

MICHAEL W. BYRNE
ASSISTANT GENERAL COUNSEL
TeleTech
9197 South Peoria Street
Englewood, Colorado 80112
Direct Dial: 303-397-8235

Facsimile: 303-397-8677

Email: michaelbyrne@teletech.com

April 30, 2012

Attorney General Michael A. Delaney
Office of the Attorney General
Attn: Security Breach Notification
33 Capital Street
Concord, NH

Re: *Notification of Security Breach of Toshiba America Information Systems, Inc.
Customer Information*

Dear Attorney General Delaney:

Revana, Inc. and TeleTech Services, Corp. (together, “Revana”) provide customer services to Toshiba America Information Systems, Inc. (“TAIS”). Revana is contacting you on behalf of TAIS pursuant to N.H. Rev. Stat. § 359-C:20(I)(b) concerning a data security incident involving the personal information of four New Hampshire residents.

Revana uses a data protection tool to detect when certain types of personal information are exported out of its system. On April 8, 2013, Revana discovered that one of its employees had improperly saved the personal information of one TAIS customer residing in New Hampshire outside of Revana’s secure network in violation of company policies. This information consisted of names, addresses, credit card account numbers, credit card expiration dates and CVVs (card security codes).

Upon learning of this incident, Revana launched an intensive internal investigation. This included interviewing Revana employees on the TAIS account as well as conducting forensic examination of computers that could potentially contain personal information captured improperly. During its investigation, Revana learned that this employee and one other had also improperly stored the same kinds of personal information described above on Revana computers. The personal information of three New Hampshire residents was improperly contained on these computers. The records show that this conduct began in August of 2012 and continued until discovered.

Revana is compliant with PCI DSS 2.0, as a Level 1 Service Provider and was assessed by a third-party in September 2012. Revana does not believe that there has been an intrusion into its network, but rather that personal information was improperly captured from voice interactions between Revana employees and the New Hampshire residents at issue.

To ensure the integrity of our system going forward, Revana has taken or is taking the following steps to prevent such an incident in the future:

- One representative at issue has resigned and the other has been suspended pending termination (not terminated yet as we are attempting to keep him available to answer additional questions that may come up in the investigation) and their access to the system has been terminated;
- Revana computers have been and are being examined forensically to ensure no additional personal information is improperly saved on them;
- Revana is re-evaluating and strengthening its administrative and physical safeguards to prevent an employee from: (i) improperly saving personal information onto a Revana computer; or (ii) exporting personal information off of Revana's secure system; and
- Revana is re-stressing customer privacy in the training of its employees.

Revana is continuing its investigation in order to fully understand the incident so as to learn from it and prevent a reoccurrence.

On behalf of TAIS, Revana is notifying the four New Hampshire residents affected by this breach by U.S. first class mail. Revana anticipates the notifications will be sent on May 1, 2013. In addition, Revana is setting up a toll free number that affected consumers may call to learn more about the incident and actions they can take to protect themselves.

Should you have any questions, please contact me at 303-397-8235.

Sincerely,

Michael Byrne

CC: Polene Liu, Associate General Counsel TAIS



8123 S Hardy Drive
Tempe, AZ 85284

May 1, 2013

Dear [recipient name]:

We are contacting you because we have learned of a data security incident involving some of your personal information.

Revana, Inc. provides customer services to Toshiba America Information Systems, Inc. (ToshibaDirect.com). We have learned that some of our customer service representatives improperly saved the personal information of Toshiba customers, including yours, in violation of company policies. This information consisted of names, addresses, credit card account numbers, credit card expiration dates and CVVs (card security codes). In some instances, the information saved included telephone numbers and email addresses.

We discovered this issue on April 8, 2013, when we detected that one of our representatives saved some of this personal information outside of our secure network. We initiated a careful and thorough investigation into this incident. This investigation revealed that this representative and another representative had been improperly storing personal information on our computers from August 2012 until the incident was discovered.

We are working with Toshiba to enhance our security measures so that they are consistent with Toshiba's and our standards. The representatives involved have been disciplined, the computers they used searched and the improperly stored data removed.

Determining the potential risk to Toshiba's customers has been our top priority. While our investigation is ongoing, we are notifying you so you may take steps to protect yourself. As a first step in protecting yourself, we recommend that you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution.

As a second step, you may also want to contact the three U.S. credit reporting agencies (Equifax, Experian and TransUnion) to obtain a free credit report from each and possibly to place a "fraud alert" on your credit file. A "fraud alert" lets the creditors know that they should contact you before they open a new account in your name. A "fraud alert" will stay on your account for 90 days. After that, you can renew the alert for an additional 90 days by calling any of the three agencies.

Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740256, Atlanta, GA 30374-0241

Experian: 1-888-397-3742; www.experian.com; P.O. Box 9532, Allen, TX 75013

TransUnion: 1-800-680-7289; www.transunion.com; P.O. Box 6790, Fullerton, CA 92834- 6790

When you receive your credit report, look it over carefully. Look for accounts you did not open or inquiries from creditors that you did not initiate. Make sure your personal information, such as address, employment or social security number, is accurate. If you see anything you do not understand, call the credit agency telephone number on the report.

Even if you do not find any signs of fraud on your reports, the Federal Trade Commission ("FTC") recommends that you check your credit report periodically. Personal information may be held for use at a later time. The law allows you to order a free credit report from each agency every 12 months. You may order one, two or all three reports at the same time, or stagger them during a 12 month period to keep an eye on the accuracy of the information in your reports.

You can contact the FTC at 1-877-FTC-HELP (1-877-382-4357) or by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC website has a special section on identity theft that offers helpful information. That site is <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

We understand that you trust Toshiba with your personal information. We take this responsibility seriously and have set short deadlines to improve our security procedures and retrain our personnel on the importance of protecting the data of Toshiba's customers.

Please accept our heartfelt apology for any inconvenience this incident causes you. If you have further questions or concerns, please contact us at this special telephone number: 877-880-6809.

Sincerely,

Revana

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