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972-277-0335

STATE
DEPT OF
2018 JUN 12 AM 10:58



June 8, 2018

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

Via U.S. First Class Mail

Re: NOTICE OF DATA SECURITY INCIDENT

Dear Attorney General Foster:

We write to inform you that Securus Technologies, Inc. ("Securus") was recently a victim of a data security incident that could potentially involve New Hampshire residents. Securus is a leading-edge provider of inmate telecommunications services and public safety software solutions. Our primary customers are law enforcement and corrections agencies who administer and manage correctional facilities at the municipal, county, and state level. As part of those services, Securus offers our law enforcement and corrections customers access to a limited-use facility-customer-facing website referred to as our "Facility Portal." Facility Portal allows authorized facility-customer end-users (**not** members of the general public) the ability to access certain administrative information regarding their facility.

Based on information available to us now, we believe that the incident took place around May 15, 2018 and may have resulted in unauthorized access to certain limited, administrative, user-account information for Facility Portal. The potentially accessed information did **not** include Customer Proprietary Network Information, financial information (e.g., credit card or account numbers), or personally identifying information (e.g., social security or driver's license numbers, dates of birth, or similar data).

We became aware of this incident on May 16, 2018 and immediately mobilized extensive internal and external resources (including a third-party forensic security firm) to investigate. In addition, we took immediate steps to prevent any unauthorized access to our systems and data by, among other things, taking Facility Portal offline. We will continue taking additional precautionary steps as our investigation progresses, and Facility Portal will remain offline pending results of our investigation.

While we cannot confirm which specific Facility Portal user accounts may have been accessed, we are contacting all of the approximately 1,700 individuals that have a Facility Portal user account as a precautionary measure, including 15 who are residents of New Hampshire. We sent notice to affected New Hampshire residents on June 4, 2018.

Finally, we respectfully note that by sending this precautionary notice, we are not stating that notice from Securus to you or to any residents of your state is required.

If you have any questions, please do not hesitate to contact me at (972) 277-0335 or joshuamartin@securustechnologies.com.

Respectfully,

A handwritten signature in blue ink, appearing to be 'JM' with a stylized flourish.

Joshua Martin
Assistant General Counsel & Chief Compliance Officer
Securus Technologies, Inc.