

From: Facebook
To: s47E(d)
Cc: s47F; s47F; s47F
Subject: 190426 1102 - [Facebook]-[s47E(d)] Deleting a Facebook post | Job: 334807263838980
Date: Friday, 26 April 2019 11:03:56 AM

Hi s47F

Thank you for getting back to us. My name is s47F with the Facebook Client Support Team and I work alongside s47F.

For further investigation, I have escalated this issue to our specialist team for the post content takedown request. We will get back to you once we have an update.

In the meantime, should you have further questions in regard to this matter, please feel free to reach out. I would be glad to assist.

Thanks,

s47F

Facebook Client Support Team

>On Thu Apr 25, 2019 17:12:31, Social Media wrote:

>UNCLASSIFIED

>Hi s47F,

>Thanks for your response.

>We have already reported this post to Facebook via the "report" link on the post and no action has been taken.

>We believe that this post violates the Facebook community standards:

>III. Objectionable content

>12. Hate speech

>13. Violence and graphic content

>16. Cruel and insensitive

>This post has an individual making an inappropriate hand gesture which portrays white supremacy. It is cruel and insensitive and is a gesture encouraging hate speech and violence.

>We request that the post is removed from Facebook immediately as The Pineapple Express page is promoting this objectionable and highly offensive hand gesture to Facebook members.

>A screenshot of the post is attached.

>The Ad Account Id to use is 260155957879365.

>Regards,

>s47F

>s47F

>Contractor to Department of Defence, Defence Social Media Hub

>Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)

>Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

>Mobile: s22 | Email: s47F@defence.gov.au

>IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

>-----Original Message-----

>From: Facebook <case++aazrprdsioerf7@support.facebook.com>

>Sent: Wednesday, 24 April 2019 6:50 PM

>To: s47F <s47F@ragingdigital.com>

>Cc: s47E(d)@defence.gov.au

>Subject: Deleting a Facebook post | Job: 334807263838980

>Hi s47F

>Thank you for reaching out. This is s47F from Facebook Client Support Team and I am happy to assist you today.

>I understand that this link

><https://www.facebook.com/tpememes/photos/a.296695827826521/424233721739397/?type=3&theater/> has

posted a photo of a hate hand symbol or gesture, so you would like to request to take down this post.
>For the best way to report something that goes against our Community Standards (example: nudity, hate speech, violence), I would like to suggest you to follow the steps below:
>1. Go to the post that you want to report.
>2. On the top right three dots of the post, click and select 'Give feedback on this post'.
>3. To give feedback, click the option that best describes how the post goes against our Community Standards.
>4. Depending on your client's feedback, your client may then be able to submit a report to Facebook. For some types of content, we don't ask you to submit a report, but we use your feedback to help our systems learn.
>For further information on how to report a post, please refer to these Facebook Help Center articles:
> <https://www.facebook.com/help/263149623790594/>
> <https://www.facebook.com/help/reportlinks/>
>If you have any other queries, please feel free to reach out to us. We would be happy to help.
>Thanks,
> s47F
>Facebook Client Support Team
>>On Wed Apr 24, 2019 01:11:13, s47F wrote:
>>Subject * : Deleting a Facebook post
>>Please let us know how we can help. * : Hello, My name is s47F I'm
>>with the Department of Defence Australia's Social Media Hub. We request
>>the immediate deletion of this post,
>><https://www.facebook.com/tpememes/photos/a.296695827826521/424233721739397/?type=3&theater> The post features a photo of a hate hand symbol or
>>gesture.
>>I've attached a screenshot of the post.
>>We believe the post violates these Community Guidelines:
>>PART III.
>>Objectionable content
>>12. Hate speech
>>13. Violence and graphic content
>>16. Cruel and insensitive
>>The Ad Account Id to use is 260155957879365.
>>Please advise asap.
>>Regards,
>> s47F
>>Please include your organization email address. * :
>> s47F ragingdigital.com Additional Email Addresses to Subscribe
>>(optional) : s47E(d) @defence.gov.au
>>
>

From: Facebook
To: s47F | ragingdigital.com
Cc: s47E(d) | s47F | fb.com""
Subject: 190430 1637 - [Facebook]-[s47F | ragingdigital.com] Deleting a Facebook post | Job: 334807263838980
Date: Tuesday, 30 April 2019 4:38:20 PM

Hi s47F

Thank you for your patience.

We have received a response from our specialist team that we are unable to remove the post which you reported as they don't violate Facebook policy or they have already been unpublished.

If you believe that an account is infringing on your intellectual property, you can report it here:
(https://www.facebook.com/help/intellectual_property/?ref=CR)

Feel free to reach out to us if you have any questions regarding this issue. We would be happy to provide more information and assistance.

Thanks,

s47F

Facebook Client Support Team

>On Mon Apr 29, 2019 00:39:41, wrote:

>Hi s47F

>Thanks for your patience.

>Our specialists are reviewing the appeal request, but I expect to have an update soon.

>I understand the urgency and will provide an update as soon as possible.

>In the meantime, should you require further assistance regarding this issue, please don't hesitate to reach out and we'll be happy to assist.

>Thanks,

>s47F

>Facebook Client Support Team

>>On Thu Apr 25, 2019 18:20:22, s47F wrote:

>>Please remove me from this, this is not my client, i should not be on this thread

>>Sent from my iPhone

>>> On Apr 25, 2019, at 8:03 PM, Facebook <xxxxxxxxxxxxxxxxxxxxxx@xxxxxxxx.xxxxxxxxx.xxx> wrote:

>>>

>>> Hi s47F

>>>

>>> Thank you for getting back to us. My name is s47F with the Facebook Client Support Team and I work alongside s47F.

>>>

>>> For further investigation, I have escalated this issue to our specialist team for the post content takedown request. We will get back to you once we have an update.

>>>

>>> In the meantime, should you have further questions in regard to this matter, please feel free to reach out. I would be glad to assist.

>>>

>>> Thanks,

>>>

>>> s47F

>>> Facebook Client Support Team

>>>

>>>> On Thu Apr 25, 2019 17:12:31, Social Media wrote:

>>>> UNCLASSIFIED

>>>> Hi s47F,

>>>> Thanks for your response.

>>>> We have already reported this post to Facebook via the "report" link on the post and no action has been taken.

>>>> We believe that this post violates the Facebook community standards:

>>>> III. Objectionable content

>>>> 12. Hate speech

>>>> 13. Violence and graphic content

>>>> 16. Cruel and insensitive

>>>> This post has an individual making an inappropriate hand gesture which portrays white supremacy. It is cruel and insensitive and is a gesture encouraging hate speech and violence.

>>>> We request that the post is removed from Facebook immediately as The Pineapple Express page is promoting this objectionable and highly offensive hand gesture to Facebook members.

>>>> A screenshot of the post is attached.

>>>> The Ad Account Id to use is 260155957879365.

>>>> Regards,

>>>> s47F

>>>> s47F

>>>> Contractor to Department of Defence, Defence Social Media Hub

>>>> Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)

>>>> Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

>>>> Mobile: s22 | Email: s47F@defence.gov.au

>>>> IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

>>>> -----Original Message-----

>>>> From: Facebook <case++aazrprdsioerf7@support.facebook.com>

>>>> Sent: Wednesday, 24 April 2019 6:50 PM

>>>> To: s47F <s47F@ragingdigital.com>

>>>> Cc: s47E(d)@defence.gov.au

>>>> Subject: Deleting a Facebook post | Job: 334807263838980

>>>> Hi s47F

>>>> Thank you for reaching out. This is s47F from Facebook Client Support Team and I am happy to assist you today.

>>>> I understand that this link

(<https://www.facebook.com/tpememes/photos/a.296695827826521/424233721739397/?type=3&theater/>) has posted a photo of a hate hand symbol or gesture, so you would like to request to take down this post.

>>>> For the best way to report something that goes against our Community Standards (example: nudity, hate speech, violence), I would like to suggest you to follow the steps below:

>>>> 1. Go to the post that you want to report.

>>>> 2. On the top right three dots of the post, click and select 'Give feedback on this post'.

>>>> 3. To give feedback, click the option that best describes how the post goes against our Community Standards.

>>>> 4. Depending on your client's feedback, your client may then be able to submit a report to Facebook. For some types of content, we don't ask you to submit a report, but we use your feedback to help our systems learn.

>>>> For further information on how to report a post, please refer to these Facebook Help Center articles:

>>>> - <https://www.facebook.com/help/263149623790594/>

>>>> - <https://www.facebook.com/help/reportlinks/>

>>>> If you have any other queries, please feel free to reach out to us. We would be happy to help.

>>>> Thanks,

>>>> s47F

>>>> Facebook Client Support Team

>>>>> On Wed Apr 24, 2019 01:11:13, s47F wrote:

>>>>> Subject * : Deleting a Facebook post

>>>>> Please let us know how we can help. * : Hello, My name is s47F I'm

>>>>> with the Department of Defence Australia's Social Media Hub. We request

>>>>> the immediate deletion of this post,

>>>>> <https://www.facebook.com/tpememes/photos/a.296695827826521/424233721739>

>>>>> 397/?type=3&theater The post features a photo of a hate hand symbol or

>>>>> gesture.

>>>>> I've attached a screenshot of the post.

>>>>> We believe the post violates these Community Guidelines:

>>>>> PART III.

>>>>> Objectionable content
>>>>> 12. Hate speech
>>>>> 13. Violence and graphic content
>>>>> 16. Cruel and insensitive
>>>>> The Ad Account Id to use is 260155957879365.
>>>>> Please advise asap.
>>>>> Regards,
>>>>> s47F
>>>>> Please include your organization email address. * :
>>>>> s47F ragingdigital.com Additional Email Addresses to Subscribe
>>>>> (optional) : s47E(d) @defence.gov.au
>>>>>
>>>>
>>>
>>
>

From: s47F on behalf of s47E(d)
To: s47F s47E(d)
Subject: 190513 1130 - s47E(d) [s47F Content take down request: Inappropriate video on The Pineapple Express - Facebook
Date: Monday, 13 May 2019 11:30:15 AM

UNCLASSIFIED

Hi s47F

That's great. Thanks for that.

Regards,

s47F

Contractor to Department of Defence, Defence Social Media Hub

Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)

Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

Mobile: s22 | **Email:** s47F [defence.gov.au](mailto:s47F@defence.gov.au)

For all social media requests, please contact: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

For information on best practice & training please see: [Defence Social Media Hub](#)

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

From: s47F <s47F@fb.com>

Sent: Monday, 13 May 2019 11:27 AM

To: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Subject: Re: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

Hey s47F

You can reach me at s47F. I'm on whatsapp as well, so you can catch me there if its easier.

From: s47F "s47F" <s47F@defence.gov.au> on behalf of s47E(d) s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Date: Monday, 13 May 2019 at 6:58 AM

To: s47F <s47F@fb.com>

Subject: RE: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s47F

Thanks for your assistance on this one, we appreciate it.

Do you have a phone number we can contact you directly on? We will only use it for serious issues such as this.

Regards,

s47F

Contractor to Department of Defence, Defence Social Media Hub

Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)

Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

Mobile: s22 | Email: s47F defence.gov.au

For all social media requests, please contact: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

For information on best practice & training please see: [Defence Social Media Hub](#)

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From: s47F <s47F [fb.com](mailto:s47F@fb.com)>

Sent: Friday, 10 May 2019 6:09 PM

To: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Subject: Re: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

Hello s47F

I can confirm that we have deleted the video as it breached our policies.

Cheers.

s47F

Politics & Government Outreach Manager, Asia-Pacific
Facebook

Sent from my Mobile

On 10 May 2019, at 2:35 PM, s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au) wrote:

UNCLASSIFIED

Hi s47F

Following up on the below. Please advise.

Regards,
s47F

Contractor to Department of Defence, Defence Social Media Hub

Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)

Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

Mobile: s22 | Email: s47F [defence.gov.au](mailto:s47F@defence.gov.au)

For all social media requests, please contact: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

For information on best practice & training please see: [Defence Social Media Hub](#)

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From: s47F <s47F [fb.com](mailto:s47F@fb.com)>

Sent: Thursday, 9 May 2019 1:14 PM

To: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Subject: Re: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

Thanks s47F !

From: "s47F MS" <s47F [defence.gov.au](mailto:s47F@defence.gov.au)> on behalf of s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Date: Thursday, 9 May 2019 at 11:13 AM

To: s47F <s47F [fb.com](mailto:s47F@fb.com)>, "s47F [fb.com](mailto:s47F@fb.com)" <s47F [fb.com](mailto:s47F@fb.com)>

Cc: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Subject: RE: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s47F

Thank you for a quick response.

Please see comments where Facebook members have stated they recognise members involved attached.

One member has been identified and has been tagged multiple time on this post, He is identifiable as an ADF, Australian Army member when you click through to his personal page which featured an image of him in uniform.

Please advise when this has been actioned.

Appreciate your help.

Regards,
s47F

s47F

Contractor to Department of Defence, Defence Social Media Hub

Defence News Bureau | Ministerial and Executive Coordination and Communication Division
(MECC)

Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

Mobile: s22 | Email: s47F [defence.gov.au](mailto:s47F@defence.gov.au)

For all social media requests, please contact: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

For information on best practice & training please see: [Defence Social Media Hub](#)

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From: s47F <s47F [fb.com](mailto:s47F@fb.com)>

Sent: Thursday, 9 May 2019 12:51 PM

To: s47F MS <s47F [defence.gov.au](mailto:s47F@defence.gov.au)>; s47F [fb.com](mailto:s47F@fb.com)' <s47F [fb.com](mailto:s47F@fb.com)>

Cc: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Subject: Re: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

Hello s47F

I'll get this reviewed asap. In the meantime, please send any links/screenshots to comments which you think are violating by identifying the ADF members.

Cheers

s47F

From: "s47F" <s47F [defence.gov.au](mailto:s47F@defence.gov.au)>

Date: Thursday, 9 May 2019 at 10:48 AM

To: s47F <s47F [fb.com](mailto:s47F@fb.com)>, "s47F [fb.com](mailto:s47F@fb.com)" <s47F [fb.com](mailto:s47F@fb.com)>

Cc: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Subject: Content take down request: Inappropriate video on The Pineapple Express - Facebook [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s47F and s47F

Can we please have this video on The Pineapple Express Facebook page taken

down immediately.

Link: <https://www.facebook.com/296217734540997/posts/435625383933564/>

This video features Australian Defence Force members who have not given their consent for the Facebook page to share this video.

Their faces, ranks and name patches are clearly identifiable and fans of the page commenting on the post appear to know who these members are. We do not want them to be tagged or named on this post.

This breaches the below Facebook Community Standards:

- II. Safety
- 9. Bullying
- 10. Harassment
- 11. Privacy breaches and image privacy rights

Please advise as soon as possible.

The Ad Account Id to use is 260155957879365.

Regards,

s47F

Contractor to Department of Defence, Defence Social Media Hub

Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)

Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610

Mobile: s22 | Email: s47F [defence.gov.au](mailto:s47F@defence.gov.au)

For all social media requests, please contact: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

For information on best practice & training please see: [Defence Social Media Hub](#)

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

From: Facebook
To: s47F s47F MR
Cc: s47E(d) s47F s47F - Raging Digital"
Subject: 190527 1254 - [Facebook]-[s47F s47F MR] Deleting a Facebook page | Job: 928395324168464
Date: Monday, 27 May 2019 12:54:48 PM

Hi s47F

After we reviewing each post, we found they don't violate our community standards. Thus, we are not able to remove the posts you reported because they don't violate Facebook policy.

We can only remove accounts that falsely claim to represent your official presence on Facebook. Fan pages and opinion pages don't violate Facebook policy.

The best way to report abusive content or spam on Facebook is by using the "Report" link that appears near the content itself.

If you believe that an account is infringing on your intellectual property, you can report it here:
https://www.facebook.com/help/intellectual_property.

Learn more about how to report specific content on our Help Center:
<https://www.facebook.com/help/181495968648557/>

If should you have any further questions regarding this request feel free to contact us.

Thanks,

s47F
Facebook Client Support Team

>On Wed May 22, 2019 23:36:52, wrote:

>Hi s47F

>Thanks for your information.

>I understand the urgency in this matter.

>I have forwarded your information to our specialist team and I will keep you posted on any updates.

>Meanwhile, If you have any further queries on this request, please feel free to contact us. We will be glad to provide more information or assistance.

>Thanks,

>s47F

>Facebook Client Support Team

>>On Wed May 22, 2019 23:12:07, s47F s47F MR wrote:

>>UNCLASSIFIED

>>Hello s47F

>>Please escalate this.

>>This Facebook profile is violating these Facebook Community Standards:

>>I. Violence and Criminal Behaviour

>>2. Dangerous Individuals and Organisations

>>3. Promoting or Publicising Crime

>>III. Objectionable Content

>>13. Violence and Graphic Content

>>16. Cruel and Insensitive

>>19. False News

>>IV. Integrity and Authenticity

>>18. Misrepresentation

>>Please advise of a decision by close of business Australian Eastern Standard Time (AEST) tomorrow.

>>Regards,

>>s47F

>>IMPORTANT: This email remains the property of the Department of Defence and is subject to the

jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

>>-----Original Message-----

>>From: Facebook <case++aazrpmqiwxymb@support.facebook.com>

>>Sent: Tuesday, 21 May 2019 11:34 AM

>>To: s47F s47F MR <s47F@defence.gov.au>

>>Cc: s47E(d) @defence.gov.au>

>>Subject: Deleting a Facebook page | Job: 928395324168464

>>Hi s47F

>>Thank you for getting back to us.

>>I understand that you would like to have this Facebook Page (https://www.facebook.com/TPEbackup/?ref=br_rs) removed because it violates the Facebook's Community Standards.

>>I have passed the information you provided to our specialist team and once I get an update I will reach back to you as soon as possible.

>>Meanwhile, If you have any further queries on this request, please feel free to contact us. We will be glad to provide more information or assistance.

>>Thanks,

>>s47F

>>Facebook Client Support Team

>>>On Mon May 20, 2019 17:27:28, s47F s47F MR wrote:

>>>Hello,

>>>Please reconsider this. The 'The Pineapple Express 2.0' Facebook page, https://www.facebook.com/TPEbackup/?ref=br_rs, has repeatedly published content which violates the following Facebook's Community Standards:

>>>I. Violence and Criminal Behaviour

>>>2. Dangerous Individuals and Organisations 3. Promoting or Publicising

>>>Crime III. Objectionable Content 13. Violence and Graphic Content 16.

>>>Cruel and Insensitive 19. False News IV. Integrity and Authenticity 18.

>>>Misrepresentation The 'The Pineapple Express 2.0' Facebook page,

>>>https://www.facebook.com/TPEbackup/?ref=br_rs, is a back up page. The 'The Pineapple Express 3.0' Facebook page was previously removed for repeated violations of Facebook's Community Standards.

>>>Here are is an Instagram post in which the 'The Pineapple Express'

>>>presence on Instagram, @tpememe, acknowledges that it has violated

>>>Facebook's community standards and plans on posting non objectionable

>>>content for a 30 day period, before beginning to post objectionable

>>>content again in an attempt to avoid consequences for violating

>>>Facebook Community Standards - <https://www.instagram.com/p/BxbN56epV9D/>

>>>Also, here is a list of posts from the 'The Pineapple Express 2.0' Facebook page, https://www.facebook.com/TPEbackup/?ref=br_rs, that feature explicit language:

>>>- Post 1 -

>>><https://www.facebook.com/TPEbackup/photos/a.1104513043046448/1283910991>

>>>773318/?type=3&theater

>>>- Post 2 -

>>><https://www.facebook.com/TPEbackup/photos/a.1104513043046448/1280985302>

>>>065887/?type=3&theater

>>>- Post 3 -

>>><https://www.facebook.com/TPEbackup/photos/a.1104513043046448/1279533612>

>>>211056/?type=3&theater

>>>Please advise.

>>>Regards,

>>>s47F

>>>On Sat, May 18, 2019 at 7:27 PM s47F s47F MR

<s47F@defence.gov.aumailto:s47F@defence.gov.au>> wrote:

>>>UNOFFICIAL

>>>-----Original Message-----

>>>From: s47F s47F MR

>>>Sent: Friday, 17 May 2019 2:15 PM

>>>To: s47F razingdigital.com<mailto:s47F@raisingdigital.com>

>>><s47F@raisingdigital.commailto:s47F@raisingdigital.com>>

>>>Subject: FW: Deleting a Facebook page | Job: 928395324168464

>>>[SEC=UNOFFICIAL] UNOFFICIAL -----Original Message-----

>>>From: Facebook
>>><case++aazrpmqiwxyrmb@support.facebook.com<mailto:case%2B%2Baazrpmqiwxy
>>>rmb@support.facebook.com>>
>>>Sent: Thursday, 16 May 2019 1:55 PM
>>>To: s47F s47F MR
>>>s47F defence.gov.au<mailto:s47F@defence.gov.au>>
>>>Cc: s47E(d)
>>>s47E(d)@defence.gov.au<mailto:s47E(d)@defence.gov.au>>
>>>Subject: Deleting a Facebook page | Job: 928395324168464 Hi s47F
>>>Thanks for your patience.
>>>Kindly be informed you that we won't be able to remove the Facebook Page
>>>(https://www.facebook.com/TPEbackup/) you reported.
>>>We can only remove reported accounts that are active and falsely claim to represent your official or
>>>authorized presence on Facebook. Fan Pages and opinion Pages don't violate Facebook policy.
>>>If an account is infringing on your intellectual property, you can
>>>report it: https://www.facebook.com/help/intellectual_property
>>>Thanks,
>>>s47F
>>>Facebook Client Support Team
>>>>On Wed May 15, 2019 19:57:29, wrote:
>>>>Hi s47F
>>>>Thank you very much for reaching out to the Facebook Client Support Team. My name is s47F and I
>>>>am happy to assist you today.
>>>>I understand that you would like to remove an unofficial Page of "The Pineapple Express 2.0"
>>>>(https://www.facebook.com/TPEbackup/?ref=br_rs) that this page was previously deleted by Facebook for
>>>>breaches of the community standards but it's back up and still remaining on Facebook. I am happy to help.
>>>>In order to maintain optimal turnaround times and quality, and to ensure we fully address each of your
>>>>requests, your Instagram request may be processed by another agent on the Facebook Client Support Team
>>>>through a separate email string. However, I will continue to process your remove unofficial Facebook Page
>>>>here.
>>>>I will escalated your request to our specialist team and once I get an update I will reach back to you as
>>>>soon as possible.
>>>>Please note that our team is aware of this issue and is working to find a fix, although I don't have a firm
>>>>timeline for completion at this time. Thank you for your patience as we continue looking into possible solutions.
>>>>If you have any further queries on this request, please feel free to contact us. We will be glad to provide
>>>>more information or assistance.
>>>>Thanks,
>>>>s47F
>>>>Facebook Client Support Team
>>>>***You may be selected for Satisfaction Survey participation once an ideal resolution has been provided
>>>>for the issue reported. Please take a minute to complete the Satisfaction Survey for us to improve our customer
>>>>support. Your feedback is much appreciated.
>>>>>On Wed May 15, 2019 18:42:05, s47F wrote:
>>>>>Subject * : Deleting a Facebook page
>>>>>Please let us know how we can help. * : Hello, My name is s47F I'm
>>>>>from the Department of Defence's Social Media Hub.
>>>>>Facebook recently deleted a page, The Pineapple Express v3.0,
>>>>>https://www.facebook.com/tpememes/?_tn_=%2Cd%3C-R&eid=ARBDtjjG1WZvt
>>>>>9
>>>>>b2AYeJetwXbrBymYF2rxjz8PXE7ShnHmbRaeZOgWcOrwFqhtjXJIT7ZPLSpMGa2Oe4
>>>>>There is a back up page that is still remaining on Facebook with the same objectionable content that goes
>>>>>against a number of Facebook's community standards, The Pineapple Express 2.0,
>>>>>https://www.facebook.com/TPEbackup/?ref=br_rs. This page was previously deleted by Facebook for breaches
>>>>>of the community standards.
>>>>>There is also an Instagram account with the same objectionable
>>>>>content that goes against a number of Facebook's community standards,
>>>>>The Pineapple Express,
>>>>>https://www.instagram.com/tpememes/?fbclid=IwAR2pGPYHJ_qZTac51AC-HCT-
>>>>>e
>>>>>GLaR9C3sJmTz_zzdb9aY57PQUAGONow4XQ
>>>>>Please advise on on the time frame in which these two profiles will be deleted.

>>>>>The Ad Account Id to use is 260155

>>>>>S47F

>>>>>Please include your organization email address. * :

>>>>>S47F@defence.gov.au<mailto:S47F@defence.gov.au>

>>>>>Additional Email Addresses to Subscribe

>>>>>(optional) :

>>>>>S47E(d)@defence.gov.au<mailto:S47E(d)@defence.gov.au>

>>>>>

>>>>

>>>

>>

>

From: s47F .s47F_MR
To: s47F
Cc: s47F s47E(d)
Subject: 190524 0941 - s47F s47F MR] [s47F Deleting a Facebook page and Instagram profile, The Pineapple Express
Date: Friday, 24 May 2019 9:41:42 AM

UNCLASSIFIED

Great. Yes. Will do – I'll send an updated invite with s47F included.

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From: s47F <s47F fb.com>
Sent: Friday, 24 May 2019 9:40 AM
To: s47F s47F MR <s47F defence.gov.au>
Cc: s47F <s47F defence.gov.au>; s47E(d) <s47E(d) @defence.gov.au>
Subject: Re: Deleting a Facebook page and Instagram profile, The Pineapple Express [SEC=UNCLASSIFIED]

No worries - are you able to add s47F We had a chat during the week and it might be best if he's on to, given he has history across this issue

M: s47F
Sent from my iPhone on the go

On 24 May 2019, at 9:34 am, s47F s47F MR <s47F defence.gov.au> wrote:

UNCLASSIFIED

Hi s47F

I've sent the invite again. Please let me know if it makes it through.

I didn't invite s47F – just cc'd for awareness.

Regards,

s47F

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From: s47F <s47F fb.com>
Sent: Friday, 24 May 2019 9:16 AM
To: s47F s47F MR <s47F defence.gov.au>
Cc: s47F <s47F defence.gov.au>; s47E(d) s47E(d) @defence.gov.au>
Subject: Re: Deleting a Facebook page and Instagram profile, The Pineapple Express [SEC=UNCLASSIFIED]

Hi s47F

Thanks for the reminder, no invite ended up coming through? Can you attempt to resend and I'll let you know?

@s47F - did you receive an invite?

Thanks
s47F

M : s22
Sent from my iPhone on the go

On 24 May 2019, at 9:10 am, s47F s47F MR <s47F defence.gov.au> wrote:

UNCLASSIFIED

Hi s47F

Just looking to confirm our call today at 2:30 pm.

Not sure if you got the invite.

Regards,

s47F

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From: s47F <s47F fb.com>
Sent: Tuesday, 21 May 2019 3:25 PM
To: s47F s47F MR <s47F defence.gov.au>
Cc: s47F <s47F fb.com>; s47F

<s47F [redacted] defence.gov.au>; s47E(d) [redacted]

<s47E(d) [redacted] @defence.gov.au>; s47F [redacted]

<s47F [redacted] defence.gov.au>

Subject: RE: Deleting a Facebook page and Instagram profile, The Pineapple Express [SEC=UNCLASSIFIED]

Perfect – if you could please send an invitation through, that would be great.

Thanks

s47F [redacted]

[redacted]
Partner Manager | Government, Politics and Advocacy

M: s22 [redacted]

<image001.png>

Looking for Help? Visit the Help Center for more

info: <https://www.facebook.com/help/>

Want more training? Go to <https://www.facebook.com/blueprint>

Find your voters on Facebook. Go to <https://politics.fb.com/>

From: s47F [redacted] s47F [redacted] MR <s47F [redacted] defence.gov.au>

Sent: Tuesday, May 21, 2019 10:20 AM

To: s47F [redacted] <s47F [redacted] fb.com>

Cc: s47F [redacted] <s47F [redacted] fb.com>; s47F [redacted]

<s47F [redacted] defence.gov.au>; s47E(d) [redacted]

<s47E(d) [redacted] @defence.gov.au>; s47F [redacted]

<s47F [redacted] defence.gov.au>

Subject: RE: Deleting a Facebook page and Instagram profile, The Pineapple Express [SEC=UNCLASSIFIED]

Hello s47F [redacted]

That's more than fine.

Yes, this coming Friday, May 24, works for me. Can we lock 2:30 pm?

Regards,

s47F [redacted]

From: s47F [redacted] <s47F [redacted] fb.com>

Sent: Monday, 20 May 2019 2:39 PM

To: s47F [redacted] s47F [redacted] MR <s47F [redacted] defence.gov.au>

Cc: s47F [redacted] <s47F [redacted] fb.com>; s47F [redacted]

<s47F [redacted] defence.gov.au>; s47E(d) [redacted]

s47E(d) [redacted] @defence.gov.au>; s47F [redacted]

<s47F [redacted] defence.gov.au>; s47F [redacted] - Raging Digital'

<s47F ragingdigital.com>; s47F ragingdigital.com'
<s47F ragingdigital.com>; s47F ragingdigital.com'
<s47F ragingdigital.com>

Subject: RE: Deleting a Facebook page and Instagram profile, The
Pineapple Express [SEC=UNCLASSIFIED]

Apologies for the delay s47F

Are you free this Friday May 24? Sometime between 12pm and 4pm?

Thanks

s47F

Partner Manager | Government, Politics and Advocacy

M: s22

<image001.png>

Looking for Help? Visit the Help Center for more

info: <https://www.facebook.com/help/>

Want more training? Go to <https://www.facebook.com/blueprint>

Find your voters on Facebook. Go to <https://politics.fb.com/>

From: s47F s47F MR <s47F defence.gov.au>

Sent: Friday, May 17, 2019 10:40 AM

To: s47F <s47F fb.com>

Cc: s47F <s47F fb.com>; s47F

<s47F defence.gov.au>; s47E(d)

s47E(d) @defence.gov.au>; s47F

<s47F defence.gov.au>; s47F - Raging Digital'

<s47F ragingdigital.com>; s47F ragingdigital.com'

<s47F ragingdigital.com>; s47F ragingdigital.com'

<s47F ragingdigital.com>

Subject: RE: Deleting a Facebook page and Instagram profile, The
Pineapple Express [SEC=UNCLASSIFIED]

Hi s47F

Just updating the times we're available for a conference call on this.

s47F and I can do:

- 2:00 pm - 2:30 pm, Friday, 17 May 2019

Myself and another member of our team, s47F are available:

- 2:00 pm - 2:30 pm, Tuesday, 21 May 2019

- 11:00 am - 11:30 am, Wednesday, 22 May 2019

- 10:00 am - 10:30 am, Thursday, 23 May 2019

We can call you. I'm on s22 and our team land line is s47E(d)
s47E(d)

Regards,

s47F

From: s47F s47F MR
Sent: Thursday, 16 May 2019 3:05 PM
To: s47F fb.com' <s47F fb.com>
Cc: s47F <s47F fb.com>; s47F
<s47F defence.gov.au>; s47E(d)
<s47E(d) @defence.gov.au>; s47F
<s47F defence.gov.au>; s47F - Raging Digital'
<s47F ragingdigital.com>; s47F ragingdigital.com'
<s47F ragingdigital.com>; s47F ragingdigital.com'
<s47F ragingdigital.com>
Subject: Deleting a Facebook page and Instagram profile, The
Pineapple Express [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hello s47F

My name is s47F I'm from the Department of Defence's Social Media
Hub.

I believe my supervisor s47F recently explained to you the issues
we're having with the 2 Pineapple Express Facebook pages and 1
Instagram profile.

Today, the main Pineapple Express Facebook page was deleted,
leaving a backup Facebook page, Pineapple Express
2.0, <https://www.facebook.com/TPEbackup/>, and an Instagram
profile, tpememes, [https://www.instagram.com/tpememes/?
fbclid=IwAR2pGPYHJ_qZTac51AC-HCT-
eGLaR9C3sJmTz_zzdb9aY57PQUAGONow4XQ](https://www.instagram.com/tpememes/?fbclid=IwAR2pGPYHJ_qZTac51AC-HCT-eGLaR9C3sJmTz_zzdb9aY57PQUAGONow4XQ)

I've raised two tickets about the two remaining profiles:

- Job: 2328044187434561
- Job: 928395324168464

Can we please arrange a phone call to discuss the remaining profiles?
This a high priority and concern for us due to violations of Facebook
community standards and security concerns around posts featuring
leaked content.

s47F and I are available:

- 10:30 am - 11:00 am, Friday, 17 May 2019
- 2:00 pm - 2:30 pm, Friday, 17 May 2019
- 9:30 am - 10:00 am, Monday, 20 May 2019

Also, any help you can provide in progressing the tickets would be most appreciated.

Regards,

s47F

s47F

Defence Social Media Hub

Ministerial Executive Co-ordination & Communication (MECC) Division

Contractor to Department of Defence | s47E(d) | Russell Offices | PO Box
7909 Canberra BC ACT 2610

Mobile: s22

Email: s47F [defence.gov.au](mailto:s47F@defence.gov.au)

Follow us on: [Twitter](#) | [Facebook](#) | [Instagram](#)

For all social media requests, please
contact: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

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s47E(d)

From: s47F <s47F fb.com>
Sent: Friday, 31 May 2019 7:22 PM
To: s47F ; s47F
Cc: s47E(d) s47F ; s47F ; s47F
Subject: 190531 1922 - s47F]-s47F] Defence Concerns / Issues (Concierge, Pineapple Express, Draft)

Follow Up Flag: Follow up
Flag Status: Completed

Categories: s47F

Hello s47F,

s22

I'll get the Instagram posts reviewed.

As for the Facebook links, none of them work.

From: s47F <s47F defence.gov.au>
Sent: Friday, May 31, 2019 1:48 PM
To: s47F <s47F fb.com>; s47F <s47F fb.com>
Cc: s47E(d) <s47E(d) @defence.gov.au>; s47F <s47F defence.gov.au>; s47F <s47F defence.gov.au>; s47F <s47F defence.gov.au>
Subject: Defence Concerns / Issues (Concierge, Pineapple Express, Draft) [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s47F and s47F,

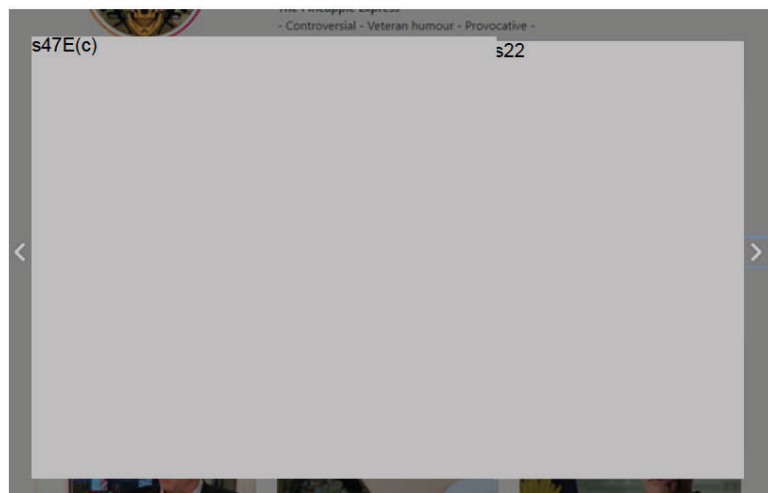
Sorry to send through a list of issues but there has been a bit of a backlog that we would like to get addressed. They are in order of priority and would like to get addressed urgently. Please let me know if you need any more information.

Concierge:

Can you please supply the link to the concierge? We are unable to find it any more.

The Pineapple Express Instagram Account:

We have had numerous issues with "The Pineapple Express" Instagram profile. Can this account be removed for violating community standards? Please let me know if you need me to go through and report all the posts. If not, we would like the following posts reported/removed:



<https://www.instagram.com/p/ByB59dDJO4L/>

This post features the Chief of the Defence Force, GEN Campbell in a defamatory manner.



<https://www.instagram.com/p/ByGpy8xJKE/>

This post features Defence service people and service vehicles which may be identifiable.

Here are some other issues that we have identified on this account

https://www.facebook.com/tpememes/photos/a.296695827826521/436433780519391/?type=3&theater	Harassment
https://www.facebook.com/tpememes/photos/a.296695827826521/435562057273230/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/432210344275068/?type=3&theater	Harassment / A friend
https://www.facebook.com/tpememes/photos/a.296695827826521/424233721739397/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/423576045138498/?type=3&theater	Something else / Sharing private images
https://www.facebook.com/tpememes/photos/a.296695827826521/420892368740199/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/420307532132016/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/419689545527148/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/419689448860491/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/419689385527164/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/414245896071513/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/410775393085230/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/410758723086897/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/407502770079159/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/406789393483830/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/405368310292605/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/404572847038818/?type=3&theater	Hate speech / Sexual orientation
https://www.facebook.com/tpememes/photos/a.296695827826521/404238140405622/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/403025597193543/?type=3&theater	Something else / promoting drug use
https://www.facebook.com/tpememes/photos/a.296695827826521/399898020839634/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/399236070905829/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/398788640950572/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/397695994393170/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/396129941216442/?type=3&theater	Something else / promoting drug use
https://www.facebook.com/tpememes/photos/a.296695827826521/395909771238459/?type=3&theater	Nudity / Adult Nudity

https://www.facebook.com/tpememes/photos/a.296695827826521/395349847961118/?type=3&theater	Nudity / Adult Nudity
https://www.facebook.com/tpememes/photos/a.296695827826521/394303034732466/?type=3&theater	Hate speech / Sexual orientation
https://www.facebook.com/tpememes/photos/a.296695827826521/394293648066738/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/394275374735232/?type=3&theater	Hate speech / Sexual orientation
https://www.facebook.com/tpememes/photos/a.296695827826521/393726111456825/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/393053118190791/?type=3&theater	Something else / promoting drug use
https://www.facebook.com/tpememes/photos/a.296695827826521/389722708523832/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/387816098714493/?type=3&theater	Something else / Mocking victims
https://www.facebook.com/tpememes/photos/a.296695827826521/387142948781808/?type=3&theater	Something else / Mocking victims
https://www.facebook.com/tpememes/photos/a.296695827826521/386848518811251/?type=3&theater	Something else / Mocking victims
https://www.facebook.com/tpememes/photos/a.296695827826521/384162652413171/?type=3&theater	Something else / promoting drug use
https://www.facebook.com/tpememes/photos/a.296695827826521/383613722468064/?type=3&theater	Something else / Harassment
https://www.facebook.com/tpememes/photos/a.296695827826521/383500619146041/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/382565305906239/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/382564989239604/?type=3&theater	Something else / promoting drug use
https://www.facebook.com/tpememes/photos/a.296695827826521/382564899239613/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/382564859239617/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/382564775906292/?type=3&theater	Harassment / A friend
https://www.facebook.com/tpememes/photos/a.296695827826521/382564725906297/?type=3&theater	Harassment / Mocking Victim
https://www.facebook.com/tpememes/photos/a.296695827826521/361294408033329/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/361229544706482/?type=3&theater	Harassment / Mocking Victim
https://www.facebook.com/tpememes/photos/a.296695827826521/361229414706495/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/361229414706495/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/354721152023988/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/354721132023990/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/354721082023995/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/354720842024019/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/354720792024024/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/354720582024045/?type=3&theater	Hate speech / Sexual orientation
https://www.facebook.com/tpememes/photos/a.296695827826521/333808677448569/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/332941394201964/?type=3&theater	Harassment / A friend
https://www.facebook.com/tpememes/photos/a.296695827826521/332941394201964/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/325681458261291/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/324675745028529/?type=3&theater	Hate speech / Disability
https://www.facebook.com/tpememes/photos/a.296695827826521/321716721991098/?type=3&theater	Something else / Bullying
https://www.facebook.com/tpememes/photos/a.296695827826521/321557245340379/?type=3&theater	Hate speech / Sexual orientation
https://www.facebook.com/tpememes/photos/a.296695827826521/320286068800830/?type=3&theater	Harassment / A friend

https://www.facebook.com/tpememes/photos/a.296695827826521/319844155511688/?type=3&theater	Harassment / Mocking Victim
https://www.facebook.com/tpememes/photos/a.296695827826521/319311022231668/?type=3&theater	Harassment / A friend
https://www.facebook.com/tpememes/photos/a.296695827826521/310813533081417/?type=3&theater	Something else / promoting drug use
https://www.facebook.com/tpememes/photos/a.296695827826521/307714230058014/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/306836156812488/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/305911623571608/?type=3&theater	Nudity / Sexual activity
https://www.facebook.com/tpememes/photos/a.296695827826521/304872193675551/?type=3&theater	Harassment / A friend
https://www.facebook.com/tpememes/photos/a.296695827826521/302133047282799/?type=3&theater	Hate speech / Race or ethnicity
https://www.facebook.com/tpememes/photos/a.296695827826521/301520374010733/?type=3&theater	Nudity / Sexual activity
https://www.facebook.com/tpememes/photos/a.296695827826521/300988610730576/?type=3&theater	Something else / Sharing private images
https://www.facebook.com/tpememes/photos/a.296695827826521/299680454194725/?type=3&theater	Hate speech / sex or gender identity
https://www.facebook.com/tpememes/photos/a.296695827826521/299639750865462/?type=3&theater	Hate speech / sex or gender identity



That's all for now. Hopefully, these can be addressed and we can submit through Concierge in the future.

Thanks for your help.

s47F

Contractor to Department of Defence, Defence Social Media Hub

Defence News Bureau | Ministerial and Executive Coordination and Communication Division (MECC)
 Contractor to Department of Defence | s47E(d) | PO Box 7901 Canberra BC ACT 2610
 Phone: s47E(d) | Email: s47F@defence.gov.au

For all social media requests, please contact: s47E(d)@defence.gov.au

For information on best practice & training please see: [Defence Social Media Hub](#)

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