

April 1, 2011

Attorney General Michael A. Delaney
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: GoGrid LLC
Notification of Security Breach under N.H. Rev. Stat. § 359-C:20(I)(b)

Dear Attorney General Delaney:

We write to advise you that GoGrid LLC¹ (the “Company”) experienced unauthorized access to its computer system, which contained certain personal information. In the normal process of reviewing its system activity, the Company discovered that an unauthorized third party had access to and may have viewed certain account information. The incident affected the information of approximately 40 Company customers who are New Hampshire residents whose personal information as defined in the statute may have been viewed.

Learning About the Unauthorized Access. From a recent review of its system activity, the Company discovered that a third party had accessed the Company’s system without authorization and may have viewed certain customer information. The type of information that may have been accessed is customer account information, which includes customer payment card information used for GoGrid accounts, such as the cardholder’s name, address, primary card account number, and expiration date. At this time, the Company does not have any evidence to suggest that there has been unauthorized use of any cardholder’s data.

Steps Taken In Response To Discovery of Unauthorized Access. Upon discovery of the incident, the Company took the following actions: (1) reported the suspected unauthorized access to federal law enforcement authorities, who are conducting a criminal investigation of the unauthorized access with the Company’s cooperation; (2) initiated a rigorous security audit using both internal resources and an external security firm; (3) notified the affected customers by email and also prepared mailed notices by First Class Mail to be sent to the affected individuals and to government authorities explaining the incident and the steps undertaken to protect affected individuals; (4) notified merchant banks and processors, and (5) adopted several new additional security procedures.

Federal law enforcement authorities have already seized the computer equipment and records of the single individual suspected of this misconduct. The criminal investigation is ongoing, and the Company will continue to assist the authorities in working toward a successful prosecution. It appears the breach may have been an attempt to obtain free hosting services. The Company

¹ GoGrid LLC operates under four different brands: GoGrid, ServePath, ColoServe, and UpStream Networks.

has no evidence suggesting (1) that the suspect was targeting customer infrastructure or payment cards; (2) that any customer information was shared with any other unauthorized parties; or (3) that there has been unauthorized use of any cardholder's data.

Steps Taken To Prevent Future Breach. The Company has taken action to identify and remediate the method utilized by the suspect to gain access. The Company also has adopted several additional new security procedures to guard against future unauthorized access to the Company's system and has engaged an external security firm to ensure that the Company's policies and procedures are providing the best and safest services to the Company's clients.

Communicating with Affected Individuals. The Company has promptly notified all of its customers of the unauthorized access by sending notices via email on or about March 30, 2011. The Company will send further notification to the approximately 40 affected New Hampshire residents by U.S. First Class Mail on or about April 4, 2011. The purpose of these individual notifications is to ensure that affected individuals can act to protect themselves from potential fraudulent charges. In addition, the Company's notification letter offers one year of free credit monitoring services, furnished by TransUnion, to the individuals whose card data was accessible by the third party suspect. A form copy of the notification is enclosed with this letter.

Please let us know if you have any additional questions regarding this incident.

Sincerely,

A handwritten signature in black ink, appearing to read "John Keagy", written in a cursive style.

John Keagy
Chief Executive Officer
GoGrid, LLC

Enclosure

April 4, 2011

[NAME]
[STREET ADDRESS]
[CITY], [STATE] [ZIP]

Dear Valued Customer:

In the normal process of reviewing our system activity, our Security Team discovered that an unauthorized third party may have viewed your account information. This information may include name, address, and payment card data (such as cardholder name, card account number and expiration date, although not Card Verification Value Numbers). We immediately took action to protect you, including notifying federal law enforcement authorities, who have since seized the computing equipment and records of the single individual suspected of this misconduct. The criminal investigation is ongoing, and we will continue to assist the authorities in working toward a successful prosecution. The period under investigation is November 2008 to present.

The security and reliability of our platform is fundamental to our business, as is the trust and faith that our customers place in us. We have completed a rigorous audit conducted by a leading security firm. There were three important findings that lead us to believe the situation has been contained:

1. The method utilized by the suspect to gain access has been identified and remediated.
2. It appears that the suspect's sole motive was to acquire free services from us. We have no evidence suggesting that the suspect was targeting customer infrastructure or payment cards.
3. We have no indication that any customer information was shared with any other unauthorized parties or that there has been unauthorized use of any cardholder's data.

In addition, we are instituting a series of new measures designed to further enhance security. Any information that your company may need in order to comply with these measures has been communicated through the user portal and the support ticketing system.

We encourage you to remain vigilant by reviewing your payment card account statements and monitoring free credit reports for signs of fraud or identity theft. The toll-free telephone numbers and addresses for the major consumer reporting agencies are included below. Any suspected incidents of identity theft should be reported to local law enforcement, the state Attorney General, or the Federal Trade Commission.

Contact Information For Major Consumer Reporting Agencies

Equifax	(800) 685-1111; P.O. Box 740241, Atlanta, GA 30374
Experian	(800) 397-3742; P.O. Box 949, Allen, TX 75013
TransUnion	(800) 916-8800; P.O. Box 390, Springfield, PA 19064

Out of an abundance of caution, in order to help you detect the possible misuse of your information, we have arranged for you to enroll, at no cost, in an online TransUnion single-bureau credit monitoring service (TrueCredit®) for one year provided by TransUnion, one of the three nationwide credit reporting companies. To enroll in this free service, go to the TrueCredit by TransUnion certificate code website at www.truecredit.com/code and in the space referenced as “*Simply enter your gift certificate code below*” enter [REDACTED] and follow the simple steps to receive your service online within minutes. You can sign up for this service anytime between now and **June 30, 2011** using the gift certificate code listed above.

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 TransUnion credit monitoring service will notify you if there are any critical changes to your TransUnion credit file, including fraudulent activity, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes up to \$25,000 in identity theft protection with \$0 deductible. (Certain limitations and exclusions may apply.)

Client privacy, confidentiality and security are central to us. We greatly value your business and apologize for any inconvenience this causes. If you have any questions related to any of the above, please contact our Customer Service Team at 1-866-310-8477 or 1-415-963-9955 or via email at gogridteam@gogrid.com.

Sincerely,



John Keagy, Chief Executive Officer, and
the GoGrid Team