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DEC 07 2020

CONSUMER PROTECTION

November 25, 2020

Consumer Protection and Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Notice of Security Breach

Dear Sir or Madam:

We are writing to inform you of a recent incident regarding the personal information of seven New Hampshire residents. Specifically, between August 27, 2020 and September 6, 2020, an unknown actor gained access to certain T-Mobile customer account information, including full name, phone number, account number, the customer account personal identification number (PIN), and the number of lines subscribed to. T-Mobile identified this activity, terminated the unauthorized access, and implemented measures to protect against reoccurrence.

As described in the attached letter to the impacted individual, T-Mobile is providing two years of free credit monitoring and identity theft detection services. We are sending the notification to the impacted individual today, November 25, 2020.

If you have any questions regarding this letter or its contents, please contact me at 1 (425) 383-4000.

Sincerely,

*Suzie Rao*

Suzie Rao  
Managing Counsel, Privacy, Legal Affairs  
T-Mobile US, Inc.

Attachments



12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006-1350



November 25, 2020

## NOTICE OF DATA BREACH

Dear Customer:

We detected unauthorized activity on your T-Mobile account, during which an unknown actor would have had access to your personal information, including customer account personal identification number (PIN). T-Mobile quickly identified and terminated the unauthorized activity; however, we recommend that you change your customer account PIN.

### What Happened?

On \_\_\_\_\_, an unknown actor gained access to certain account information. It appears the actor may then have used this information to port your line to a different carrier without your authorization. T-Mobile identified this activity-terminated the unauthorized access, and implemented measures to protect against reoccurrence.

### What Information Was Involved?

The information accessed may have included full name, phone number, account number, PIN, and number of lines subscribed to.

### What We Are Doing

We are offering you two years of free credit monitoring and identity theft detection services, provided by *myTrueIdentity*, from Transunion. Your activation code is \_\_\_\_\_. Please enroll by January 31, 2021 at [www.mytrueidentity.com](http://www.mytrueidentity.com). Attached is a Step-by-Step Enrollment Guide as well as a How-To for signing up for Credit Monitoring Services.

### What You Can Do

If you have not already done so, we recommend that you review your account information and, as noted above, change the PIN on your account. We also encourage you to update your account passwords and confirm you have appropriate security for your email, financial, and other accounts. For assistance, you can reach Customer Care by dialing 611 from your phone or by calling 1-800-937-8997 from any phone. For additional resources regarding security on your account, please review our Privacy Resources at: <https://www.t-mobile.com/responsibility/privacy>.

We urge you to remain vigilant in monitoring any potentially unauthorized credit activity associated with your identity. You may obtain additional information about the risks of identity theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>. If you suspect that you are the victim of identity theft or fraud, you have the right to file a report with

the police or law enforcement. In addition, you may contact the FTC or your State Attorney General to learn more about the steps you can take to protect yourself against identity theft.

If you have questions about *myTrueIdentity*, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact TransUnion's customer care at 1-855-288-5422 using passcode [REDACTED]

You may wish to place a fraud alert with the three major credit bureaus which we have listed below. A fraud alert lets creditors know to contact you before opening new accounts in your name. You can call any *one* of the three credit bureaus at the number below to place a fraud alert on your credit file without charge, and they will contact the other two bureaus on your behalf. Additionally, some states allow residents to place a no-cost "freeze" on their credit file with the credit bureau.

Experian<sup>®</sup>  
P.O Box 9554  
Allen, TX 75013  
[www.experian.com/fraud](http://www.experian.com/fraud)  
1-888-397-3742

Equifax<sup>®</sup>  
P.O Box 740256  
Atlanta, GA 30374  
[www.alerts.equifax.com](http://www.alerts.equifax.com)  
1-800-525-6285

TransUnion<sup>®</sup>  
P.O Box 2000  
Chester, PA 19016  
[www.transunion.com/fraud](http://www.transunion.com/fraud)  
1-800-680-7289

### **For More Information**

The security of your account is important to us and that is why we provide these details. We are working to further enhance security so we can stay ahead of this type of activity. We regret any inconvenience this incident may cause you. Please contact us at 1-800-937-8997 if you have any questions.

Sincerely,

Privacy  
T-Mobile US, Inc.

## ADDITIONAL RESOURCES:

Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC. Contact information for the FTC and certain state attorneys general is included below.

**Federal Trade Commission: Visit:** <https://www.ftccomplaintassistant.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580, (202) 326-2222.

**California Residents:** Visit <https://www.oag.ca.gov/privacy> for additional information on protection against identity theft.

**Illinois Residents:** The Attorney General can be contacted at Office of Attorney General of Illinois, 100 West Randolph Street, Chicago, IL 60601, (312) 814-3000, [illinoisattorneygeneral.gov](http://illinoisattorneygeneral.gov).

**Maryland Residents:** The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, MD 21202; (888) 743-0023; or [www.oag.state.md.us](http://www.oag.state.md.us).

**Michigan Residents:** The Attorney General can be contacted at office of Attorney General, G. Mennen Williams Building, 525 W. Ottawa Street, P.O. Box 30212, Lansing, MI 48909, (517)335-7622, [miag@michigan.gov](mailto:miag@michigan.gov).

**Mississippi Residents:** The Attorney General can be contacted at Office of Attorney General, P.O. Box 220, Jackson MS 39205, 550 High Street, Jackson MS 39201, (601)359-3680, [www.ago.state.ms.us](http://www.ago.state.ms.us).

**North Carolina Residents:** The Attorney General can be contacted at North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, (877)566-7226 (Toll-free within North Carolina), (919)716-6000, [www.ncdoj.gov](http://www.ncdoj.gov)