



Airbnb & the Communications Decency Act Section 230

For over 20 years, the Communications Decency Act's Section 230 (CDA230) has served as the legal underpinning that allows user-generated content to flourish on the internet. CDA230 fosters a free and open internet by shielding online intermediaries ("interactive computer service providers") from being treated as the publisher or speaker of content authored by a third party. CDA230 encourages online intermediaries to engage in content moderation such as screening, reviewing, editing, and blocking content, without fear that their good faith efforts will expose them to liability -- without this protection, online intermediaries would be adversely incentivized to censor constitutionally protected speech to avoid potential lawsuits.

Ensuring users' safety and enhancing their experience. There have been 500 million guest arrivals all-time through Airbnb's trusted accommodation marketplace, and on the average night there are 2 million people staying on Airbnb. Because of CDA230, Airbnb is able to screen content, use editorial discretion, and block objectionable material to ensure smooth stays for both hosts and guests. For example CDA230 protections enable us to:

- *Provide User Reviews:* After each stay, our two-way blind review system prompts guests and hosts to review each other. This ensures honest feedback and increases trust in the community and the experiences provided by hosts. We currently have a robust [content policy](#) to allow for this trustworthy review system while ensuring Airbnb can filter and take down objectionable content. A recent Internet Association survey¹ shows that two thirds of Americans check online reviews almost every time they buy online or visit a business, and they trust those reviews to give an accurate impression. And 82% of respondents say user reviews make them feel more safe when booking a short-term rental online.
- *Ensure User Safety:* The safety of our community is our priority and to that end, Airbnb has strong [Community Standards](#) to ensure safety and foster belonging. Because of Airbnb's content moderation activity in this area, we are able to monitor and take down objectionable content on issues ranging from spam, to threats of harm, intellectual property, harassment, authenticity, and quality control/reliability.
- *Prevent Discrimination:* Our [Non-Discrimination Policy](#) allows for everyone in our community to feel welcome and respected, and it allows for Airbnb to review and take down discriminatory content and hate speech.

Maintaining a Competitive Marketplace for All Consumers. Airbnb leverages technology to provide access to more than 7 million unique places to stay in more than 100,000 cities and 191 countries and regions. These listings are offered by our users, who describe the listing, how much to charge, and how often to rent it. As a result, Airbnb not only helps individuals generate supplemental income through STRs, but it also empowers consumers with a wide variety of choices for short-term accommodations at all price points.

¹ The Best Of The Internet survey was conducted via online interviews through SurveyMonkey from May 21-22. The survey included interviews with 2451 American Adults. Topline results are available [here](#).



Each of the 100,000 cities where hosts post Airbnb listings has their own needs and priorities for STR rules in their community. Airbnb works with cities worldwide on sustainable, scalable, and reasonable solutions to help jurisdictions curtail bad actors and enforce their laws. Throughout the United States, Airbnb has worked with cities to develop more than 500 partnerships including fair, reasonable regulations, tax collection agreements, and data sharing that balance the needs of communities. This allows hosts the opportunity to share their homes in order to pay the bills and guests the opportunity to find affordable accommodations from big cities to small towns in every corner of the country.

Airbnb's Terms of Service and [Responsible Hosting Pages](#) inform hosts about the importance of being a good neighbor and understanding local laws. We also engage with our host community through educational workshops and communications regarding their local laws. And we partner with cities to implement tools that facilitate enforcement of their laws. **However, it would be unsustainable for Airbnb to be responsible for monitoring more than 7 million listings worldwide for their compliance with the thousands of individual local laws aimed at host-generated content.**

Simply put, the protections of CDA230 make it possible for Airbnb to operate our marketplace for hosts and guests, working with cities to curtail bad actors without taking on unreasonable and cost-prohibitive legal liability for all of the millions of pieces of user-generated content on the platform.