

March 2024

Basic Online Safety Expectations

X Corp. amendment to notice response
regarding livestreaming

Background

On 22 February 2023 the eSafety Commissioner (**eSafety**) gave Twitter, Inc. (which subsequently merged into X Corp.) a non-periodic reporting notice (**the Notice**) pursuant to section 56(2) of the Online Safety Act 2021 (Cth) (**the Act**) in relation to the Twitter service (which later became known as X¹). Similar notices were issued to other providers.

The Notice focused on understanding the steps being taken to address child sexual exploitation and abuse (**CSEA**).³

Providers were asked specific questions about the tools, policies and processes used to address various forms of CSEA, such as the proliferation of online CSEA material, including the use of video calling services to provide live feeds of child abuse.

X Corp. provided a response to the Notice on 29 March 2023. This included a response to a question in the Notice which asked:

Does Twitter have measures in place to detect the livestreaming of CSEA on its service?

X Corp.'s response to the Notice stated:

We no longer have livestream video following the discontinuation of the Periscope app.

On 6 April 2023, eSafety made further enquiries with X Corp. in relation to its response to the Notice, including in relation to the livestreaming question. eSafety noted that it considered X Corp.'s response regarding livestreaming to be inaccurate. X Corp. provided its response to those enquiries on 5 May 2023. Details of X Corp.'s responses can be found in the [Transparency Report](#).

Following publication of the Transparency Report, X Corp. advised eSafety on 20 October 2023 that its response to the Notice question was inaccurate 'due to an inadvertent error' and provided a revised response to the question.

X Corp.'s amended response to the question, provided to eSafety in October 2023, confirmed that livestreaming was available to all users, stating:

¹ In July 2023 the Twitter service was rebranded as 'X', however it was known as Twitter at all points during the notice period, and so is referred to as Twitter in this summary. The notice was given in February 2023 to Twitter, Inc. which subsequently merged into X Corp.

³ Child sexual exploitation and abuse (CSEA) material is class 1 material, as defined under the Online Safety Act by reference to the National Classification Scheme. It includes:

- child sexual exploitation material (CSEM), a broad category of content that encompasses material that sexualises and is exploitative to the child, but that does not necessarily show the child's sexual abuse
- child sexual abuse material (CSAM), a sub-set of child sexual exploitation material that shows a sexual assault against the child.

Periscope (as a standalone app) was discontinued in 2021 (and we no longer offer Periscope features), however the ability to livestream content directly from the Twitter/X app is available to all users.

Below is a summary of X Corp.’s revised response to the Notice question.

Questions about measures in place to detect the livestreaming of child sexual exploitation and abuse on Twitter

The Notice asked if there were any measures in place on Twitter to detect the livestreaming of CSEA on its service. X Corp. stated in October 2023 that Twitter had measures in place and used the following tools:

Services	Measures in place to detect CSEA in livestreams or video calls/conferences Yes/No	Names of tools used
Twitter	Yes	<ul style="list-style-type: none">• Internal admin tool• Video classifier models• Profile Viewer

X Corp. added that an internal admin tool allows Twitter moderators to retrieve data from the ‘Twitter/X Live backend’ and to moderate live broadcasts reported by users or flagged by technology.

X Corp. stated that human moderators review all CSEA reports flagged by these tools, as well as reports from users and added that ‘Child Safety agents review all the comments sent in live broadcasts to minors if escalated by either the moderation team and/or reported by users.’

X Corp. also listed the indicators that it uses to detect livestreaming of CSEA, which eSafety has chosen not to publish to avoid the information being misused.

In answer to a question about what steps are taken when an account is detected for livestreaming CSEA, X Corp. stated that the live broadcast is stopped, access to the content is revoked, the account in question is locked and if the report is assessed by Twitter’s CSEA team to meet Twitter’s NCMEC⁴ reporting requirements, it is sent to NCMEC.

X Corp. also added that if it ‘detects an account engaging with CSEA material, regardless of media, this account will not be allowed to livestream content anymore.’

⁴ National Center for Missing and Exploited Children.



[eSafety.gov.au](https://www.esafety.gov.au)