

Voluntary Commitment Protocol of Large Online Platforms with the French Speaking Network of Media Regulators (REFRAM) and the African Communication Regulation Authorities Network (ACRAN)



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Commitments¹

I. Reinforcement of the collaboration and dialogue with media regulation authorities on the African continent and in the French-speaking area

Signatory Online Platforms:

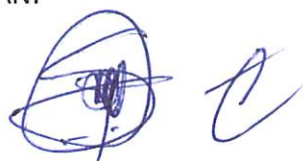
1. Commit to communicating to the regulators the **contacts of the relevant representatives of the region** in which they operate in order to ensure direct and effective communication with the member bodies of the French-speaking Network of Media Regulators (REFRAM) or the African Communication Regulation Authorities Network (ACRAN) on the subjects covered by this protocol;
2. Commit to implementing **adequate transparency measures**, in particular through the publication of regular global reports, or by making available an online centre including information on the moderation policies, moderation actions and nature of the content removed from their services, in particular false accounts.
3. Commit to **participating in a structured and perennial dialogue with REFRAM and ACRAN**, by participating in the annual forum created on the occasion of the Abidjan Conference. This dialogue may be fuelled in particular by presentations from the platforms on the subjects mentioned in point 2 of this protocol; a progress report on the actions carried out by the platforms and prospects for progress will be carried out within it. The forum will also provide a space for the exchange of best practices and training sessions on the rules, reporting channels and transparency measures of the different platforms, in an effort to advance collective thinking on content moderation.

II. Transparency & relation with users

Signatory Online Platforms:

4. Commit to maintaining **online help centers** with information on the platforms' policies and available moderation, safety, and reporting tools;
5. Commit to making accessible the **terms and conditions of their services**, in understandable language, at least in English in English-

¹ The commitments cover all countries in which a media regulatory authority is a member of REFRAM or ACRAN.



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speaking countries and in French in French-speaking countries, and to study the addition of new languages through a continuous dialogue with the members of REFRAM and ACRAN;

6. Commit to **informing**, in English in English-speaking countries and in French in French-speaking countries, **users** who have been affected by a relevant decision to remove content published on the platform and to study the addition of new languages through an ongoing dialogue with REFRAM and ACRAN members.

III. Reinforcement of the moderation policy

Signatory Online Platforms:

7. Commit to ensuring and regularly reviewing their **policies and means of moderating** content shared or disseminated at least in English in English-speaking countries, in French in French-speaking countries and to study the addition of new languages through ongoing dialogue with the members of REFRAM and ACRAN, while respecting fundamental rights and in particular freedom of expression;
8. Commit to implementing **reporting mechanisms or tools** that are easy to use, and easily accessible for users in order to report the presence on their services of content likely to be considered contrary to the terms and conditions of the platform;
9. Commit to implementing, where possible, **an internal complaint handling system** enabling complaints to be lodged electronically and free of charge against relevant moderation decisions, such as accounts suspensions, and to handle with such complaints within a reasonable timeframe, in a non-discriminatory, diligent and non-arbitrary manner;
10. Commit to putting in place measures to encourage as far as possible a high level of confidentiality, **safety and security for minors** using their services; consistent with human rights, including the right to freedom of expression.

IV. An inclusive and multi-actor regulatory system

Signatory Online Platforms:

11. Commit to supporting recognition of the eminent role of associations, collectives, non-governmental organisations, and more generally bodies recognised in **civil society** on the African continent and in the French-



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speaking area, and to strengthen their partnership with these local experts;

12. Commit to recognise the role of the African and French-speaking **academic community**, in particular by considering forward appropriate solutions for access to data by qualified researchers, in compliance with laws guaranteeing respect for and protection of user's personal data, as well as business secrecy.

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Signed in Abidjan on 24 April 2024

For Meta



Olivia Tchamba

For TikTok



Tokuabi Ibrahim

For X



Clau DILÉ

For Google

For the REFRAM


The Chair,



Mr. Roch-Olivier MAISTRE

For the ACRAN

The Chair,



Mrs Latifa AKHARBACH