

June 6, 2013

The Honorable Michael Delaney  
Attorney General of New Hampshire  
New Hampshire Department of Justice  
33 Capital Street  
Concord, NH 03301

Dear Mr. Attorney General:

I am writing to inform you of a recent security breach involving our users, some of which are located in New Hampshire.

Our investigation has confirmed that this incident did not compromise personal information as defined under New Hampshire's personal data breach notification law, N.H. Rev. Stat. Ann. § 359-C:19(IV), but we have notified our customers in New Hampshire of this incident as a precaution. As your state has a mechanism for reporting of data breach incidents, this letter is intended to keep your office apprised of the issue and to explain the rationale for informing consumers in your state of this matter.

During the week of April 1, 2013, our computer servers were accessed via the Internet without authorization by unknown third parties. For the majority of our user community, we maintain only user IDs and hashed passwords and maintain no further identifying information. However, to the extent users have voluntarily provided additional information maintained on our systems, the incident may have compromised first and last name, in addition to postal address, email address, date of birth, various user IDs and site log-in information, hashed passwords, phone number, gender, and IP address data. We have not at this time found that any of this information has been published or misused as a result of the incident.

We detected the intrusion within several hours and closed our websites to Internet traffic until their security was verified. Harmonix conducted a thorough review of the potentially affected records and computer systems. We disabled all Harmonix passwords and have required all users to reset them. Since email addresses and hashed passwords were among the potentially compromised data, and many people use the same passwords for multiple websites and online services, Harmonix advised its entire user community on April 5, 2013 to change those passwords as well. Harmonix has implemented additional security measures to safeguard against future intrusions.

We are notifying you of the following concerning the timing, distribution, and content of the notice we are sending to affected users:

- We prepared a notification letter to persons known to reside in your state whose address information, date of birth, or e-mail information may have been compromised (a copy of our

notification letter is attached). Our review indicates that twenty-five (25) New Hampshire residents were affected.

- We emailed the notification to these persons on April 5, 2013.

Please contact the undersigned if you have questions or require additional information about this incident and our notification to our user community.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Sue Lee".

Sue Lee  
General Counsel

Enclosure

April 5, 2013  
Via e-mail

Hey Gang,

We're sending you this message because you have an account on RockBand.com, DanceCentral.com, and/or Creators.RockBand.com. We are investigating an apparent attack on our servers that we detected this week.

The security of your Harmonix user information is very important to us. We've taken the sites down while we investigate this incident and determine how our systems and the information we maintain may have been compromised. At this time, we have not found that any of our users' information has been published or misused. None of our sites maintain any credit card information, social security numbers, or financial account numbers for any of our users.

As a precaution, we have disabled your Harmonix password. We'll send you a notification when the sites are back up. When you log back in, we will require all users to reset their passwords. If you have been using your old Harmonix password on other sites, we recommend that you change those passwords too.

We're sorry for this inconvenience. Stay tuned to Harmonix on Facebook (<https://www.facebook.com/HarmonixMusic>) and Twitter (<https://twitter.com/harmonix>) for further updates.

-The Harmonix Team

May 31, 2013

Dear Sir or Madam,

We value your business and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data breach security incident that may have exposed information that we maintain about you.

During the week of April 1, 2013, our computer servers were accessed via the Internet without authorization by unknown third parties. We detected the intrusion within several hours and closed our websites to Internet traffic. The information that was potentially exposed included first and last name, in addition to postal address, email address, date of birth, various user IDs and site log-in information, hashed passwords, phone numbers, gender, and IP address data, to the extent a customer provided us with this additional information. We have not, at this time, found that any of this information has been published or misused.

As part of our response to this incident, we took down the compromised websites until their security was verified. We also disabled all Harmonix passwords and have required all users to reset them. Harmonix is also advising users that, if they have been using their Harmonix password on other sites, they should change those passwords as well.

Working with forensic investigators, Harmonix has conducted a thorough review of the potentially affected records and computer systems and implemented additional security measures designed to protect our users' information and to prevent such incidents from occurring again.

For further information and assistance, please contact Harmonix Corporate & Legal Affairs at [legal@harmonixmusic.com](mailto:legal@harmonixmusic.com) or (617) 491-6144 ext. 138 between 10:00 AM and 6:00 PM EST, Monday through Friday. We will also post updates on this matter on [Facebook](#) and [Twitter](#), as warranted.

As a precaution we recommend that you watch for unusual or unauthorized activity on your financial account statements and consumer credit reports. You may contact the three national credit reporting agencies to request a copy of your credit report or for general inquiries by using the contact information below:

Equifax  
P.O. Box 740241  
Atlanta, GA 30374  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 9532  
Allen, TX 75013  
(888) 397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 6790  
Fullerton, CA 92834  
(800) 916-8800  
[www.transunion.com](http://www.transunion.com)

You may obtain information from the Federal Trade Commission about preventing identity theft at the contact information provided below:

**Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(877) ID-THEFT (438-4338)**

**We regret any inconvenience and thank you for your cooperation.**

**Sincerely,**

**Sue Lee  
General Counsel**