

August 16, 2019

From: David Limbaugh
@limbaugh2020 suspended twitter account
(My Address)

To: Parag Agrawa, Technology Lead ; Leslie Berland, People and Marketing Lead
Kayvon Beykpour, Product Lead ; Dantley Davis, Head of Design and Research
Matt Derella, Customers Lead ; Jack Dorsey, CEO
Bruce Falck, Revenue Product Lead ; Vijaya Gadde, Lead Counsel
Michael Montano, Engineering Lead ; Ned Segal, CFO

Dear Twitter,

I am well-versed in your Terms of Service. I know this passage:

“We may suspend or terminate your account or cease providing you with all or part of the Services at any time for any or no reason, including, but not limited to,”

I have filed 15 appeals. I get the same response each time:

“Hello,

We’re writing to let you know that your account has been suspended due to multiple or repeat violations of our rules.

Please do not reply to this email, or send us new appeals for this account as we won’t monitor them.

Thanks,
Twitter”

My reason for writing this letter is because I plan to file a lawsuit to force you to change this passage on your website:

“**File an appeal and we may be able to unsuspend your account.** If you are unable to unsuspend your own account using the instructions above and you think that we made a mistake suspending or locking your account, you can appeal. First, log in to the account that is suspended. Then, open a new browser tab and [file an appeal](#). ”

Replying with a form-email is NOT an APPEAL process. I have yet to be told what RULE I Violated so I will not do it again.

My 2020 campaign slogan is "Limbaugh2020 – Can You See It?" So, I need my @limbaugh2020 account back!



I plan on purchasing bumper stickers and buttons, just as I did in 2016.



Please give me my @limbaugh2020 account back and let me know what rule(s) I violated so I will not do that again. That is how an appeal process is supposed to work.

Sincerely,

David Limbaugh (615-545-2352) david@limbaugh2020.com

p.s. – I know customer support:

<https://limbaugh2020.com/about-us/>

<https://limbaugh2020.com/yes-i-am-in-a-hall-of-fame/>

IRGa Hall-of-Fame-Member

One only had to listen to David Limbaugh on the phone with customers to understand his nurturing, caring manner ... and his smarts. Although he was with a reprographer, A/E people would call David for help with Intergraph issues (something not working right, they had questions) and MicroStation issues, and David would give them the answers. Given the level of service L&R's customers got, hell would freeze over before any competitor could lure away an L&R customer.