



T-Mobile USA, Inc.  
12920 SE 38th Street, Bellevue, WA 98006  
30 December 2013

**Office of the Attorney General**  
33 Capitol Street  
Concord, NH 03301  
Fax: (603) 271-2110

Dear General Foster:

We are writing to inform you of a recent incident regarding the personal information of approximately 14 New Hampshire residents. Specifically, on November 26, 2013, we received notice there had been unauthorized access to a file stored on servers owned and managed by a T-Mobile supplier. This file contained personal information, including name, address, Social Security number and/or Driver's License number.

Since that time, our supplier has taken measures to secure the impacted servers, and also conducted a forensic examination to determine the extent of the information accessed. We have also taken steps to confirm the identities, develop a more accurate list of contact details for potentially affected individuals, arranged to exchange information with the supplier, secure credit monitoring protections for impacted individuals, and prepare a variety of notice letters.

We plan to provide written notice to potentially affected individuals within the next seven (7) days. Because this incident potentially affected individuals in multiple states, our supplier has contacted the Federal Bureau of Investigation ("FBI"). The FBI has informed us there is no law enforcement reason to delay notice to impacted individuals. However, should your office wish us to delay notice for any reason, please contact me as soon as possible at 425-383-4114.

Our notice to potentially affected individuals includes instructions on how to enroll in one year's worth of a free credit monitoring service. We are also providing contact details for the major credit bureaus (along with instructions to create a fraud alert with those bureaus), the Federal Trade Commission, and your office. A copy of this letter notice is attached.

We are also providing a copy of this letter via email to: [attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

Sincerely,

Chuck Cosson

**T-Mobile**  
Senior Corporate Counsel, Privacy  
(425) 383-4114  
[Chuck.Cosson@T-Mobile.com](mailto:Chuck.Cosson@T-Mobile.com)



T-Mobile USA, Inc.  
12920 SE 38th Street, Bellevue, WA 98006

<Date>, 2014

<Customer Name>  
<Customer Address>

**Re: Account Number <xxx> INCD2013-11-45053417**

Dear <Name>:

We are writing to inform you of a recent incident of unauthorized access to a file stored on servers owned and managed by a T-Mobile supplier. This file contained personal information, including name, address, Social Security number and/or Driver's License number. In your case, the party or parties making the unauthorized access may have viewed your <insert data type >. This access was discovered in late November 2013.

Although we believe the primary goal of the access was to obtain credit card numbers (which were not included in the file), the information that was accessible could also potentially be misused. Our supplier has taken immediate measures to secure the impacted servers.

We are also providing this notice to help you take steps to protect your personal information from possible misuse. We have arranged for you to receive one full year of ProtectMyID Elite, an Experian product which provides credit monitoring capabilities and assistance for identity theft protection including identity theft insurance. ProtectMyID Elite is completely free to you and enrolling in this program will not hurt your credit score. Follow the instructions below to activate ProtectMyID. Your enrollment is open until March 31, 2014.

To activate ProtectMyID Elite:

1. VISIT the ProtectMyID Web Site to enroll: [www.protectmyid.com/enroll](http://www.protectmyid.com/enroll)
2. PROVIDE Your Activation Code: <code>

**If you have questions or need an alternative to enrolling online, please call 866-579-5479**

As soon as you enroll in your complimentary ProtectMyID Elite membership, Experian will begin to monitor your credit reports from Experian, Equifax® and TransUnion® on a daily basis and notify you of key changes. This tool will help you identify potentially fraudulent use of your information, and provide you with immediate assistance if necessary. ProtectMyID Elite includes:

- **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
- **\$1 Million Identity Theft Insurance:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.<sup>1</sup>
- **Tri-Bureau credit monitoring:** Daily monitoring for all three bureaus.

<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

- **Access to our Fraud Resolution Agents:** Qualified agents will help investigate identity theft incidents.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

Once your enrollment in ProtectMyID Elite is complete, you should carefully review your credit reports for inaccurate or suspicious items. Additionally, you should contact any one of the three credit bureaus and ask them to place a fraud alert on your account. This fraud alert service is free to the public and is therefore *not included in the ProtectMyID product*.

A fraud alert lets creditors know to contact you before opening new accounts in your name, to help prevent misuse of your personal information. You can call *any one* of the three credit bureaus, and they will contact the other two on your behalf. Additionally, in some states you may place a "freeze" on your credit file that will prevent any accounts from being opened in your name until the freeze is lifted.

**Experian**  
P.O Box 2002  
Allen, TX 75013  
888-397-3742

**Equifax**  
P.O Box 740241  
Atlanta, GA 30374 – 0241  
800-525-6285

**TransUnion**  
P.O Box 390  
Springfield, PA 18064-0390  
800-680-7289

You can also enroll in a fraud alert online:

- **Experian:** <https://www.experian.com/fraud/center.html>
- **Equifax:** <https://www.alerts.equifax.com/AutoFraudOnline/jsp/fraudAlert.jsp>
- **TransUnion:** <http://www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page>

If you have questions about your ProtectMyID Elite product, need help understanding something on your credit report, or suspect an item on your credit report may be fraudulent, please contact Experian customer care at 1-866-579-5479 anytime Mon -Fri 6am – 6pm PST, or 8am – 5pm Sat – Sun.

If you find any suspicious activity, you may wish to notify your local law enforcement officials or state attorney general. You may obtain additional information about protecting yourself from identity theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>.

We regret any inconvenience this incident may have caused.

Sincerely,

T-Mobile USA, Inc

To contact T-Mobile call 1-877-453-1304 or also 800-937-8997 – or call 611 from your T-Mobile hone