



March 17, 2016

**Via U.S. Mail**

New Hampshire Department of Justice  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

To Whom It May Concern:

I am writing on behalf of Netcracker Technology Corporation ("Netcracker") to inform you of a security incident potentially affecting eight New Hampshire residents.

On March 10, 2016, a Netcracker employee received an e-mail that identified Netcracker's Chief Executive Officer as the purported sender. That e-mail requested employees' W-2 information. Because the employee wrongly believed the e-mail was a valid request, the employee replied by attaching employees' federal Form W-2s. Regrettably, we learned the next day that the e-mail was "spoofed" to appear as though the CEO had sent it. As a result, the reply e-mail was sent to an unknown individual.

In response to this incident, Netcracker is enhancing its information security measures for employees' personal information to prevent a recurrence. For example, Netcracker is reviewing and, where necessary, revising its policies and procedures and also will implement additional training for employees responsible for employee personal information to reduce the risk of a similar incident in the future.

Netcracker will send a notification to all potentially affected Connecticut residents on or about March 17, 2016, and offer them a two-year membership in Experian's ProtectMyID Elite identity protection product at no cost to them. A copy of the template notice is enclosed with this letter.

If you have any questions concerning this matter, please do not hesitate to contact Michelle Guertin at 781-419-3363 or [michelle.guertin@NetCracker.com](mailto:michelle.guertin@NetCracker.com).

Very truly yours,

A handwritten signature in blue ink, appearing to read 'Kelly Thoms', with a long horizontal flourish extending to the right.

Kelly Thoms  
Vice President, Human Resources  
Netcracker Technology Corporation



March 16, 2016

INSERT NAME  
INSERT ADDRESS  
INSERT ADDRESS

Dear INSERT NAME:

I am writing to inform you that on Friday of last week, Netcracker's payroll department was targeted by an isolated email phishing scam. Phishing is a common scam in which cyber criminals pose as officers of a company, mimicking their email to extract information from corporate employees. In this case, the scammer posing as me requested employee payroll information. Unfortunately, by the time the phishing email was recognized as a scam, W-2 information for U.S. employees who were employed in calendar year 2015 was already disclosed.

As you know, we take information security very seriously and we are dedicated to safeguarding the data of our employees and customers. To be clear, this was a scam that was perpetrated by exploiting human gullibility. None of Netcracker's servers or systems were compromised. This mistake was caused by human error and a lack of vigilance and could have been prevented.

Within hours of this incident, we confirmed that the phishing attack was an isolated incident and began sorting through which employees—current and former—may have been affected. We have also reported this incident to the relevant authorities. Finally, we contracted with Experian, a leading and trusted identity protection provider, to offer 24-months of identity theft repair and credit monitoring services to impacted individuals free of charge. Experian is ready and standing by to assist you if you need identity repair assistance. Simply follow the enrollment instructions below to engage Experian's *ProtectMyID Elite* service, and an experienced professional will do the work to ensure your credit and identity is monitored:

**Experian *ProtectMyID Elite* Enrollment Instructions:**

1. **VISIT** The *ProtectMyID Elite* Web Site: [www.protectmyid.com/protect](http://www.protectmyid.com/protect) or call 866-751-1324 to enroll
2. **PROVIDE** Your Personal Activation Code: INSERT INDIVIDUAL ACCESS CODE
3. **ENROLL BY:** June 30, 2016

If you have any questions concerning *ProtectMyID Elite* or prefer to enroll over the phone for delivery of your membership via U.S. mail, please call Experian at 1-866-751-1324 and provide Netcracker's Engagement # PC100065

Please also refer to the enclosed document "*Steps to Protect the Security of Your Personal Information*" for additional information on how to reduce the risk that your personal information will be misused.

I want to apologize to each of you for what has happened, and I sincerely regret any inconvenience this incident might cause you. In addition to being embarrassed by this matter, I share your concern and frustration as my information was compromised too. I know you expect us to safeguard your information and we failed. We are taking steps to prevent a recurrence, including a comprehensive review of our policies and procedures for safeguarding employees' personal information, and additional training for employees with access to that data. We will do better going forward and I will personally see to it that we continue to do everything in our power to earn back your trust and confidence in Netcracker.

If you have any questions, please refer to the enclosed FAQ document or contact Experian's call center at the toll-free number provided below.

Sincerely,

*Andrew Feinberg*

Andrew Feinberg  
President & CEO

## Steps to Protect the Security of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

**1. Enroll in ProtectMyID Elite.** Your two-year membership will help you to detect possible misuse of your personal information and will provide identity protection services focused on identification and resolution of possible identity theft. Once you activate your ProtectMyID Elite membership, your credit report will be monitored daily for 50 leading indicators of identity theft. You will receive timely credit alerts from ProtectMyID Elite on any key changes in your credit report. To receive this protection, you must personally activate credit monitoring. The notice letter contains instructions and information on how to do so. Enrolling in ProtectMyID Elite will not affect your credit score. Experian's ProtectMyID product will provide the following:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
- **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.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID Elite 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.

**2. Review your credit reports.** You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

**3. Review your account statements.** You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities and other service providers.

**4. Remain vigilant and respond to suspicious activity.** If you receive an e-mail or mail alert from Experian, contact a ProtectMyID Elite fraud resolution representative Toll-Free at 1-866-751-1324 or [www.protectmyid.com](http://www.protectmyid.com). If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You also should consider reporting such activity to your local police department, your state's attorney general, and the Federal Trade Commission.

**5. Consider placing a fraud alert with one of the three national credit bureaus.** You can place an initial fraud alert by contacting one of the three national credit bureaus listed below. For 90 days, an initial fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but also may delay you when you seek to obtain credit. If you decide to enroll in ProtectMyID, you should place the fraud alert after enrolling. The contact information for all three bureaus is as follows:

Equifax  
P.O. Box 740241  
Atlanta, Georgia 30374  
1-888-766-0008  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**6. Tax-Related Fraud:** To reduce the risk of tax-related fraud, you may contact the IRS Identity Protection Specialized Unit at (800) 908-4490 (Monday - Friday, 7 am - 7 pm local time); <https://www.irs.gov/uac/Newsroom/Tips-for-Taxpayers,-Victims-about-Identity-Theft-and-Tax>Returns-2014>. You may be asked to fill out an IRS Identity Theft Affidavit, [Form 14039](#) after the call.

**7. Additional Information.** You can obtain additional information about steps you can take to avoid identity theft from the following: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; <http://www.ftc.gov/bcp/edu/microsites/idtheft/>; (877) IDTHEFT (438-4338) / TDD: (866) 653-4261.