

## **AMENDED Exhibit 73**

# **PLAINTIFFS' OMNIBUS OPPOSITION TO DEFENDANTS' MOTIONS FOR SUMMARY JUDGMENT**

Case No.: 4:22-md-03047-YGR  
MDL No. 3047

In Re: Social Media Adolescent Addiction/Personal Injury Products Liability Litigation

# Instagram Insights

**Privileged** on October 18, 2018 at 9:17 AM

# INSTAGRAM CONFLICTS Greetings! Here are the results from our interview study (N=24) of the what, who, how, and impacts of conflicts on Instagram. \*\*TL;DR\*\* \* \*Conflicts\* are distressing interactions between users about their perceived differences. \* Most IG conflicts are between real-world connections. Current classifiers and policies do not address many of these conflicts. \* Most IG conflicts use comments. \* Teens weaponize IG features to torment each other, often without violating standards. \* IG conflicts are common and painful; most participants regret engaging in conflicts. \*\*Opportunities include:\*\* \* Encourage kind interactions and help users accept their differences. \* Help (ex-) friends, family, and romantic partners better manage their online conflicts. \* Highlight current comment controls; develop new comment controls. \* Discourage users from tormenting each other; help teens manage subtle attacks. \* Give “frontal lobe assists” to help users exercise self-control and avoid conflicts. \*\*With many thanks\*\* to **Privileged** [ ]([https://fb.facebook.com/profile.php?id=100023014808727&tn=%2CdK-R-R-R&eid=ARaqVPNA67itTjRWibC\\_-81nrFhM2-xyfATL3p0IHD3nT-jdODCAM3vzXOWwgsduF8PQHXPaYllbhfh](https://fb.facebook.com/profile.php?id=100023014808727&tn=%2CdK-R-R-R&eid=ARaqVPNA67itTjRWibC_-81nrFhM2-xyfATL3p0IHD3nT-jdODCAM3vzXOWwgsduF8PQHXPaYllbhfh)) for doing the data science; **Privileged** (Research Ops) and **Privileged** for wrangling participants; **Privileged** and **Privileged** for coordinating Rolling Research; and **Privileged**, **Privileged**, **Privileged**, **Privileged** for feedback on earlier drafts.



**Privileged** on October 18, 2018 at 9:26 AM

**Privileged**

**Privileged** on October 18, 2018 at 9:47 AM

And here's the PDF, for those who are so inclined.

[https://www.dropbox.com/s/yu70lp1d3nmznzb/InstagramConflicts\\_Conner\\_2018\\_10\\_18.pdf?dl=0](https://www.dropbox.com/s/yu70lp1d3nmznzb/InstagramConflicts_Conner_2018_10_18.pdf?dl=0)

**Privileged** on October 18, 2018 at 10:06 AM

**Privileged**

**Privileged** on October 18, 2018 at 5:21 PM

**Privileged** per convo w school leaders at summit

**Karina Newton** on October 18, 2018 at 10:26 PM

Would love to know about your conversation with school leaders — have been having a lot of conversations lately with Principals at schools and school districts and would love to compare notes.

**Privileged** on October 19, 2018 at 2:54 AM

FYI **Privileged**