

**Question for written answer E-000719/2023  
to the Commission**  
Rule 138  
**Clare Daly** (The Left)

Subject: Proposed security policy changes to Twitter's two-factor authentication services

Two-factor authentication currently protects the security of all Twitter users against brute force attacks by hackers and governments. This is available through either an SMS text message or a secure random number generator authenticator app. Of these, security experts consider the SMS method to be more user-friendly, whereas the authenticator app method has higher barriers to entry, meaning it is less likely to be used in practice. It is therefore less compliant with security by design best practice.

On 19 March 2023 Twitter announced that the previously free-of-charge SMS method of two-factor authentication will exclusively be available to paying subscribers of the Twitter Blue service, potentially making it inaccessible to low-income users. Twitter Blue is also unavailable in most EU countries. Therefore, many EU citizens will lose access to a critical security feature, and are less likely to use the remaining alternative.

1. Has the Commission made an assessment of the impact of these changes on the cybersecurity of EU citizens?
2. Does the Commission plan to take any actions in response to these changes?
3. What steps will the Commission take to safeguard citizens and the security of EU infrastructure from arbitrary security policy changes by technology companies?

Submitted: 2.3.2023