

Art.	Applicable to	Obligation	Further specification	Compliance status	Business Contact
11 –12	All providers of intermediary services	Point of contact – EU institutions and recipients of the service	<ul style="list-style-type: none"> • Designate a single point of contact to communicate directly, by electronic means, with member states’ authorities, the commission and the board for the application of the DSA and to communicate with the recipients of the service. • Make public the information necessary to easily identify and communicate with single points of contact. 		
14	All providers of intermediary services	Terms and conditions	<ul style="list-style-type: none"> • Include information on any restrictions that you impose in relation to the use of the service in respect of information provided by the recipients of the service, in their terms and conditions (policies, procedures, measures and tools used for the purpose of content moderation, including algorithmic decision-making and human review, as well as the rules of procedure of their internal complaint handling system). 		
15	All providers of intermediary services (not applicable to small and medium-sized enterprises (SME))	Transparency reporting obligations	<ul style="list-style-type: none"> • Make publicly available, in a machine-readable format and in an easily accessible manner, at least once a year, clear, easily comprehensible reports on any content moderation that they engaged in during the relevant period, including: <ul style="list-style-type: none"> – The number of orders received from member states, categorized by the type of illegal content concerned. – The number of notices submitted by individuals or entities, categorized by the type of alleged illegal content concerned, the number of notices submitted by trusted flaggers, any action taken pursuant to the notices by differentiating whether the action was taken on the basis of the law or the terms and conditions of the provider, the number of notices processed by using automated means and the median time needed for taking the action 		

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			<ul style="list-style-type: none"> – Meaningful and comprehensible information about the content moderation engaged in at the providers' own initiative, including the use of automated tools, the measures taken to provide training and assistance to persons in charge of content moderation, the number and type of measures taken that affect the availability, visibility and accessibility of information provided by the recipients of the service and the recipients' ability to provide information through the service – The number of complaints received through the internal complaint-handling systems in accordance with the provider's terms and conditions and, additionally, for providers of online platforms, the basis for those complaints, decisions taken in respect of those complaints, the median time needed for taking those decisions and the number of instances where those decisions were reversed – Any use made of automated means for the purpose of content moderation, including a qualitative description, a specification of the precise purposes, indicators of the accuracy and the possible rate of error of the automated means used in fulfilling those purposes, and any safeguards applied 		
16	Providers of hosting services, including online platforms	Notice and action mechanisms	<ul style="list-style-type: none"> • Put mechanisms in place to allow any individual or entity to notify them of the presence on their service of specific items of information that the individual or entity considers to be illegal content. Such notice shall contain information on certain elements. • The provider shall also, without undue delay, notify that individual or entity of its decision in respect of the information to which the notice relates, providing information on the possibilities for redress in respect of that decision. 		
17	Providers of hosting services	Statement of reasons	<ul style="list-style-type: none"> • Provide a clear and specific statement of reasons to any affected recipients of the service for any of the following restrictions imposed on the grounds that the information provided by the recipient of the service is illegal content or incompatible with their terms and conditions. Such statement shall contain certain information. 		
18	Providers of hosting services	Notification to authorities	<ul style="list-style-type: none"> • Inform law enforcement or judicial authorities if you become aware of any information giving rise to suspicion of a criminal offence involving a threat to the life or safety of a person. 		

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20	Providers of online platforms (not applicable to SME)	Internal complaint-handling system	<ul style="list-style-type: none"> Provide recipients for at least six months with access to an effective internal complaint-handling system that enables them to lodge complaints, electronically and free of charge, against the decision taken by the provider of the online platform upon the receipt of a notice on the grounds that the information provided by the recipients constitutes illegal content or is incompatible with its terms and conditions. 		
21	Providers of online platforms	Out-of-court dispute settlement	<ul style="list-style-type: none"> Allow recipients to select any out-of-court dispute-settlement body certified to resolve disputes relating to decisions and complaints that have not been resolved through internal complaint handling systems. Ensure that information about the possibility for recipients of the service to have access to an out-of-court dispute settlement is easily accessible on their online interface, clear and user-friendly. 		
22	Providers of online platforms	Trusted Flaggers	<ul style="list-style-type: none"> Take necessary technical or organizational measures to ensure that notices submitted by trusted flaggers, acting within their designated area of expertise, are given priority. 		
23	Providers of online platforms	Measures and protection against misuse	<ul style="list-style-type: none"> Suspend, for a reasonable period of time and after having issued a prior warning, the service to recipients that frequently provide manifestly illegal content. Suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints submitted by recipients that frequently submit notice or complaints that are manifestly unfounded. 		
24	Providers of online platforms	Additional reporting obligations	<ul style="list-style-type: none"> Include, in yearly reports on content moderation submitted pursuant to Article 15, information about the disputes referred to out-of-court dispute settlements bodies and the suspensions imposed. Information includes the number of disputes, their outcome, the median time needed for their completion, the share of disputes where the provider implemented the decisions of the body and the number of suspensions imposed. Yearly content moderation reporting is not a requirement until February 2025 or when the annual report is due. Publish, at least once every six months for each online platform or online search engine, information on the average monthly active recipients in the EU. Information on active recipients is to be published every six months and communicated to the Digital Services Coordinator and the European Commission upon request. 		

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25	Providers of online platforms	Online interface design and organization	<ul style="list-style-type: none"> Will not design, organize or operate online interfaces in a way that deceives or manipulates recipients or otherwise manifestly distorts or impairs their ability to make free and informed decisions, i.e., prohibition on using "dark patterns" to deceive or manipulate user ability to make free and informed decisions. 		
26	Providers of online platforms	Advertising on online platforms	<ul style="list-style-type: none"> Allow recipients of advertisements to identify that the information is an advertisement, the person who paid for the advertisement and/or on whose behalf it is presented, and information about the parameters used to determine the recipient of the advertisement, i.e., ad disclosures identifying the advertiser and the main parameters used for ad targeting. Will not present advertisements to recipients based on profiling using special categories of personal data. 		
27	Providers of online platforms	Recommender system transparency	<ul style="list-style-type: none"> Set out in terms and conditions, when using recommender systems, the parameters used and any options for recipients to modify those parameters. 		
28	Providers of online platforms	Online protection of minors	<ul style="list-style-type: none"> Put in place appropriate and proportionate measures to ensure high levels of privacy, safety and security of minors. Will not present advertisements based on profiling using personal data of the recipient, if you are aware with reasonable certainty that the recipient is a minor, i.e., do not target ads to minors. 		