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SERVING MASSACHUSETTS' 3RD CONGRESSIONAL DISTRICT



**SUMMARY OF
RESPONSES FROM
GAMING COMPANIES**

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1. How are you assessing and mitigating the risks and harms of in-game harassment and extremism in your online games? What plans do you have to further address this issue?

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| <p>Activision Blizzard, Inc.</p> | <ul style="list-style-type: none"> • In-game acknowledgement of code of conduct (Call of Duty, World of Warcraft) • Discourages disruptive play and encourages positive play in-game (Overwatch 2) • Partnerships with online safety organizations to improve and deploy relevant tools • No information on specifically addressing extremism |
| <p>Electronic Arts Inc.</p> | <ul style="list-style-type: none"> • Positive Play Charter explains in accessible language behavioral expectations in-game and consequences for violating those expectations • Automated tools combined with human oversight to sweep in-game content • No information on specifically addressing extremism |
| <p>Epic Games, Inc.</p> | <ul style="list-style-type: none"> • In-game mechanisms for players to limit communications • Extra protections for younger players via Cabined Accounts • No information on specifically addressing extremism |
| <p>Innersloth LLC</p> | <ul style="list-style-type: none"> • Extra protections for children under 13 such as randomized player names, banned third-party links in-game, and Quick-Chat Mode • Players sanctioned for harassment, sexual misconduct, or illegal activity are permanently banned • No information on specifically addressing extremism |
| <p>Krafton Inc.</p> | <ul style="list-style-type: none"> • Player tools to control communication features; proximity chat is off by default • Reputation scores assigned to players, encouraging them to act reasonably and responsibly • Proactively monitors situations where they anticipate potential disturbances |
| <p>Microsoft Gaming</p> | <ul style="list-style-type: none"> • Players can customize settings like message filters and parental controls • Special protections to address bullying and harassment for children on Xbox Network |
| <p>Riot Games, Inc.</p> | <ul style="list-style-type: none"> • Automated systems that reduce problematic behavior in real-time like auto-mute • Central Player Dynamics team dedicated to building gaming structures that promote rewarding social interaction and reduce harmful interaction • Collaborates with online safety organizations and other game companies on in-game safety |

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| <p>Roblox Corporation</p> | <ul style="list-style-type: none"> • Has a Safety Advisory Board composed of leading experts in children’s online safety • Has a dedicated team reviewing Terrorism and Violent Extremism content • Built a “Trust by Design” process to ensure new products meet their safety and security standards • Collaborates with online safety organizations on in-game safety |
| <p>Sony Interactive Entertainment</p> | <ul style="list-style-type: none"> • Educates players and their parents (for minors) of their safety features • Shared Commitment to Safer Gaming initiative with Xbox and Nintendo based on prevention, responsibility, and partnership |
| <p>Square Enix Holdings Co., Ltd.</p> | <ul style="list-style-type: none"> • In-game chat filter enabled by default; no voice chat is offered in any of their games • Community guidelines outline prohibited activities like discrimination and harassment • No information on specifically addressing extremism |
| <p>Take-Two Interactive Software, Inc.</p> | <ul style="list-style-type: none"> • Regularly updates filtering systems to prevent inappropriate content and communications • Investing in new technologies and in-house teams to address trust and safety • Partners with external organizations to develop and support positive gaming communities • No information on specifically addressing extremism |
| <p>Tencent Holdings Ltd.</p> | <ul style="list-style-type: none"> • Restrictions on features for minors to reduce the risks of cyberbullying and harassment • Notices to players outlining acceptable and unacceptable behavior • Automated tools to help detect and prevent inappropriate language from displaying • No information on specifically addressing extremism |
| <p>Ubisoft Entertainment SA</p> | <ul style="list-style-type: none"> • Uses proactive (i.e. profanity filters) and reactive (i.e. blocking and muting) systems • Enhances solutions based on artificial intelligence (AI) to prevent harmful player interactions • Fair Play Program that educates players on in-game disruptive behaviors and their effects • Reputation system in Rainbow Six Siege shows players how their in-game actions are perceived • No information on specifically addressing extremism |
| <p>Valve Corporation</p> | <ul style="list-style-type: none"> • Automatic filtering for text communications, muting for voice communications • Temporary auto-mute for players that receive enough reports for communications abuse • No information on specifically addressing extremism |

2. What mechanisms do you have in-game and externally (such as official websites, forums, and support pages) for players to report in-game harassment?

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| Activision Blizzard, Inc. | <ul style="list-style-type: none"> • In-game menus • Contacting player support |
| Electronic Arts Inc. | <ul style="list-style-type: none"> • In-game reporting • Report posts in Answers HQ and game forums • In-game via EA app or Origin • Contact form accessible via EA Help |
| Epic Games, Inc. | <ul style="list-style-type: none"> • In-game options on other players' profiles allow users to report them • Player support portals |
| Innersloth LLC | <ul style="list-style-type: none"> • In-game reporting feature conspicuously below the chat button • Contacting Innersloth via email, mail, or social media |
| Krafton Inc. | <ul style="list-style-type: none"> • In-game reporting • Customer support center at support.pubg.com |
| Microsoft Gaming | <ul style="list-style-type: none"> • Features built into Xbox One, and Xbox Series X S consoles • Xbox Social on Windows devices • Xbox Windows and mobile apps • Xbox 360 console allows reporting recent players |
| Riot Games, Inc. | <ul style="list-style-type: none"> • Inside the game client • Player support website |
| Roblox Corporation | <ul style="list-style-type: none"> • In-game reporting • Via Roblox Help Center (non-account holders can use this) |
| Sony Interactive Entertainment | <ul style="list-style-type: none"> • Reporting mechanisms for content on PlayStation Network (PSN) are proximate to where the activity takes place • Reporting system is available on PS4, PS5, and the PlayStation mobile app |
| Square Enix Holdings Co., Ltd. | <ul style="list-style-type: none"> • In-game • Customer Support website |
| Take-Two Interactive Software, Inc. | <ul style="list-style-type: none"> • Reporting tools built directly into in-game menus • Dedicated support websites for each game |
| Tencent Holdings Ltd. | <ul style="list-style-type: none"> • In-game report button • Email service@pubgmobile.com |
| Ubisoft Entertainment SA | <ul style="list-style-type: none"> • Ubisoft Connect (their PC online gaming platform) • Support portal |

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| | <ul style="list-style-type: none">• In-game |
| Valve Corporation | <ul style="list-style-type: none">• In-game on a player's profile• Via their Steam platform |

3. How are player reports of in-game harassment handled, how large is the team that reviews those reports, and what automated tools are used in-game and by your review team? What investments are you making in ensuring the development and improvement of these systems?

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| <p>Activision Blizzard, Inc.</p> | <ul style="list-style-type: none"> • Internal tools and licensed technology from partners to review reports • Appeals are reviewed by staff • Research investments, such as their two-year project with the California Institute of Technology |
| <p>Electronic Arts Inc.</p> | <ul style="list-style-type: none"> • Dedicated team to review and respond to abuse reports, supported by automation tools and Legal and Security teams • Primary focus is to remove the objectionable content and take disciplinary action • Updating and improving moderation tools to keep up with the evolving tech, player needs, and nature of disruptive behavior |
| <p>Epic Games, Inc.</p> | <ul style="list-style-type: none"> • Trust and Safety Team that has over 1500 specialists to investigate and address reports |
| <p>Innersloth LLC</p> | <ul style="list-style-type: none"> • Gathers relevant data surrounding reported action and evaluates through human moderators to account for language and cultural nuances • Engages ESRB and gathers community feedback to improve their systems |
| <p>Krafton Inc.</p> | <ul style="list-style-type: none"> • Dedicated teams that vary in size depending on the region and platform • Combination of customer service representatives in collaboration with other teams • Improving workflows and systems to expedite response and resolution times |
| <p>Microsoft Gaming</p> | <ul style="list-style-type: none"> • Report reviewers provide global coverage 24/7/365 • Use a variety of tools and techniques tailored to the particular game environment |
| <p>Riot Games, Inc.</p> | <ul style="list-style-type: none"> • Combination of human reviewers and automated systems • Manual review process for voice chat abuse • Developing an automated voice chat evaluation tool |
| <p>Roblox Corporation</p> | <ul style="list-style-type: none"> • Uses AI to scan reports for actionable content and forward reports for human review • Thousands of human reviewers working 24/7/365 • Investing in new technology to assist automated scanners |
| <p>Sony Interactive Entertainment</p> | <ul style="list-style-type: none"> • All reports undergo review by human moderators • Players can access their most recent five minutes of voice chat, and a 20-second clip of this can be attached to the report |

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| <p>Square Enix Holdings Co., Ltd.</p> | <ul style="list-style-type: none"> • Investigates chat logs to verify and assess the severity of the infraction • Approximately 100 customer support staff dedicated to North America (team size depends on the number of people playing the game) |
| <p>Take-Two Interactive Software, Inc.</p> | <ul style="list-style-type: none"> • Dedicated moderation staff reviews reports • Moderation team can remove the violative user-generated content |
| <p>Tencent Holdings Ltd.</p> | <ul style="list-style-type: none"> • Human moderation through community managers and customer services teams • Prioritize reports relating to accounts used by minors |
| <p>Ubisoft Entertainment SA</p> | <ul style="list-style-type: none"> • Reports are handled by the Consumer Relationship Center and/or Game Production teams • Use internal systems and tools • Review player feedback to track trends relating to disruptive behaviors, and to understand the impacts of new tools and systems to mitigate such behaviors |
| <p>Valve Corporation</p> | <ul style="list-style-type: none"> • On Counter-Strike: Global Offensive (CS:GO), a temporary auto-mute is triggered for players that receive enough reports for communications abuse • On Steam, a dedicated moderator examines relevant information |

4. How do you integrate feedback from groups that represent communities most impacted by online hate and harassment into the process of improving reporting in your games?

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| <p>Activision Blizzard, Inc.</p> | <ul style="list-style-type: none"> • Engaged with the Anti-Defamation League (ADL) on their report on hate, harassment, and extremism in online games • Supports the Fair Play Alliance and sits on their Executive Steering Committee |
| <p>Electronic Arts Inc.</p> | <ul style="list-style-type: none"> • Convened a summit that brought together an international group of players with online safety leaders and EA's community teams to discuss disruptive behavior in games • Engages player feedback and conducts research on game experiences for positive play |
| <p>Epic Games, Inc.</p> | <ul style="list-style-type: none"> • Welcomes diversity in race, ethnicity, color, religion, gender identity, sexual orientation, ability, national origin, and other groups |
| <p>Innersloth LLC</p> | <ul style="list-style-type: none"> • Gets feedback from the Among Us community, including those most impacted by online hate and harassment, when developing new features • Development team is made up of people with diverse backgrounds and perspectives |
| <p>Krafton Inc.</p> | <ul style="list-style-type: none"> • Gathers feedback from multiple sources to improve systems |
| <p>Microsoft Gaming</p> | <ul style="list-style-type: none"> • Xbox Ambassador community provides updates on player concerns • Co-creates with the Gaming for Everyone community to ensure that content is relatable and resonant, which includes getting feedback and data from underrepresented communities |
| <p>Riot Games, Inc.</p> | <ul style="list-style-type: none"> • Collaborated with the ADL and Fair Play Alliance on the Disruption and Harms in Online Gaming Framework |
| <p>Roblox Corporation</p> | <ul style="list-style-type: none"> • Has streamlined reporting channels from subject matter experts |
| <p>Sony Interactive Entertainment</p> | <ul style="list-style-type: none"> • Integrated feedback from these communities to create their zero tolerance Hate Speech Policy |
| <p>Square Enix Holdings Co., Ltd.</p> | <ul style="list-style-type: none"> • Gathers feedback from all sources and shares them with internal teams, who determine whether and how to implement features |
| <p>Take-Two Interactive Software, Inc.</p> | <ul style="list-style-type: none"> • Partners with external organizations to foster safe online communities through education |
| <p>Tencent Holdings Ltd.</p> | <ul style="list-style-type: none"> • Works with NGOs to make online experiences safer |

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| Ubisoft Entertainment SA | <ul style="list-style-type: none">• Regularly reviews player feedback from player reports and communities |
| Valve Corporation | <ul style="list-style-type: none">• Relies on their employees and users for their input on features |

5. How do you identify extremist content in your games? Can you specify which of your currently existing policies address extremist content?

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| <p>Activision Blizzard, Inc.</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • Codes of conduct that prohibit hate speech |
| <p>Electronic Arts Inc.</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • User Agreement that has a section on the Rules of Conduct prohibiting all abusive, offensive, harassing, threatening, or unlawful activity, including hate speech and racially, ethnically, religiously or otherwise offensive content |
| <p>Epic Games, Inc.</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism or policies addressing extremist content |
| <p>Innersloth LLC</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • Code of Conduct and Terms of Use prohibits exploitative, harmful, and objectionable content |
| <p>Krafton Inc.</p> | <ul style="list-style-type: none"> • Reviews player reports for violating content • Terms of Service and Rules of Conduct prohibit the use of their games that is illegal or negatively affects other players |
| <p>Microsoft Gaming</p> | <ul style="list-style-type: none"> • Content filtering technology that specifically addresses extremist content • Participates in GIFCT's Hash-Sharing Database to identify extremist imagery • Code of Conduct in the Microsoft Services Agreement and Xbox Community Standards |
| <p>Riot Games, Inc.</p> | <ul style="list-style-type: none"> • Communications filtering technology and name checking system prevent extremists from communicating and using screen names linked to extremist ideology • Terms of Service prohibits harmful content |
| <p>Roblox Corporation</p> | <ul style="list-style-type: none"> • Technology scans and flags material against their Community Standards • Community Standards explicitly prohibits terrorism and violent extremism |
| <p>Sony Interactive Entertainment</p> | <ul style="list-style-type: none"> • Communication filtering technology detects and blocks profanity, hate speech, and terms associated with extremist activity in many languages • Community Code of Conduct and Terms of Service and User Agreement prohibit offensive user-generated content, including extremist content |
| <p>Square Enix</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism |

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| <p>Holdings Co., Ltd.</p> | <ul style="list-style-type: none"> • User Agreement, Prohibited Activities, Account Penalty Policy, and Forum Guidelines policies prohibit political and religious activities along with other inappropriate behavior |
| <p>Take-Two Interactive Software, Inc.</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • Codes of Conduct in their terms of service prohibits harmful material like hate speech, harassment, and espousing hateful ideologies |
| <p>Tencent Holdings Ltd.</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • Terms of Service addresses illegal and harmful content |
| <p>Ubisoft Entertainment SA</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • Terms of Use and Code of Conduct set forth requirements of players playing and/or communicating in games |
| <p>Valve Corporation</p> | <ul style="list-style-type: none"> • No information on specifically identifying extremism • Steam Online Conduct rules prohibit harmful behavior |

6. What data do you collect on in-game player reporting mechanisms and automatic bans for inappropriate behavior? Will you consider releasing those data in regular transparency reporting?

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| Activision Blizzard, Inc. | <ul style="list-style-type: none"> • Blog posts contain Call of Duty transparency reports that they are committed to growing |
| Electronic Arts Inc. | <ul style="list-style-type: none"> • No answer |
| Epic Games, Inc. | <ul style="list-style-type: none"> • No answer |
| Innersloth LLC | <ul style="list-style-type: none"> • Reviews chat snapshot and player names in the room at report time • No answer on transparency reporting |
| Krafton Inc. | <ul style="list-style-type: none"> • Information in player reports, in-game events like gameplay patterns, chat, and access logs • No answer on transparency reporting |
| Microsoft Gaming | <ul style="list-style-type: none"> • Xbox Transparency Report, goal is to share this work bi-annually • Digital Safety Content Report, published bi-annually, covers actions Microsoft has taken against harmful content and their conduct across consumer products and services, including Xbox |
| Riot Games, Inc. | <ul style="list-style-type: none"> • Collects comprehensive player behavior data sets • Shares learnings and strategies with other companies, and shares progress with the public through published reports like their Update on Player Dynamics |
| Roblox Corporation | <ul style="list-style-type: none"> • Preparing for transparency reporting under regulations both nationally and abroad |
| Sony Interactive Entertainment | <ul style="list-style-type: none"> • Collects data in connection with their safety and moderation practices • Open to a dialogue on how data transparency can further player safety and more generally enhance positive experiences for players |
| Square Enix Holdings Co., Ltd. | <ul style="list-style-type: none"> • Looks at logs, posts, and relevant communications • Publishes weekly announcements on actions taken against accounts (but does not differentiate between types of violations) |
| Take-Two Interactive Software, Inc. | <ul style="list-style-type: none"> • No answer |
| Tencent Holdings Ltd. | <ul style="list-style-type: none"> • No answer |
| Ubisoft Entertainment SA | <ul style="list-style-type: none"> • In-game data for training AI-based moderation tools • Making plans relating to online safety, including new projects and transparent reporting |

Valve Corporation

- Examines Steam profile and recent activity on Steam Community
- No answer on transparency reporting