

Robert O. Strobel
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April 22, 2008

Via Federal Express

New Hampshire Attorney General's Office
Attn: Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301

Attention: Consumer Protection Bureau

Dear Sir or Madam:

We are writing to inform you that we will be sending notice to 1 New Hampshire addressees advising them that a former Verizon Wireless telesales employee apparently obtained sensitive personal information about them from our records from late 2003 through early 2005.

The former employee has been charged with identity theft by the Somerset County, New Jersey Prosecutor's office, and we understand that he is likely to be indicted shortly. We do not know the exact circumstances of this theft since we have not spoken to this individual. However, based on copies of documents provided to us by the Prosecutor's office, it appears that he may have printed computer screens containing customers' names, addresses and social security numbers. Approximately two years ago, long before we learned of this incident, we modified our systems so that they no longer allow a telesales employee to access a customer's full social security number after that number has been used for an initial credit check.

A draft of the notice, which is attached, will be mailed to affected New Hampshire resident on or about April 25, 2008. Please call me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Robert O. Strobel". The signature is written in a cursive style with a vertical line at the end.

Robert O. Strobel

Enclosure



Verizon Wireless Executive Relations T
3601 Converse Drive
Wilmington, NC 28403

April __, 2008

<<Customer Name>>

<<Customer Address>>

RE: Unauthorized Retention of Customer Information

Dear << >>

Verizon Wireless is providing this notice to let you know that a former Verizon Wireless employee appears to have obtained, in violation of our policies, sensitive customer personal information, which may include your name, address, social security number, and/or Verizon Wireless account number. We sincerely apologize for any inconvenience this may cause you.

This former employee was arrested on March 27, 2008 and charged with identity theft by the Somerset County, New Jersey Prosecutor's Office. The Somerset County Prosecutor's office seized these records containing the information during its investigation and has provided copies to us. It appears that he may have taken this sensitive information about you while he worked for us in a telesales position for a little over a year, from November 2003 to January 2005.

Although we do not have evidence that our former employee succeeded in stealing your identity, it is possible that this occurred given the nature of his offense. To enable you to detect such misuse, we have partnered with ConsumerInfo.com, Inc, an Experian® company, to provide you with a credit monitoring service for 1 year, at no cost to you. This credit monitoring membership includes an initial 3-bureau Credit Report. It will enable you to identify possible fraudulent use of your information.

We hope that you will take advantage of this service, and be vigilant about potential misuse of your personal information.

Your credit-monitoring product, Triple AdvantageSM, will identify and notify you of key changes that may be a sign of Identity Theft. Your complimentary membership includes:

- o One 3-Bureau Report when you sign up
- o Unlimited access to your Experian Credit Report and Credit Score
- o Monitoring of all three of your national credit reports every day
- o Email or SMS Text alerts when key changes are identified
- o \$25,000 Identity Theft insurance provided by Virginia Surety Company, Inc.
- o Access to Fraud Resolution Representatives

You have ninety (90) days to activate this membership, which will then continue for 12 months. We encourage you to activate your Triple Advantage credit monitoring membership by visiting <http://partner.consumerinfo.com/verizonwireless> and entering the code provided below. You will be instructed on how to initiate your online membership.

Your Credit Monitoring Activation Code: << Code >>

The Federal Trade Commission has a helpful web page regarding what to do when an identity thief has obtained personal information about you and we encourage you to review this site at www.ftc.gov/bcp/edu/microsites/idtheft/

In addition, contact information for the three consumer reporting agencies is listed on the attachment to this letter. The attachment also includes methods for contacting the Federal Trade Commission.

Verizon Wireless takes the privacy and security of your customer information very seriously. Approximately 2 years ago, and well before we learned about this incident in March 2008, we changed our systems so that they no longer allow a telesales employee to access a customer's full social security number after that number has been submitted for an initial credit check. We deeply regret that this incident occurred.

If you have questions or concerns about this matter, please do not hesitate to call us at 1-800-435-6622.

We are proud to be cooperating with prosecutors handling this investigation. You may also call the Somerset County Prosecutor's Office at 1-908-575-3411. We understand that they are likely to be indicting the suspect soon and may be able to provide additional information about this case.

Sincerely,

Yvonne Henry
Associate Director
Customer Service Operations

Contact Information

Consumer Reporting Bureaus

Equifax
P.O. Box 740241
Atlanta, GA 30374-0241

1-800-525-6285
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013

1-888-397-3742
www.experian.com

Transunion
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790

1-800-680-7289
www.transunion.com

Federal Trade Commission

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580

1-877-382-4357
www.ftc.gov/bcp/edu/microsites/idtheft/