Semitism. See http://www.adl.org/holocaust/introduction.asp

This material violates your Terms of Service because:

[Try to identify with specificity]

Section 1.37 of your Terms of Service prohibits any videos that are "hateful, bigoted or racist."   This material is anti-Semitic, and this falls under those terms.

You may contact me for further clarification at:

[If you are comfortable doing so, provide a contact email address]
Sincerely,

[Name if appropriate/safe]

Appendix: Directory for Complaints

Google   www.google.com

Headquarters
1600 Amphitheatre Pkwy.
Mountain View, CA 94043
Phone: 650-253-0000
Fax: 650-253-0001
Chairman and CEO: Eric E. Schmidt

Google Universal Terms of Service:
http://www.google.com/accounts/ToS?hl=en

Google Groups Terms of Service:
http://groups.google.com/intl/en/googlegroups/terms_of_service3.html

Google Groups Content Policy:
http://groups.google.com/support/bin/answer.py?hl=en&answer=156856

Google Report Abuse or Legal Issue:
http://groups.google.com/support/bin/answer.py?hl=en&answer=81275

MSN – www.msn.com

Headquarters
1 Microsoft Way
Redmond, WA 98052-6399
Phone: 425-882-8080
Fax: 425-936-7329
Toll Free: 800-642-7676
CEO and Director: Steven A. Ballmer

MSN Code of Conduct:
http://help.live.com/help.aspx?project=tou&mkt=en-us

MySpace - www.myspace.com

Headquarters
1223 Wilshire Blvd.
Ste. 402
Santa Monica, CA 90403-5400
CEO Christopher DeWolfe
CEO Owen Van Natta

MySpace.com Terms of Use Agreement:
http://www.myspace.com/index.cfm?fuseaction=misc.terms

Twitter – www.twitter.com

Headquarters
539 Bryant St., Ste. 402
San Francisco, CA 94107
Phone: 415-896-2008
Chairman: Jack Dorsey
CEO: Evan Williams

Twitter Terms of Service - http://twitter.com/tos

Twitter Contact: http://twitter.com/about#contact

Yahoo – www.yahoo.com

Headquarters
701 1st Ave.
Sunnyvale, CA 94089
Phone: 408-349-3300
Fax: 408-349-3301
President, CEO, and Director: Carol A. Bartz

Yahoo Terms of Service -
http://info.yahoo.com/legal/us/yahoo/utos/utos-173.html

Yahoo Customer Care: http://help.yahoo.com/l/us/yahoo/abuse/

YouTube - www.youtube.com

Headquarters
901 Cherry Ave.
San Bruno, CA 94066
Phone: 650-253-0000
Fax: 650-253-0001

YouTube Terms of Service: http://www.youtube.com/t/terms

YouTube Community Guidelines:
http://www.youtube.com/t/community_guidelines

YouTube Safety Center:
http://www.google.com/support/youtube/bin/request.py?contact_type =abuse&hl=en-US

Blogger.com
Blogspot.com

http://www.google.com/support/blogger/bin/answer.py?answer=76315

(see Google contact information)
Google Inc.
1600 Amphitheatre Parkway
Mountain View CA 94043

WordPress

abuse-report@wordpress.com

Automattic, Inc.
570 El Camino Real
150-454
Redwood City, California 94063
Toni Schneider — CEO

Paypal

https://www.paypal.com/cgi-bin/webscr?cmd=_contact-general

PayPal Inc.
2211 N. First St.
San Jose, CA 95131
Scott Thompson - President

eBay

http://contact.ebay.com/ws/eBayISAPI.dll?ContactUsNextGen&guest=1

eBay
2145 Hamilton Ave.
San Jose, CA 95125
John Donahoe – President and CEO

NING

http://hc.ning.com/ning_login.php?p_next_page=PortalTickets/AskUsAQuestion

Ning
735 Emerson Street
Palo Alto, CA 94301
John McDonald - Vice President of Advocacy

FACEBOOK

http://www.facebook.com/#!/help/?safety

Glossary

Acceptable Use Policy (AUP) -

Also known as TOS (Terms of Service) and Community Guidelines. An agreement specifying what a subscriber can and cannot do while using an ISP's service. Topics usually include liability disclaimers, lists of actions or behavior that will result in the termination of a customers account, definition of terms such as "unlimited use," billing policies and SPAM clauses.

Blog –

Short for *Web log*, a blog is a Web page that serves as a publicly accessible personal journal for an individual and can contain editorial content and personal opinions.

CyberHate –

ADL defines *CyberHate* as any use of electronic communications technology to spread anti-Semitic, racist, bigoted, extremist or terrorist messages or information. These electronic communications technologies include the Internet (i.e., Web-sites, social networking sites, "Web 2.0" user-generated content, dating sites, blogs, on-line games, instant messages, and E-mail) as well as other computer- and cell-phone based information technologies (such as text messages and mobile phones).

Cyberbullying –

In a school context, cyberbullying means any electronic communication including, but not limited to, one shown to be motivated by a student's actual or perceived race, color, religion, national origin, ancestry or ethnicity, sexual orientation, physical, mental, emotional, or learning disability, gender, gender identity and expression, or other distinguishing personal characteristic, or based on association with any person identified above, when the written, verbal or physical act or electronic communication is intended to:

(i) Physically harm a student or damage the student's property; or
(ii) Substantially interfere with a student's educational opportunities; or

(iii) Be so severe, persistent, or pervasive that it creates an intimidating or threatening educational environment; or

(iv) Substantially disrupt the orderly operation of the school.

E-mail –

E-mail is short hand for *electronic mail*. E-mail is the transmission of messages over a communications networks. The messages can be entered from the keyboard or electronic files stored on disk. Some email systems are limited to a single computer system or network, while allow email to be sent anywhere in the world. E-mail has become common place in modern society as it is widely acknowledged to be fast, flexible, and reliable.

Flagging-

A term which has become synonymous with the process filing a complaint about Web site content by clicking a button – often labeled "flag" – located near offensive content.

Hosting Companies-

Hosting companies, also known as Web site hosting and Web hosting is the business of housing, serving, and maintaining files for one or more Web sites. In some cases ISPs are also Web hosting companies.

Internet Service Provider-

An ISP (Internet service provider) is a company that provides individuals and other companies access to the Internet and other services such as Web site building and the means to support a Web sites activities on the Internet.

ISP (see - Internet Service Provider)

Terms of Service (ToS) –
   (see Acceptable Use Policy above). Also known as Acceptable Use
   Policy (AUP) and/or *Community Guidelines.*

User-Generated Content (UGC)

   The term *user-generated content* is commonly abbreviated with the
   initials UGC. It is the term used to describe any content such as
   video, blogs, discussion form posts, images, audio files, and other
   media that was created by end-users or subscribers of an online
   system or service and is publically available to other end-users. User-
   generated content is also known as consumer generated media (CGM).

URL –

   Uniform Resource Locator – is a web address

Web 2.0 –

   Web 2.0 is the term given to a second generation of the World Wide
   Web that is focused on the ability for people to interact and exchange
   information online. Web 2.0 refers to the transition from static Web
   pages to a more dynamic Web content that is more organized and is
   based on serving Web applications to users.

Reaching ADL

You can reach us in a number of ways, but for the purpose of responding to Internet Hate:

    (1)   Use our Contact Us Form: **http://tinyurl.com/ADLHELP**

    (2)   Contact your local Regional Office: **http://regions.adl.org/**

For the latest information from ADL, you can also find us on Facebook and Twitter.

    (1)   Facebook: http://www.facebook.com/anti.defamation.league

    (2)   Twitter: ADL_National