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October 1, 2014

Attorney General Joseph Foster  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, New Hampshire, 03301

**Re: Data Security Incident**

Dear Attorney General Foster:

Pursuant to New Hampshire Rev. Stat. Ann. Section 359-C:20, this letter is to notify you of a breach of security of personal information impacting three residents of New Hampshire.

AT&T's commitments to customer privacy and data security are top priorities, and we take those commitments very seriously. AT&T recently determined that an employee violated our strict privacy and security guidelines by accessing AT&T customer accounts without authorization. Between August 11, 2014 and August 25, 2014, this employee accessed the accounts of three New Hampshire residents, and the employee was able to view and may have obtained the customers' account information including social security number and driver's license number as well as Customer Proprietary Network Information ("CPNI").

AT&T has terminated the employment of this individual and has contacted law enforcement regarding this matter. AT&T notified the FBI and U.S. Secret Service of the CPNI breach on September 23, 2014. Additionally, AT&T has taken steps to mitigate the possibility of a similar incident occurring in the future by implementing a new procedure that will aid AT&T in identifying improper access to customer accounts.

Pursuant to New Hampshire law and FCC regulations, AT&T will be sending notifications regarding the incident to the three New Hampshire residents on October 3, 2014, using the form attached, with an offer of free credit monitoring services for one year.

If you have any questions regarding this matter, please contact me.

Sincerely,

Ann N. Sagerson

Enclosure

cc: Nancy Hertel, Esq., AT&T Legal Department



[Return Address]

[Date]

CSID PIN code: [XXXXXXXXXX]

[Name]

[Address]

[City], [State] [Zip]

**Re: Important Notice – Misuse of Personal Identifying Information**

Dear [Name]:

AT&T's commitments to customer privacy and data security are top priorities, and we take those commitments very seriously. We recently determined that one of our employees violated our strict privacy and security guidelines by accessing your account without authorization in August 2014, and while doing so, would have been able to view and may have obtained your account information including your social security number and driver's license number. Additionally, while accessing your account, the employee would also have been able to view your Customer Proprietary Network Information (CPNI) without proper authorization. CPNI is information related to the telecommunications services you purchase from us. On behalf of AT&T, please accept my sincere apology for this incident. Simply stated, this is not the way we conduct business, and as a result, this individual no longer works for AT&T.

To help address any inconvenience this may cause, we're taking the following steps:

- 1) To the extent this activity results in any unauthorized charges or changes to your account, they have been or will be reversed.
- 2) We are offering you one year of free credit monitoring – and access to your credit report – with CSID. **While we have already arranged for payment, you must enroll to start the service.** The attached page provides details about the service, as well as instructions on how to enroll online using the CSID PIN code at the top of this letter. If you have questions or concerns, please contact CSID 877.274.5554 where specialists are ready to assist you.
- 3) We have notified federal law enforcement concerning the unauthorized access of your CPNI as required by the Federal Communications Commission regulations. Our report to law enforcement does not contain specific information about your CPNI; only that the unauthorized access occurred.

You may also want to consider contacting the major credit reporting agencies to place a fraud alert on your credit report, and to learn about identity theft programs offered by the Federal Trade Commission. Details on how to contact the credit reporting agencies and FTC can also be found on the attached pages.

To strengthen your account security, we recommend that if you currently have a passcode on your account, you change it. If you do not have a passcode on your account, we recommend you add one. You may have already been contacted by someone from our Fraud Department to add or change a passcode and if you did so, there is no need to do it again. The passcode will be required when you speak with an AT&T representative on the phone or in a retail store, or to access your account online. You can change or add a passcode online at att.com or by calling the number below.

Once again, please accept my apology for this incident. If you have any questions, please contact us at 866.704.0179, weekdays between 8 a.m. and 6 p.m. (Eastern time).

Sincerely,

Michael A. Chiamonte

## CSID Protector<sup>SM</sup>

After you complete registration for CSID's service that AT&T is providing for you at no charge, you will have increased visibility into any possible fraudulent activity so you can respond more quickly if such activity is detected. You will also have an insurance policy of up to \$1,000,000 in coverage should you experience identity theft, and an Identity Restoration team to guide you through the recovery process. AT&T encourages you to complete registration as quickly as possible before [mm/dd/yyyy-allow 90 days from receipt of letter] to take advantage of CSID Protector Service.

Enrollment is conducted online at [www.CSID.com/attcustomercare/](http://www.CSID.com/attcustomercare/) or by calling CSID at 877.274.5554 using your CSID "PIN Code" shown at the top of the first page of this letter. This PIN Code can only be used once and cannot be transferred to another individual. Once you have provided your PIN Code, you will be prompted to answer a few security questions to authenticate your identity: previous addresses, names of creditors and payment amounts.

Should you have any questions regarding the service or the sign-up process, please contact CSID's Customer Care Center at 877.274.5554, 24 hours per day, or e-mail [support@CSID.com](mailto:support@CSID.com). Once you have enrolled and set your User Name and Password, you will return to CSID's page to log in and access your personal information on future visits.

### CSID Protector includes:

- **Single Bureau Credit Report and Monitoring:** Includes credit inquiries, delinquencies, judgments and liens, bankruptcies, new loans and more.
- **Court Record monitoring:** Looks for actions that might fraudulently link your name, birth date and/or Social Security number to criminal and court records.
- **Public Records search:** Looks for names and addresses affiliated with your Social Security number, address history and any changes to the same.
- **Non-Credit Loans:** Searches for short-term, high-interest payday loan activity that doesn't require a credit inquiry.
- **Internet Surveillance:** Monitors Web sites, chat rooms and bulletin boards for criminal selling or trading of your personal information online using CSID's CyberAgent<sup>®</sup> technology.
- **ID Theft Insurance:** \$1,000,000 insurance policy with \$0 deductible.
- **Restoration services:** Full-service Identity Theft Restoration experts will act on your behalf to restore your credit and identity while you get on with your life.

### Fraud Alerts

In addition to completing CSID Protector registration, AT&T strongly suggests that you contact the fraud departments of any one of the three major credit-reporting agencies and let them know you may have potentially experienced identity theft. That agency will notify the other two. Through that process, a "fraud alert" will automatically be placed in each of your three credit reports to notify creditors not to issue new credit in your name without gaining your permission. Contact:

<b>Equifax</b> P.O. Box 740241 Atlanta GA 30374 To report fraud call: 877.478.7625 Website: <a href="http://www.fraudalerts.equifax.com">www.fraudalerts.equifax.com</a>	<b>Experian</b> P.O. Box 2002 Allen, TX 75013 To report fraud call: 888.397.3742 Website: <a href="http://www.experian.com">www.experian.com</a>	<b>TransUnion<sup>TM</sup></b> Post Office Box 6790 Fullerton, CA 92834 To report fraud call: 800.680.7289 Website: <a href="http://www.transunion.com">www.transunion.com</a>
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We also encourage you to carefully review your credit report(s). Look for accounts you did not open and inquiries from creditors that you did not initiate. Also review your personal information for accuracy, such as home address and Social Security number. If you see anything you do not understand or that is inaccurate, call the credit reporting agency at the telephone number on the report. If you find suspicious activity on your credit reports or bank account, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need copies of the police report to clear your personal records.

Learn about the FTC's identity theft programs at <http://www.ftc.gov/bcp/edu/microsites/idtheft> or call the FTC's toll-free Identity Theft helpline: 877.ID.THEFT (877.438.4338); TTY: 866.653.4261.