
CIPRIANI & WERNER

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May 25, 2022

Via email: DOJ-CPB@doj.nh.gov

Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: Centerline Communications, LLC – Notice of Cyber Incident

Dear Sir/Madam:

We serve as counsel for Centerline Communications, LLC (“Centerline”) and are writing to notify your office of a cyber incident pursuant to N.H. Rev. Stat. Ann. § 359-C:20. On or about February 10, 2022, Centerline experience a network intrusion that may have resulted in unauthorized access to certain data.

Upon discovery, Centerline immediately secured its network and engaged a third-party forensic firm to investigate the incident. On April 13, 2022, after a thorough investigation, Centerline discovered that four (4) New Hampshire residents may have been impacted in this incident. Centerline mailed notices to these individuals on May 18, 2022. In the notice, Centerline offered the New Hampshire residents complimentary credit monitoring services for 12 months. A sample of the notice is attached hereto for your reference.

Please contact me if you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

Hilary Higgins



750 W Center Street, Suite 301
West Bridgewater, MA 02379

<<First Name>> <<Last Name >>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

<<Date>>

RE: Important Security Notification. Please read this entire letter.

Dear <<First Name>> <<Last Name >>:

Centerline Communications, LLC (“Centerline”) writes in follow up to our previous notification to you regarding a recent incident that may have involved some of your personal information.

Centerline takes the privacy of information in its care seriously. At this time, there is no evidence to suggest that any of your information was fraudulently misused. In an abundance of caution, Centerline is providing you information about the incident, its response, and steps you can take to protect your information if you feel it is necessary to do so.

What Happened:

On or around February 10, 2022, Centerline experienced a network intrusion that affected a limited number of systems. Upon discovery, Centerline immediately secured its network and engaged a third-party forensic firm to investigate the incident. On April 13, 2022, Centerline discovered that a limited amount of information may have been accessed by an unauthorized party in connection with this incident.

At this time, there is no indication that your information has been fraudulently misused. However, Centerline is providing this notification to you in an abundance of caution and so that you may take steps to safeguard your information if you feel is it necessary to do so.

What Information Was Involved:

The potentially accessed information may have included your first and last name, in combination with your [Data Elements].

What We Are Doing:

Centerline has taken steps to address the incident and is committed to protecting personal information in its care. Upon learning of this incident, Centerline immediately took steps to secure its systems and to enhance the security of its network.

Credit Monitoring:

As an additional safeguard for your information, Centerline arranged for you to enroll, at no cost to you, in an online credit monitoring service for 12 months. Due to State and Federal privacy laws, Centerline cannot enroll you directly. If you wish to take advantage of this complimentary credit monitoring service, you must enroll yourself.

What You Can Do:

Sign up for Identity Monitoring Services – We encourage you to contact TransUnion Interactive with any questions and to activate your free identity monitoring services at www.mytrueidentity.com, use the Activation Code and follow the steps to receive your identity monitoring service online within minutes. Please note the deadline to activate is June 30, 2022.

In addition to enrolling in the complimentary credit monitoring service detailed within, Centerline recommends that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on any of your accounts, please promptly change your password and take additional steps to protect your account and notify your financial institution or company if applicable. Additionally, please report any suspicious incidents to local law enforcement and/or your State Attorney General. Please review the additional information below, which contains more information about steps you can take to protect yourself against fraud and identity theft.

For More Information:

Should you have questions or concerns regarding this matter, please do not hesitate to call our dedicated line to address this incident (630) 330-1993 or email us at IncidentResponse@clinellc.com.

Centerline takes the security of information entrusted to our care very seriously. While it is regrettable this potential exposure occurred, please be assured Centerline is taking appropriate actions to rectify the situation and prevent such incidents in the future.

Sincerely,

Mike Petrak
Chief Human Resources Officer

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go directly to the myTrueIdentity website at www.mytrueidentity.com and in the space referenced as “Enter Activation Code,” enter the following 12-letter Activation Code **FGHDRCPVLYK** and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code _____ and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **June 30, 2022**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The subscription also includes access to identity restoration services that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you have questions about your online credit monitoring benefits, need help with your enrollment, or need help accessing your credit report, or passing identity verification, please contact the myTrueIdentity Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<p>TransUnion 1-800-680-7289 www.transunion.com</p> <p>TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000</p> <p>TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094</p>	<p>Experian 1-888-397-3742 www.experian.com</p> <p>Experian Fraud Alert P.O. Box 9554 Allen, TX 75013</p> <p>Experian Credit Freeze P.O. Box 9554 Allen, TX 75013</p>	<p>Equifax 1-888-298-0045 www.equifax.com</p> <p>Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069</p> <p>Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788</p>
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 2 Rhode Island residents impacted by this incident.