

A person is sitting on a couch, wearing a tie-dye hoodie, and holding an orange and red Xbox controller. The background is a textured, brownish couch.

2025
TRANSPARENCY REPORT

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EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

At Xbox, we believe that gaming is for everyone. We strive to make life more fun for billions of people around the world by creating gaming experiences that everyone can enjoy. Because when everyone plays, we all win.

We believe that gaming should be inclusive, accessible, and safe for all.



Continuing our ongoing commitment to being transparent about how we're protecting players and promoting inclusive experiences, the Xbox platform and Xbox Game Studios reflect on the progress we've made in 2025 building positive gameplay experiences for our players. We celebrate the efforts the teams at Xbox continue to make towards gameplay that is positive, fun, safe, and age-appropriate, while empowering players to have control of their experience.

Protecting players, especially our youngest and most vulnerable, remains paramount as we continue to improve and innovate our safety solutions in collaboration with our community, regulators and industry partners. As always, feedback from players continues to be crucial in how we listen, understand, and evolve our approach to safety. Our continued investment in safety technology allows us to create more efficient proactive detection systems and more robust responses to escalations. We will continue to innovate our tools and services to meet the needs of a growing and diverse global player community.

EXECUTIVE SUMMARY

Key takeaways from the report

01 Responsibly Advancing Our AI Approach

Xbox has a long history of deploying new technological enhancements to safety features supported by the expertise of its human moderators, including the responsible implementation of AI solutions that help scale and protect gameplay experiences. In 2024, we introduced new AI solutions that assist in proactive detection and moderation of unwanted Spam and Advertising. In 2025, we built on that knowledge to carefully expand the scope of those AI solutions to cover **11 more harmful topics** that matter to players, including Hate Speech, Bullying & Harassment, and Cheating. This expansion of our existing tooling has allowed us to identify harmful content more broadly and effectively, so our human moderators can continue to focus on the most nuanced and complex harms.

02 An Adaptive Response to Spam

Players on Xbox who choose to play games with others online should be able to do so without being interrupted by spam messages, and it is crucial that we work to prevent unsolicited content from ever reaching those players. In 2025, Xbox deployed multiple measures, including enhanced proactive scanning using AI technology, to ensure players only see the content they want. Due to these enhanced measures, we saw a 23% drop in complaints for messages from non-friends and a **90% drop** in spam message complaints on the Xbox platform compared to 2024.

03 Improved Player Reporting for More Frictionless Play

Providing positive experiences for players often begins with ensuring they have easy access to reporting features and tools. Our constant efforts to improve these safety processes span across all of our teams at Xbox. For example, in 2025, developer Turn 10 expanded their reporting capabilities around user generated content in Forza Horizon 5 and implemented an easier way for players to report other players for cheating and unsportsmanlike conduct. By building reporting features directly into multiplayer menus, Forza players can now simply file a report without ever leaving their game session or navigating to the Forza Support website. This resulted in a more efficient player reporting process, enabling Turn 10 to take action on a higher number of escalations in 2025. The teams at Turn 10 and across Xbox are excited to continue exploring improved functionality like this for future projects.

EXECUTIVE SUMMARY

Protecting Children Through Age Verification and Industry Collaboration

Protecting our community, especially our youngest and most vulnerable players, is paramount to our mission at Xbox of bringing the joy of gaming to everyone. It requires that we continue to evolve our safety practices and solutions not only through technological improvement but in partnership and transparency with our community, regulators, and industry partners.

To help support age-appropriate experiences on our platform and as part of our compliance program for the UK Online Safety Act, in 2025 we introduced age verification for players based in the UK who have indicated their account as aged 18 and over. Players who verify their age can enjoy full access to social features on Xbox, and until they age-verify, their social features on Xbox will default to the safest settings. As this age verification process rolls out across the UK and we expand it to more regions later this year, we'll continue to evaluate how we can keep players around the world safe while incorporating learnings from our UK pilot.

Working with our industry partners through specialized partnerships allows us to more efficiently track down and disrupt efforts from bad actors around child sexual abuse and exploitation. In 2025, Xbox joined the Tech Coalition and its Lantern program so we can pool intelligence and securely share signals with our industry peers that strengthen our ability to detect high-risk behaviors. Collaborating with our industry partners through Lantern and other initiatives like our shared Online Safety Principles allows us to improve child online safety across our industries.



EXECUTIVE SUMMARY

Content Moderation at Xbox

At Xbox, we foster a safe and welcoming environment for players by detecting and restricting unwanted content, and by empowering players, the stewards of our gaming community, with effective reporting tools to escalate any issues they encounter online.

The [Xbox Community Standards](#) provide a comprehensive framework for maintaining a positive and inclusive gaming environment. It sets clear expectations for player behavior, emphasizing the importance of respect, fairness, and safety. These standards include guidelines on keeping content appropriate, avoiding harmful behavior, respecting others' rights, and maintaining privacy. They also highlight the importance of contributing positively to the community and being a force for good.

We apply content and account restrictions in line with our Xbox Community Standards on text, usernames, images, and other user generated content. This includes the detection and removal of harmful content, temporary or permanent actions on user accounts, and the use of labels or warnings.

Our moderation teams apply proportionate enforcement actions **while providing players with opportunities to modify their behavior**. The approach helps prevent repeated unwanted behavior and informs users about the nature of the content. We do this with the help of automated tools to meet the demands of an ever-growing gaming and technology landscape.



EXECUTIVE SUMMARY

Fostering Safe Gaming Experiences for All

While the core values of safety, inclusivity, and transparency remain consistent across all our games and studios, the specific policies and practices may vary to best suit the unique needs of our diverse audiences. For mature audiences, that means the presence of more complex themes and content, and for younger audiences that means implementing stringent content and social controls to ensure gameplay is age appropriate.

Throughout this combined transparency report we refer to both our **Xbox platform** and **Xbox Game Studios**. The “Our Vision” and “Our Approach” sections are from the perspective of the Xbox platform specifically.



OUR VISION

OUR VISION

The Xbox community is yours.

We all bring something unique, and that uniqueness is worth protecting.

Whether you are new to gaming or have been playing for decades, you are stewards of this place, protecting each other even as you compete.

Because when everyone plays, we all win.



OUR VISION

Our [Xbox Community Standards](#) outline the conduct and content that are acceptable within our community. We acknowledge that negative activity can and has taken place. This conduct is not okay and goes against the community we strive to create – a place that is vibrant, safe, and welcoming.

We want you to feel confident that we are listening and acting upon your feedback – we use that feedback to test and implement new features and better understand the activity and conduct of our players. One way to help us deliver the best gaming experience possible is to [provide feedback](#) and by taking part in our [Xbox Insider Program](#).



OUR APPROACH



OUR APPROACH

Our multifaceted approach

- Working to create a strong community of gamers who are thoughtful about their conduct and guided by comprehensive [Community Standards](#)
- Giving players controls to customize their settings across the entire Xbox ecosystem from console to PC to Xbox Cloud Gaming, including comprehensive [parental controls](#) so children can engage in safer experiences that are appropriate for them
- Using proactive technology and tools to detect and remove problematic content before it is seen and to reduce conduct that runs counter to our Community Standards
- Enabling useful [reporting tools](#) for our players to identify issues
- An [Appeals](#) process to educate our users about the Community Standards
- A new [Enforcement Strike System](#) to help players better understand their enforcements and prevent them from repeating
- Continued learning and investment in our safety measures

➡ [Learn about our shared commitment to safer gaming](#)

The content here represents the Xbox platform. While the core values of safety, inclusivity, and transparency remain consistent across all our games and studios, the specific policies and practices may vary to best suit the unique needs of players.

Protecting our community requires constant work and diligence. Our foundational approach to safety-by-design and a dedicated team ensures safety is, and will always be, a priority for everyone.





OUR APPROACH

Community Standards

The [Microsoft Services Agreement's](#) Code of Conduct section applies to Xbox and its players. Our [Xbox Community Standards](#) offers an additional level of explanation, providing specifics on our expectations for player conduct on our network. They also reflect the policies we have in place to moderate conduct and, when necessary, impose consequences for players that violate our policies.

➡ [Learn about the Xbox Community Standards](#)

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OUR APPROACH

Enforcement

When a player's conduct or content has been found to violate our policies, the content moderation agents or systems will take action - we call this an enforcement. Most often this comes in the form of removing the offending content from the service and issuing the associated account a suspension.

The length of suspension is primarily based on the type of offending conduct or content while taking into consideration the account's previous history. Repeated violations of the policies result in lengthier suspensions and can culminate in a 12-month suspension of social features. Particularly egregious violations can result in permanent account suspensions or device bans.

In 2023, we introduced a [new strike system](#) to our Enforcement approach designed to better educate players about enforcements and to further empower players to engage positively and appropriately on Xbox and with the community.

⇒ [Learn about types of enforcements](#)

⇒ [Enforcement strike system FAQ](#)

⇒ [Enforcement action FAQ](#)

Microsoft Digital Safety Content Report

For several years, Microsoft has published a bi-annual [Digital Safety Content Report \(DSCR\)](#), which covers actions Microsoft has taken against terrorist and violent extremist content ([TVEC](#)), non-consensual intimate imagery ([NCII](#)), child sexual exploitation and abuse imagery ([CSEAI](#)), and grooming of children for sexual purposes across its consumer services, including Xbox.

At Xbox Game Studios, violations of our CSEAI, grooming of children for sexual purposes, or TVEC policies will result in removal of the content and a permanent suspension to the account, even if it is a first offense. These types of cases, along with threats to life (self, others, public) and other imminent harms are immediately investigated and escalated to law enforcement, as necessary.

⇒ [Learn about the Digital Safety Content Report \(DSCR\)](#)



Appeals / Case Reviews

Our [appeals](#) process enables a player to get more information about any enforcements they have received including account suspensions or content removals. A player can launch an appeal, otherwise known as a case review, to provide us with more information if they disagree with our determination that a policy was violated. Based on the appeal, the original decision may be confirmed, modified, or overturned and the account reinstated.

- ⇒ [How to file a case review](#)
- ⇒ [Learn about types of enforcements](#)
- ⇒ [Enforcement action FAQ](#)
- ⇒ [Enforcement Strike System FAQ](#)

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OUR APPROACH

Help When Players Need It

We also look to help our players when they need it. If a player's communications are flagged as concerning (including content associated with suicidal ideation or self-harm), either by our system or by other players, we may provide Crisis Text Line, or regional equivalent, information to the player so they can reach out to resources who can help.

Crisis Text Line is a US-based nonprofit organization that [Xbox has been partnering with since 2018](#), which provides free, text-based 24/7 support. Texting Crisis Text Line from anywhere in the US, Canada, UK, and Ireland allows people to connect with trained and confidential crisis counselors who are dedicated to helping others stay safe and healthy.

Outside of these countries, we partner with a number of trusted [mental health resources for the Xbox community](#) around the globe.



OUR APPROACH

Player Choice via Settings

We know that when it comes to preferences on content and experiences, it is not one-size-fits-all. Content or language that is fine for one player may not be suitable for others.

We offer our players choices about the types of content they want to see and experience on our network, which include:

- Automated text, media and web link filtration so you can decide what text-based messages you would be comfortable receiving
- Filter flexibility, allowing players to configure safety settings along a spectrum from most filtered to least so you can choose what is best for you
- Customizable parental controls, including a convenient Xbox Family Settings App on mobile devices
- Mute and block other players and their messages
- Real name sharing if players want to share their real name with friends
- Customizable privacy and notification settings that let players manage their social experience.

Players have the opportunity to adjust and select their privacy and safety settings at any time, with those settings being effective across all the ways players access the Xbox platform.

⇒ [Learn about safety settings for Xbox messages](#)

⇒ [Learn about managing Xbox safety and privacy settings](#)



Parental Controls

Xbox offers a robust set of parental controls on Xbox Series X|S, Xbox One, Windows, and Xbox mobile apps that help children on our platform have safer experiences on our services. A convenient Xbox Family Settings App for mobile devices helps parent manage those settings across those devices. Child accounts on Xbox come with default settings that prevent children from viewing or playing games that have mature ratings and require parental permission for other actions such as playing multiplayer games, chatting with other players, and making purchases. Parents can also receive weekly activity reports about their children's time on Xbox, including games played, time spent on each game, and purchases made.

We care deeply about what our Xbox Community wants. That is why we've continued to add to our capabilities since the debut of our Xbox Family Settings App. Because of direct feedback from parents of gamers, we've added more options to prevent unauthorized purchases and the ability for caregivers to set good screen time habits. These options also help spark conversation between parents and children to help younger players build stronger digital skills and safely navigate their online presence.

- ⇒ [Download the Xbox Family Settings app](#)
- ⇒ [Learn more about Parental Controls](#)
- ⇒ [Learn more about the Xbox Family Settings App](#)

OUR APPROACH

Training and Assistance Program

Xbox has implemented comprehensive training programs for content moderators to ensure they are well-equipped to handle complex and nuanced issues. This includes training on the use of the latest moderation tools and deep understanding of the Xbox Community Standards. Our training programs include both internally and externally employed content moderators.

There are ongoing efforts to provide support and resources to moderators to help them manage the emotional and psychological challenges of their work as well. This includes regular workshops, mental health resources, and access to professional support services.



SHARING OUR SAFETY DATA

Methodology

The data we'll be sharing in this section:

- Covers the period between **Jan 1–Dec 31, 2025**.
- Is from the global perspective across Xbox platform and Xbox Game Studios unless otherwise noted.
- In addition to the Xbox platform, participating Xbox studios include World's Edge, The Coalition, Turn 10, Mojang, Microsoft Flight Simulator, Rare, Halo, Xbox Game Studios Publishing, and Obsidian.
- In this edition, we have adopted the [Microsoft Digital Safety harm definitions](#) to align with regulation.

Data was collected in accordance with [Microsoft's commitment to privacy](#).

SHARING OUR SAFETY DATA

Proactive Detection: Scanning

To reduce the risk of harm and prevent our players from being exposed to inappropriate content, we proactively scan content to identify and remove unwanted content before it impacts players.

We apply these methods to scan text, usernames, images, and other user generated content to ensure it avoids harmful behavior, respects others' rights, and maintains privacy.

For example, proactive moderation allows us to find and remove inauthentic accounts and other cases of abuse of our platform and services.

How much content was moderated?

14.8B

How much was proactively found to violate policy?

2.5%

(368M)

14.8B pieces of content globally across text, usernames, images, and other user generated content were proactively scanned in 2025. 2.5% of this content was identified as containing harmful or policy-violating content.

SHARING OUR SAFETY DATA

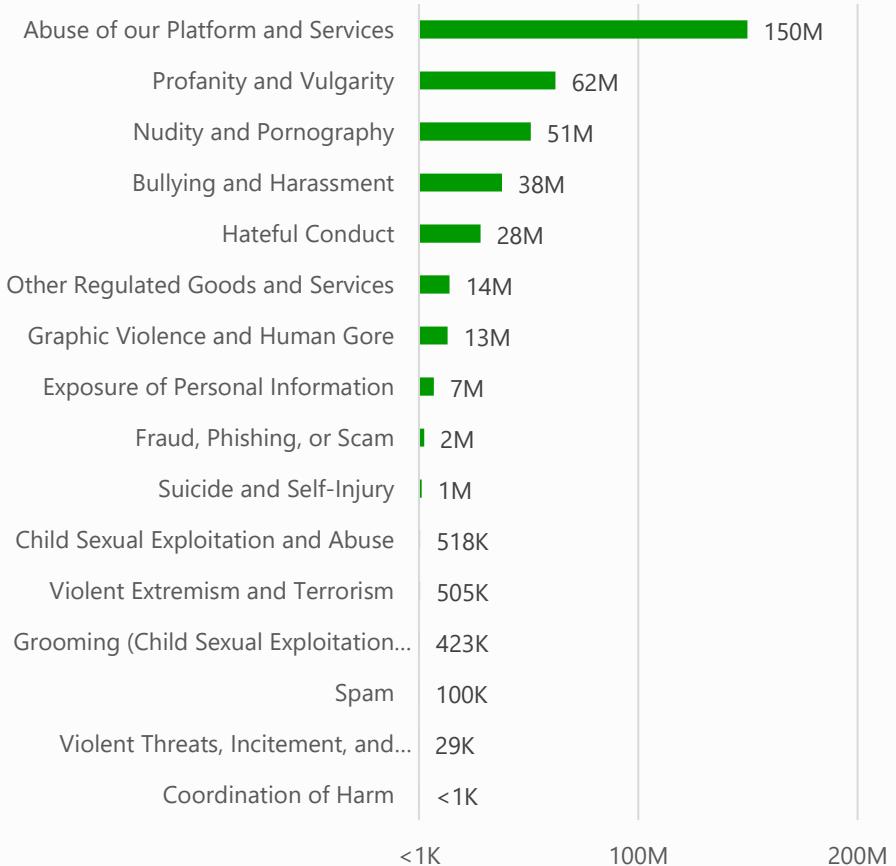
Proactive Detection: Restrictions Imposed

The figure shows the number of restrictions imposed on content or accounts by our proactive moderation efforts due to the content being harmful or in violation of policy.

The majority were identified as being an *Abuse of our Platform and Services* which means the content was in violation of our terms and conditions. *Profanity and Vulgarity, Nudity Pornography and Inappropriate Content, Bullying and Harassment, and Hateful Conduct (Hate Speech)* also represented a sizable number of restrictions.

The expansion of AI capabilities combined with our existing proactive tooling has allowed us to increase and improve our detection of harmful content before it even reaches players.

What harm types and policy violations lead to proactive restrictions imposed on content or accounts?



Globally, 363M restrictions were imposed on content and 16M restrictions were imposed on accounts as a result of proactive detection.

SHARING OUR SAFETY DATA

Reactive Moderation/Report a Concern

Proactive blocking and filtering are only one part of the process in reducing toxicity on our service. Xbox offers robust reporting features, in addition to [privacy and safety controls](#) and the ability to [mute and block](#) other players; however, inappropriate content can make it through the systems and to a player.

Reactive moderation is any moderation and review of content that a [player reports to Xbox](#) via the web or reporting tools on the device, as applicable. When a player reports another player, a message, or other content on the service, the report is logged and sent to our moderation platform for review by content moderation technologies and human agents. These reactive reports are reviewed and acted upon according to the relevant policies that apply.

As stewards of our community, player use of our reporting features continues to be a crucial way in which communities are kept fun, safe, and welcoming.

How many reports did we receive?

39M

How many lead to action?

9.6%

(3.7M)

39M reports were received from players globally during 2025. 9.6% of those reports lead to restrictions imposed on content and accounts.

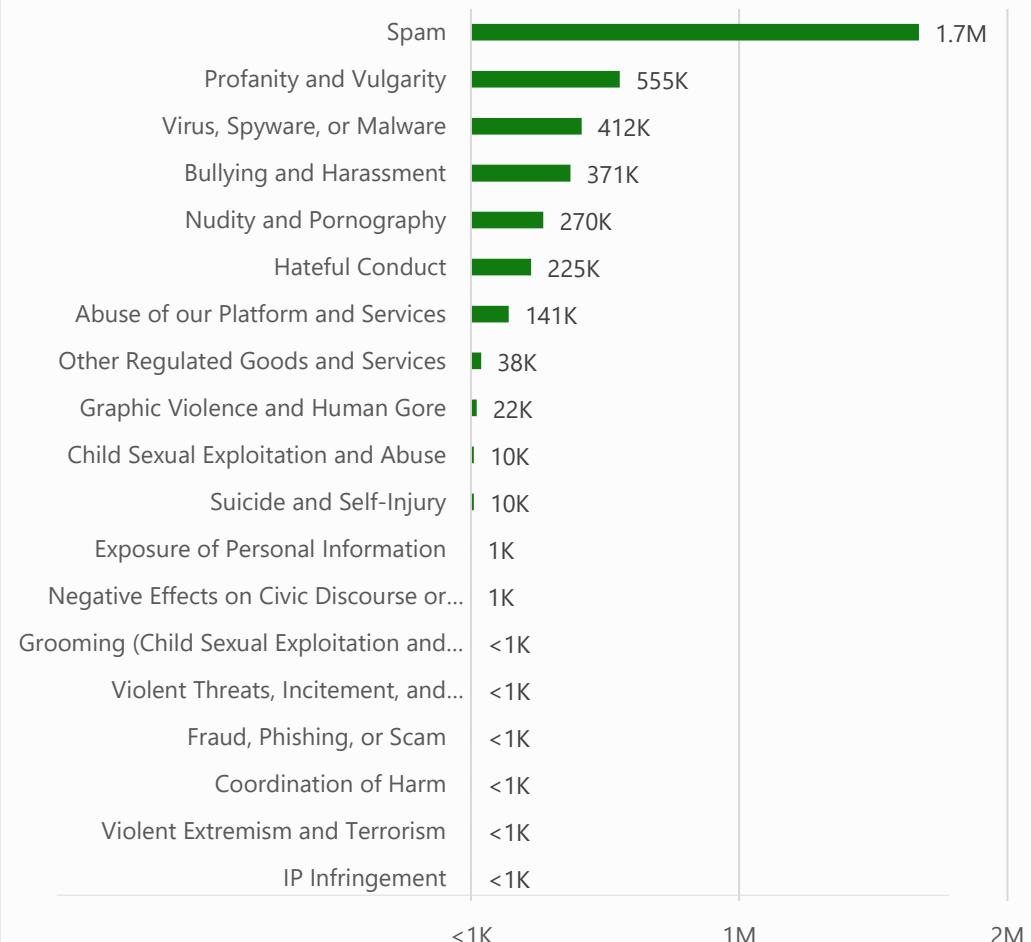
SHARING OUR SAFETY DATA

Report a Concern – Restrictions Imposed

The figure shows restrictions imposed on content and accounts that were reported by players.

The majority of these actions were identified as being *Spam*. *Profanity and Vulgarity*; *Virus, Spyware, or Malware*; *Bullying and Harassment*; *Nudity and Pornography* and *Hateful Conduct* (Hate Speech) are also represented a sizable number of restrictions imposed.

What harm types and policy violations lead to restrictions imposed on content or accounts?



Globally, 3.0 restrictions were imposed on content and 3.3M restrictions were imposed on accounts as a result of reports in 2025.

SHARING OUR SAFETY DATA

Automation Assisting Humans

With the gaming and technology landscape evolving and our community of players growing, not just on Xbox consoles but across platforms, our solutions to keep players safe need to continue to evolve to ensure safety across all the ways players engage with each other.

At Xbox, we believe automation and the use of AI-enabled solutions, combined with human expertise, play crucial and complementary roles in effectively identifying, reporting, and preventing harms at scale, especially as these online harms become more technologically sophisticated. **They not only prevent unwanted content from reaching players, they also reduce human exposure to sensitive content and help focus human moderation efforts on more nuanced and complex issues.**

We have a number of safeguards in place to monitor automations. This includes a robust quality assurance program, moderator reviews, a suite of player reporting tools, and an appeals process.

Our foundation is a safety system that relies on both players and the expertise of human moderators to ensure the consistent and fair application of Xbox Community Standards.

How much content was...

Global

Reported by users and processed manually?	1.3M
Reported by users and auto-processed?	2.4M
Proactively scanned and processed manually?	12.8M
Proactively scanned and auto-processed?	355.1M

65% of user reports and 97% of total reports were processed using automated systems in 2025.

SHARING OUR SAFETY DATA

Microsoft Digital Safety Content Report Data

As a US-based company, Microsoft reports all apparent Child Sexual Exploitation or Abuse Imagery ([CSEAI](#)) or grooming of children for sexual purposes to the National Center for Missing and Exploited Children ([NCMEC](#)) via the [CyberTipline](#), as required by US law.

In the period covered by this report, **1,254** of Microsoft's reports were from Xbox.

More information on Microsoft's efforts regarding CSEAI, grooming of children for sexual purposes, and terrorist and violent extremist content ([TVEC](#)) can be found in the [Digital Safety Content Report](#).

Crisis Text Line Data

The most common real-world concerns that we see on the platform have to do with threats of self-harm, which are handled with a referral to counseling services via the [Crisis Text Line](#), or international equivalent partner.

In the period covered by this report, we sent **10,051** referral messages to players.

SHARING OUR SAFETY DATA

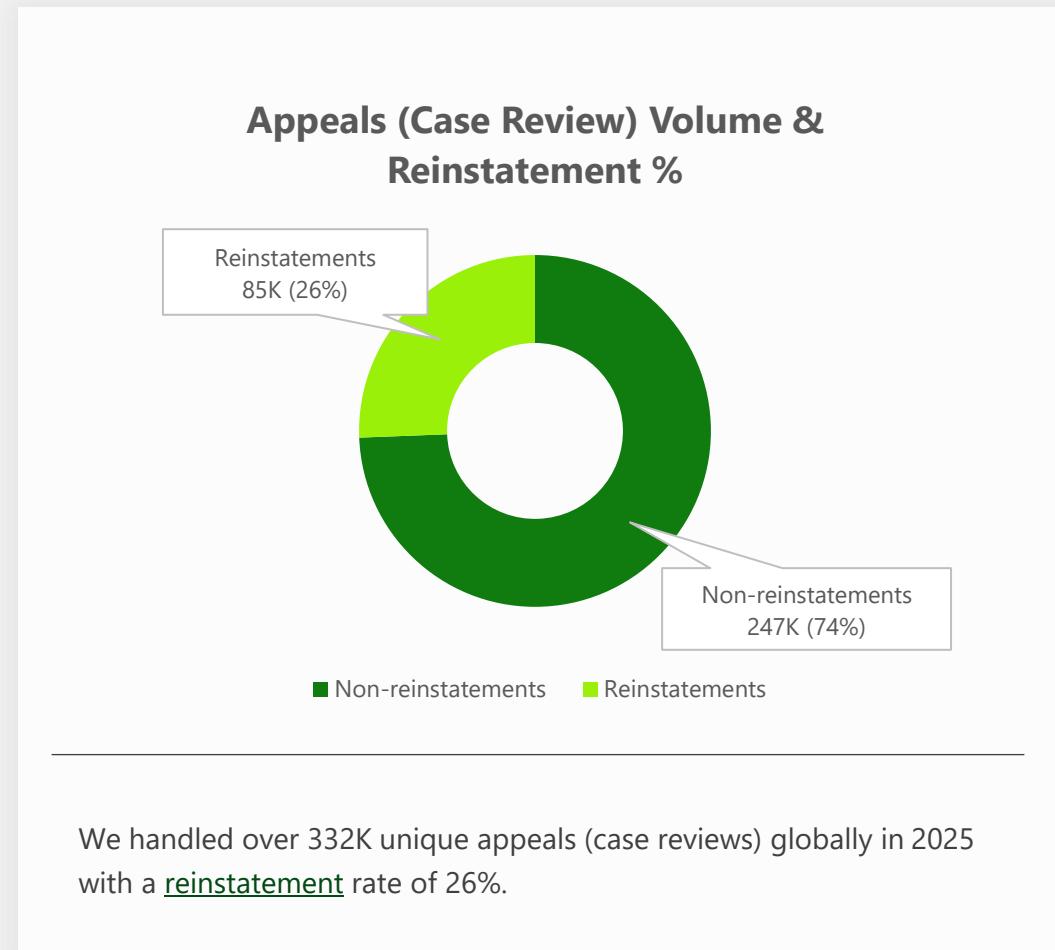
Appeals (Case Review) Data

When a player receives an enforcement beyond a certain length of time, they can dispute or ask for clarification through an appeal, otherwise known as a case review.

When filing a case review, the player can explain their actions and a moderation agent will review the case to see if an error was made or if special reconsideration is warranted.

Reinstatements are issued when an error is uncovered or if the player deserves reconsideration specific to their enforcement. A non-reinstatement is when the original enforcement action was found to be warranted and upheld after review.

Here we look at the volume of appeals handled and the associated percentage of accounts that were reinstated:



POLICIES AND PRACTICES

POLICIES AND PRACTICES

Here is some supplemental information that may help you better understand the content of this report:



Policy & Standards

- [Xbox Community Standards](#)
- [Microsoft Services Agreement](#)



Reporting Process

- [How to report a player](#)



Appeals Process (Case Review)

- [How to submit a case review](#)



Glossary of Definitions

- [Definitions](#)



Additional Resources

- [Family & Online Safety](#)
- [Privacy & Online Safety](#)
- [Parental Controls](#)
- [Family Hub](#)
- [Responsible Gaming for All](#)
- [Learn about the Xbox Family Settings app](#)
- [Learn about safety settings for Xbox messaging](#)
- [Xbox Family Settings app](#)
- [Xbox Insiders Program](#)
- [Privacy dashboard](#)
- [Enforcement Strike System FAQ](#)
- [Reactive Voice Reporting](#)

GLOSSARY OF TERMS

GLOSSARY OF TERMS

Appeals (Case Review) – A mechanism through which a player that received an enforcement can find out more information as to the circumstances and appeal to have the enforcement removed or shortened

Case Review – See Appeals

CSEAI – Child Sexual Exploitation or Abuse Imagery

CyberTipline – The centralized reporting system for the online exploitation of children

DSCR (Digital Safety Content Report) – A half yearly report published by Microsoft that covers digital safety concerns. Found [here](#)

Enforcement – Action taken against a player, usually in the form of a temporary suspension which prevents the player from using certain features of the Xbox service

Inauthentic accounts – Throwaway accounts that are commonly used for purposes such as spam, fraud, cheating, or other actions that ultimately create an unlevel playing field for our players or detract from their experiences

NCII – Non-consensual intimate imagery

NCMEC – National Center for Missing & Exploited Children

Non-reinstatement – When a player appeals an enforcement action on their account and the original enforcement was found to be warranted

Player Report – When a player files a complaint or brings a policy violation to the attention of the Safety Team

Proactive Enforcement – When we action on inappropriate content or conduct before a player brings it to our attention

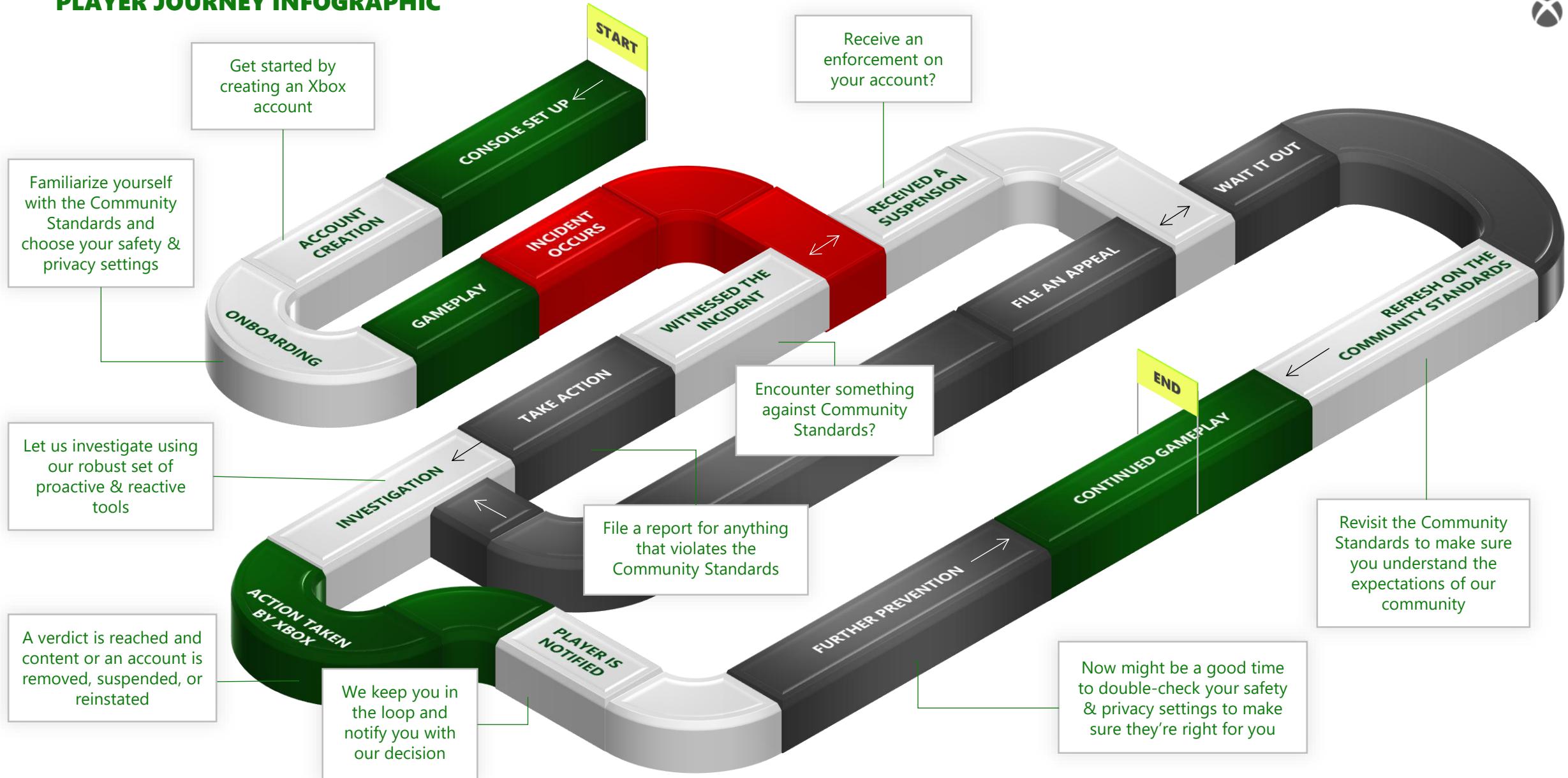
Reactive Enforcement – When we action on inappropriate content or conduct via a player bringing it to our attention

Reinstatement – When a player appeals a received enforcement, and their account is reinstated (enforcement is removed). This usually occurs due to an error, extenuating circumstances, or when compassion is shown

TVEC – Terrorist and Violent Extremist Content

APPENDIX

PLAYER JOURNEY INFOGRAPHIC

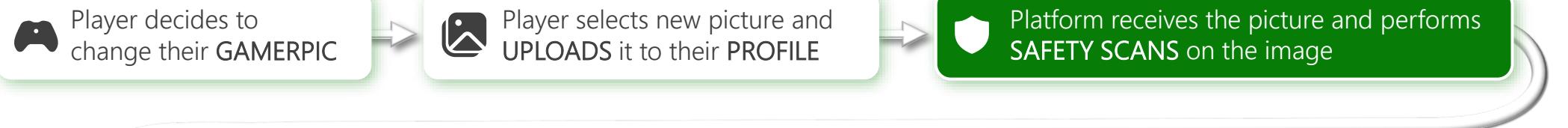


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PLAYER IMAGE UPLOAD INFOGRAPHIC



Upload



IF IMAGE IS NOT RISKY:

✓ NO FURTHER ACTION

⚠ **IF IMAGE IS SCORED AS RISKY:**

Placed into CONTENT MODERATION TOOLING

Evaluated by human moderation agent as per the COMMUNITY STANDARDS

No violation

✓ NO FURTHER ACTION

Violates Community Standards

✗ IMAGE IS REMOVED FROM THE PLATFORM

Notification

Content warrants TAKE DOWN ONLY

Player is notified

Content warrants ENFORCEMENT

Player is notified

Platform issues enforcement

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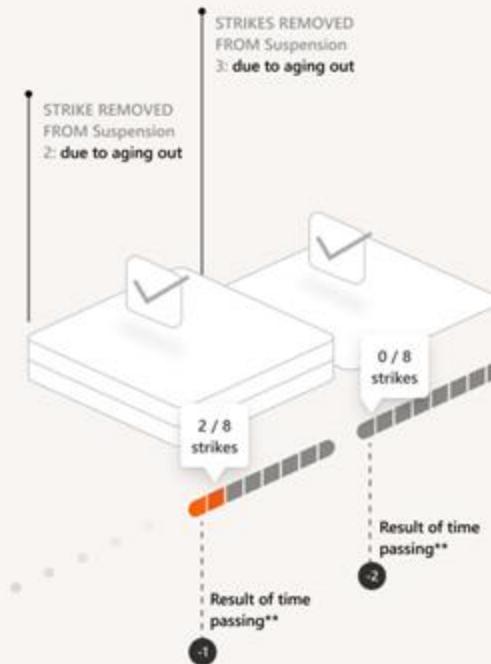
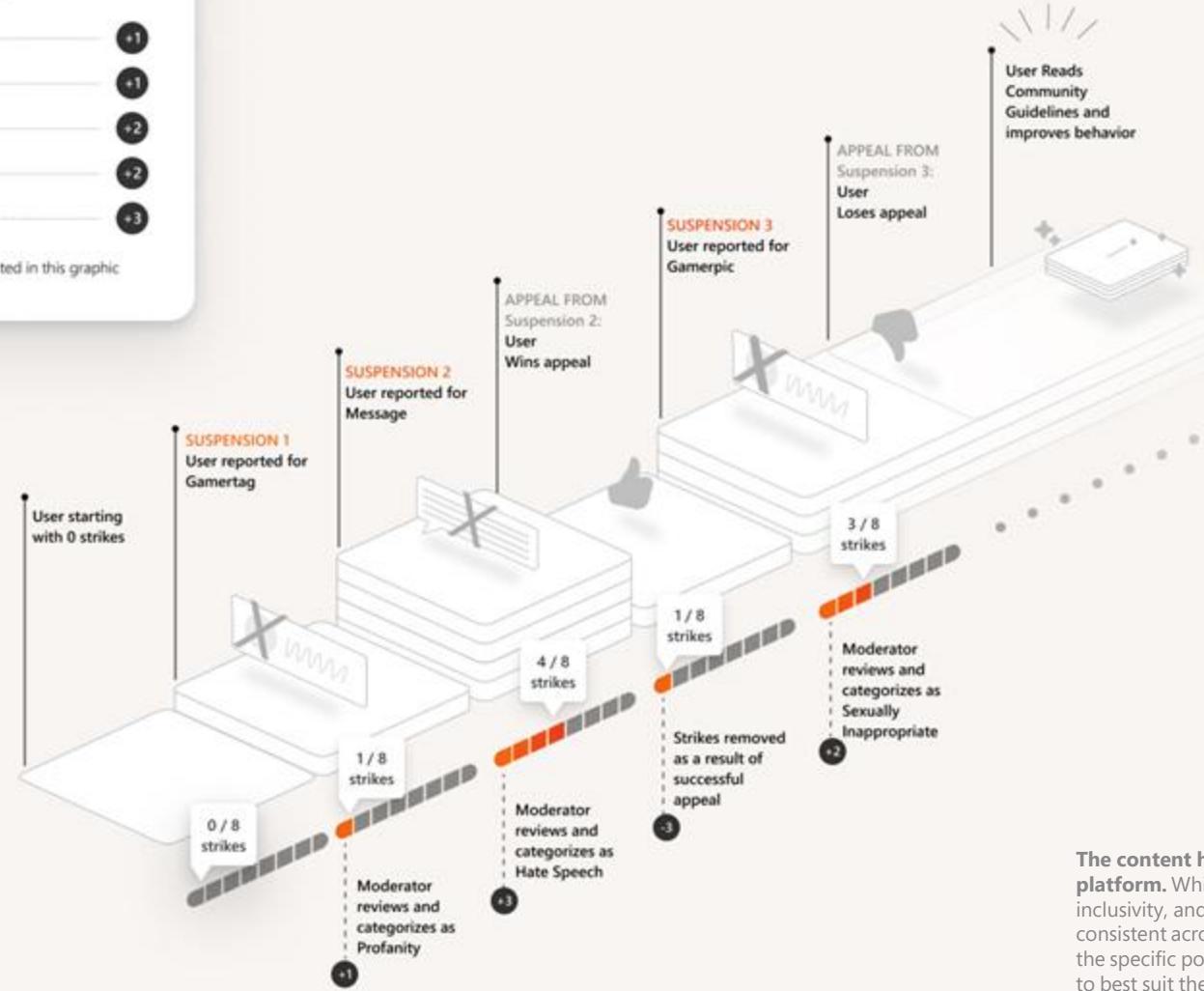
ENFORCEMENT STRIKE SYSTEM | USER JOURNEY INFOGRAPHIC



Examples of strikes added for each type of action*

Profanity	+1
Cheating	+1
Sexually Inappropriate	+2
Harassment or Bullying	+2
Hate Speech	+3

*not all actions are represented in this graphic



Enforcement Strike System

Strike	Suspension Length
1	1-day
2	1-day
3	3-days
4	7-days
5	14-days
6	21-days
7	60-days
8	365-days

The content here represents the Xbox platform. While the core values of safety, inclusivity, and transparency remain consistent across all our games and studios, the specific policies and practices may vary to best suit the unique needs of players.

**All strikes stay on record for 6 months