

Federal Network Systems LLC

A Verizon Company

22001 Loudoun County Parkway F2-3
Ashburn, VA 20147

Jonathan L. Spear
General Counsel
jon.spear@verizon.com
(703) 886-5014 direct phone

January 16, 2013

Attorney General Michael A. Delaney
New Hampshire State Attorney General's Office
33 Capitol Street
Concord, NH 03301

Re: Data Security Incident

Dear Attorney General Delaney:

We are writing to inform you that in December 2012 we discovered that a computer containing a file with personal information, including names and Social Security numbers, for some of our former and current employees and independent contractors, was infected with malware. Upon learning of the malware, our network security team immediately isolated the infected machine and took it off line. The malware was then removed from our systems.

There is no evidence or indication that the personal information was actually accessed or misused. Out of an abundance of caution, we will be sending notices by first class mail on or about January 19, 2013, using the enclosed template letter, to two New Hampshire residents whose personal information was on the infected computer. In addition, we will offer two years of free credit monitoring and identity theft protection services to help safeguard against any potential consequences of the incident.

We deeply regret that this incident has occurred. We take the security of personal information very seriously and have taken steps to prevent similar future occurrences.

Please contact me if you need additional information or have any questions.

Sincerely,



Jonathan L. Spear
General Counsel

IMPORTANT NOTICE

[date]

Dear [name]:

We are writing to inform you that in December 2012 we discovered malware on a computer that contained your personal information, including your name and Social Security number. The computer may also have contained your date of birth, home address, and/or email address.

We understand the increased risks and sensitivity surrounding identity theft. As such, we are notifying you so that you may be vigilant for any signs of misuse of your information. While we have no indication that this incident has resulted in the actual theft or misuse of your information, to help protect you against any potential consequences of this incident, we have arranged to provide you with two years of credit monitoring with Experian at no cost to you. Please see the other side of this letter for details on how to obtain this service.

For more information about detecting and dealing with identity theft, including information about security freezes and fraud alerts, you may contact the resources listed here:

Federal Trade Commission	Equifax	Experian	Transunion
www.consumer.ftc.gov 877.IDTHEFT(438-4338) 600 Pennsylvania Avenue, NW Washington, DC 20580	www.equifax.com 800.525.6285 P.O. Box 740241 Atlanta, GA 30374-0241	www.experian.com 888.397.3742 P.O. Box 9530 Allen, TX 75013	www.transunion.com 800.680.7289 P.O. Box 6790 Fullerton, CA 92634

We deeply regret that this incident has occurred. FNS takes the security of personal information very seriously. Upon discovery, the infected machine was immediately isolated and taken off line. In addition, we have removed the malware and have taken additional steps to prevent future incidents.

Please do not hesitate to call 877-441-6943, Monday through Friday, 9am - 9pm EST and Saturday and Sunday, 11am - 8pm EST, with any questions or concerns.

Sincerely,

Paul Bates
President
Federal Network Systems LLC

Information about Credit Monitoring

We have partnered with Experian® to provide you with two years of credit monitoring at no cost to you.

Your complimentary 24-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Surveillance Alerts**
 - **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax®, and TransUnion® credit reports
 - **Internet Scan:** Alerts you if your Social Security Number or Credit and/or Debit Card numbers are found on sites where compromised data is found, traded or sold.
 - **Change of Address:** Alerts you of any changes in your mailing address.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **Lost Wallet Protection:** If you ever misplace or have your wallet stolen, an agent will help you cancel your credit, debit and medical insurance cards.
- **\$1 Million Identity Theft Insurance*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/enroll or call 877-441-6943 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 team at 877-441-6943.

Activate ProtectMyID Now in Three Easy Steps

1. **ENSURE That You Enroll By: April 30, 2013**
2. **VISIT the ProtectMyID Web Site: www.protectmyid.com/enroll or call 877-441-6943 to enroll**
3. **PROVIDE Your Activation Code: [code]**

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. 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.