



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

Pamela Henderson
Corporate Counsel for Privacy
(425) 383-5687

September 3, 2009

VIA CERTIFIED MAIL

Re: INCD2009-09-00269

New Hampshire Attorney General's Office
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301

Re: Notice of Security Breach Incident

Dear Sir or Madam:

Pursuant to N.H. Rev. Stat. Ann. 359, T-Mobile USA, Inc. ("T-Mobile") is providing your office with this notice.

T-Mobile has learned that certain individuals may have obtained unauthorized access to certain information of a number of T-Mobile customers, which may have included the customer's name, address and Social Security number of a number of customers, of which one hundred sixty nine (169) are residents of New Hampshire. These customers' accounts have been corrected or credited if unauthorized charges were placed on the account. The individuals responsible for the account access have been arrested and are being prosecuted by the U.S Department of Justice. We are cooperating with them in this regard.

Out of an abundance of caution we will be providing written notification to all of the affected customers, so they may take certain steps to protect themselves from potential fraud. We intend to send the enclosed notification to the one hundred sixty nine (169) affected New Hampshire residents who were affected. In addition, we are providing credit monitoring to these customers at our expense.

If you have any questions regarding this letter or its contents, please contact Pamela Henderson at the contact information provided above.

Sincerely,
T-Mobile USA, Inc.

Enclosure



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

September 10, 2009

[Customer Name]
[Customer Address]
[Customer Address]

Re: INCD2009-09-00269
***Important Security and
Protection Notification***
Please read this entire letter.

Dear [Customer name]:

We are contacting you regarding an incident that may have exposed your name, address and Social Security number to unauthorized individuals. As outlined below, we are committed to fully protecting your account information we want to provide you with tools to help ensure protection of your information.

T-Mobile has learned that certain individuals may have obtained access to certain information of a number of T-Mobile customers, including you. These individuals may have obtained your name, address and Social Security number through fraudulent means. The individuals responsible have been arrested and are being prosecuted by the U.S Department of Justice. We are cooperating with them in this regard.

T-Mobile takes this incident very seriously and is committed to assuring the security of your account information. Out of an abundance of caution, in order to help you detect the possible misuse of your information, T-Mobile has arranged to provide you, at T-Mobile's expense, with a one-year membership in Triple Advantage® from ConsumerInfo.com, Inc. an Experian® company to provide you with world-class credit monitoring capabilities and in-depth assistance in every aspect of identity theft protection including identity theft insurance*. Triple Advantage is completely free and enrolling in this program will not hurt your credit score.

First step: activate your complete credit monitoring product from Experian.

To activate your complimentary one year membership in Triple Advantage from Experian, visit the website listed below and enter your individual activation code. If you prefer, you can enroll on the phone by speaking with Experian Customer Care representatives toll-free at (866) 252-0121.

Triple Advantage Web Site: <http://partner.consumerinfo.com/premium>

Your Activation Code: [Activation Code]

You Must Enroll By: February 8, 2010

As soon as you enroll in your complimentary Triple Advantage 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 powerful tool will help you identify potentially fraudulent use of



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your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you ever need help.

Your complimentary 12-month Triple Advantage membership includes:

- A free copy of your Experian, Equifax and TransUnion credit reports
- Daily monitoring and timely alerts of any key changes to your credit reports—so you know when there is any activity that you should be made aware of such as notification of new inquiries, newly opened accounts, delinquencies, public records or address changes
- Unlimited, on-demand access to your Experian credit report and PlusScoreSM for the duration of your membership.
- Toll-free access to a dedicated team of fraud resolution representatives who will help you investigate each incident; contact credit grantors to dispute charges, close accounts if necessary, and compile documents; and contact all relevant government agencies
- \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for certain identity theft expenses*
-

Activate your membership today for immediate protection at

<http://partner.consumerinfo.com/premium>

Or call (866) 252-0121 to register with your activation code listed above.

You have one hundred and fifty (150) days to activate this membership, which will then continue for 12 full months.

Once your enrollment in Triple Advantage is complete, you should carefully review your credit reports for inaccurate or suspicious items. If you have questions about Triple Advantage, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care at (866) 252-0121.

In addition to the above, we have enclosed a document entitled "Steps to Consider to Protect Yourself from Identity Theft" as another resource for you.

We sincerely apologize for this incident, regret any inconvenience it may cause you, and encourage you to take advantage of the free credit monitoring product outlined herein. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact us at **1-877-825-0722**.

Sincerely,

T-Mobile

* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).



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Steps to Consider to Protect Yourself from Identity Theft

1. Implement password protection for your personal accounts, including your T-Mobile accounts, if you have not done so already. Pick a password someone cannot easily guess, and do not share your password or your account information with others. For information for T-Mobile customers and help regarding account online passwords, you can update your T-Mobile profile at www.t-mobile.com or contact a customer service representative at 1-800-T-MOBILE.
2. You may wish to place a fraud alert with the three major credit bureaus. A fraud alert lets creditors know to contact you before opening new accounts in your name. You can call any *one* of the three credit bureaus at the number below to place a fraud alert on your credit file, and they will contact the other two on your behalf. You may also contact them to order a complimentary credit report. Additionally, some states allow residents to place a “freeze” on their credit file with the credit bureau.

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

3. Review your credit report carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Look for personal information that is inaccurate, such as home address and Social Security number. If you see anything that is incorrect, or that you do not understand, call the credit bureau. You may want to check your credit report periodically for the next year. If you notice incorrect or suspicious credit card activity, you may want to contact your credit card company directly to request that a fraud flag be placed on your account or, alternatively, that they close your current account and open a new one in its place.