



Together with NEXTEL

Sprint Nextel
2001 Edmund Halley Drive
Reston, VA 20191
Office: (703) 433-4636 Fax: (866) 787-6007

Diana R. Hill, CIPP
Privacy Compliance Manager

Facsimile

To: Attorney General Kelly A. Ayotte
Fax: (603) 271-2110
Phone: (603) 271-3658
Re: Security Breach Notification

Pages: 3 (Including cover)
Date: March 30, 2009
CC:

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Comments:



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March 30, 2009

VIA FACSIMILE AND U.S. MAIL

Attorney General Kelly A. Ayotte
New Hampshire Attorney General's Office
33 Capitol Street
Concord, NH 03301
Telephone: (603) 271-3658
Fax: (603) 271-2110

Re: Security Breach Notification

Dear Attorney General Ayotte,

Pursuant to the New Hampshire Right to Privacy Act, § 359-C:20 *et seq*, we are writing to notify you of a recent security breach involving Sprint Nextel ("Sprint") customer information. The following information provides more detail regarding the breach and our notification to affected Sprint customers.

Description of the Breach:

An employee at Sprint's Ft. Lauderdale, Florida customer care center who was acting outside the scope of their authority accessed multiple accounts and accessed customer information without authorization. In addition, it appears that this employee may have provided this customer information to a third party. We believe that the specific customer account information compromised in this incident was intended for use in facilitating handset theft. Sprint's Corporate Security and Fraud organizations are investigating this incident. The employee has been terminated.

Description of Personal Information Compromised:

The information that was compromised as a result of this incident includes the customer's name, address, wireless phone number, Sprint account number, the answer to the customer's security question, and the name of the authorized point of contact on the account. Social Security numbers and payment information, such as credit card numbers or banking information, were not accessible by this employee.

Estimated Date of Breach:

December 2008/January 2009

Estimated Number of Affected New Hampshire Residents:

4

Estimated Date of Notification to Affected Individuals:

February 27, 2009

Manner of Notification:

Sprint notified all affected customers in writing.

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Date
Subject:

Sprint Nextel Contact Information:

Sprint Nextel Contact Person:	Diana Hill
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Telephone number:	703-433-4636
Email:	diana.ervin@sprint.com
Dated:	March 30, 2009
Submitted by:	Diana Hill
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Telephone:	(703) 433-4636
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Please do not hesitate to contact me at the Sprint Nextel Legal Department, Office of Privacy, should you have any further questions regarding this notification.

Best regards,



Diana R. Hill, CIPP
Privacy Compliance Manager