

June 12, 2009

**VIA FACSIMILE AND U.S. MAIL**

Attorney General Kelly A. Ayotte  
New Hampshire Attorney General's Office  
33 Capitol Street  
Concord, NH 03301  
Telephone: (603) 271-3658  
Fax: (603) 271-2110

**Re: Security Incident Notification**

Dear Attorney General Ayotte,

Pursuant to the New Hampshire Right to Privacy Act, § 359-C:20 *et seq.*, we are writing to notify you of a recent security incident involving Sprint Nextel ("Sprint") customer information. The following information provides more detail regarding the incident and our notification to affected Sprint customers.

*Description of the Incident:*

It appears that during the process of moving to a different location, a Sprint dealer in Nashua, New Hampshire, mistakenly left a box behind that contained information provided by some customers at the time of their transactions. The box of documents is now secured at Sprint. As a result of this incident, we have terminated the responsible dealer as an authorized Sprint dealer.

*Description of Personal Information Compromised:*

The information that may have been compromised as a result of this incident includes the customer's name, address, wireless phone number, Sprint Nextel account number, date of birth, social security number, driver's license or other government issued identification information, and/or credit card information.

*Estimated Date of Incident:* Late February 2009

*Estimated Number of Affected New Hampshire Residents:* 54

*Estimated Date of Notification to Affected Individuals:* May 4, 2009

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Re: Security Incident Notification

*Manner of Notification:* Sprint notified all affected customers in writing and via telephone.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Please do not hesitate to contact me at the Sprint Nextel Legal Department, Office of Privacy, should you have any further questions regarding this notification.

Best regards,



Diana Hill  
Privacy Compliance Manager

**DRAFT – CONFIDENTIAL // ATTORNEY WORK PRODUCT**

Experian Code = [Insert Experian Code]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED],

Sprint Nextel is writing to inform you of a recent security incident that may affect you. It appears that during the process of moving to a different location, BadaRing, a dealer in Nashua, New Hampshire from which you purchased equipment or service, mistakenly left behind a box of documents. The box was left unattended for a period of time before it was discovered and delivered to Sprint. As a result of this incident, Sprint has terminated its relationship with BadaRing.

The box of documents is now secured at Sprint. A review of the box's contents showed that it contained materials relating to customer transactions, including information about you. This information may have included your name, address, wireless phone number, Sprint Nextel account number, date of birth, social security number or tax identification number, driver's license or other government issued identification information, or credit card information. If your credit card information was included, we have provided specific details below.

We have no evidence that your information was improperly accessed, used or shared with any third party. However, as a precautionary measure, we have partnered with ConsumerInfo.com®, an Experian® company, to provide you with one year of free credit monitoring, which includes an initial three-bureau credit report. This credit monitoring product, Triple Advantage<sup>SM</sup>, will identify and notify you of changes that may be a sign of identity theft. In addition to the initial credit report, your complimentary membership includes:

- o Unlimited access to your Experian Credit Report and Credit Score
- o Daily monitoring of your national credit reports
- o Email or SMS Text alerts when key changes are identified
- o \$50,000 Identity Theft insurance, by Virginia Surety Company, Inc.\*
- o Access to Fraud Resolution Representatives

(\*Due to New York state law restrictions, coverage cannot be offered to residents of New York.)

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Your individual credit monitoring access code appears in the upper right-hand corner of this letter. To enroll in the credit monitoring service, you must visit <http://partner.consumerinfo.com/2k61m2bn> within 90 days of the date of this letter. After the free year has expired, you will be responsible for payment should you wish the credit monitoring service to continue.

Information about your credit card ending in [REDACTED] was included in the box of documents. Sprint contacted your credit card issuer (American Express, MasterCard or VISA) to report this incident. As such, your credit card issuer already may have contacted you and issued a replacement card to you. If you have not yet heard from your credit card issuer, please notify them that your credit card ending in [REDACTED] was involved in a security incident and may have been compromised. You should request that your credit card company issue you a new card.

In addition, for your added protection, we highly recommend that you contact a Sprint customer care representative at 1-866-727-0665 to establish or change the Personal Identification Number (PIN) on your Sprint Nextel account. You'll be asked to select a 6 to 10 digit number for your PIN and, for most transactions, you'll be asked to provide your PIN when you contact Sprint in the future. However, if your Sprint account was recently canceled, no further action on your part is necessary with respect to this account.

We also encourage you to take the preventative measures that are recommended by the Federal Trade Commission (FTC) to help protect you from fraud and identity theft. For your convenience, we have included the FTC's recommendations within this letter. You also may access information on the FTC's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

We apologize for any inconvenience that this may cause you. Please contact us at 1-866-727-0665 if you have any questions or concerns regarding this matter.

Sincerely yours,

Sprint Customer Care

## **DRAFT – CONFIDENTIAL // ATTORNEY WORK PRODUCT**

### **Identity Theft FAQs**

#### **What can you do to safeguard against identity theft or fraud?**

If you suspect that your personal information or that of a family member has been misused to commit identity theft, take the following steps and keep a record of all your actions.

**FIRST**, contact the fraud departments of each of the three major credit bureaus. Request that a “fraud alert” be placed in your file. Also, ask them to place a statement in your file that asks creditors to call you before opening any new accounts or changing any existing accounts. This can be done for each of the credit bureaus at no cost to you. The credit bureau fraud departments are listed below:

Their normal operating hours are Monday – Friday, 8:30 a.m. to 4:30 p.m.

Trans Union  
P.O. Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

Experian  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

Equifax Credit Information Services  
P.O. Box 740250  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

**SECOND**, close or suspend any accounts you know or believe have been tampered with or opened fraudulently.

**THIRD**, file a police report with your local police or the police in the community where the identity theft took place.

If your social security information was compromised, the Social Security Administration – [www.ssa.gov](http://www.ssa.gov) - is an excellent source for information about Social Security Number theft or misuse. You can report allegations that an SSN has been stolen or misused to the SSA Fraud Hotline at 1-800-269-0271. You should also periodically contact the SSA at 1-800-772-1213 to verify the accuracy of the earnings reported on your SSN, and may request a copy of your Social Security Statement. The following SSA resources are available on the Internet:

- SSA Fraud Hotline for Reporting Fraud – [www.ssa.gov/oig/guidelin.htm](http://www.ssa.gov/oig/guidelin.htm)

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- Social Security: Your Number and Card (SSA Pub. No. 05-10002) – [www.ssa.gov/pubs/10002.html](http://www.ssa.gov/pubs/10002.html)
- When Someone Misuses Your Number (SSA Pub No. 05-10064) – [www.ssa.gov/pubs/10064.html](http://www.ssa.gov/pubs/10064.html)

If you do not have access to the Internet, you can call the Federal Trade Commission's Identity Theft Hotline. Their toll-free telephone number is 1-877-IDTHEFT (438-4338). You may also write to them at:

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

One of the best ways to detect identity theft is to regularly check your credit record. Order your credit report from each of the three major credit bureaus each year and make sure all the information is correct.

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P.O. Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

Experian  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

Equifax Credit Information Services  
P.O. Box 740250  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

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