



Video and Transcript Fulfillment

The Viral Syndication Network

1851 Alexander Bell Drive Suite 350 Reston, VA 20191

Office Of The Attorney General  
Consumer Protection and Anti-Trust Bureau  
33 Capitol Street  
Concord, NH 03301

August 31, 2007

Dear Sirs:

I am writing to inform you that our company, Voxant, in Reston Virginia, is mailing letters to approximately 4,500 of our customers located in the U.S., for the following reason:

The Voxant online ecommerce store server was hacked on or about June 20, 2007 using what appeared to be a typical phishing scheme. The server is separate from our primary business at www.voxant.com. We immediately took the affected server offline, removed the offending phishing pages, strengthened security, and put the server back online on June 22. We continued to repair other applications and investigate, and through our investigations, on July 24 we learned that encrypted credit card numbers could have been accessed in our ecommerce system during the original incident. Although the credit card numbers were encrypted, we found that the encryption key was not well protected in our application database.

Data in our database up through June 19-20 could have been affected, representing approximately 4,500 US customers.

We no longer store credit card numbers in any fashion.

Attached ~~to this email~~ is a sample copy of the letter that is being sent to customers.

The point of contact regarding this incident is:

Roylene Kulesza  
Director, Syndication  
1851 Alexander Bell Drive,  
Reston, VA 20191  
(703) 964-0696

Thank you,  
The Voxant Management Team

Att: Sample Letter to Customers



The Viral Syndication Network

1351 Alexander Bell Drive Suite 350 Reston, VA 20191

Sample Letter to Customers

Customer Name

Customer Address

August 31, 2007

Dear Voxant Customer:

We are writing because our records indicate you purchased a video or transcript product from us prior to June 20, 2007, and because we experienced a security incident involving our order-management database server at Voxant. If you purchased this product using a check and not a credit card, you can disregard this letter.

On July 24, it was determined that personal credit card information may have been accessed online by an outside intruder – a “hacker.” This security breach would have affected data stored in our server prior to June 20, 2007. We have no evidence that any information was actually accessed, however, in the interest of safety and security, we are contacting you with information about this incident. You may choose to take action as outlined below, under **Recommended Actions**.

We have responded to this incident by immediately removing all credit card numbers from our system. Although these numbers were stored in an encrypted fashion, we now no longer allow credit card numbers to be stored at all. We have implemented additional security measures on our system, and will soon be moving to a service provider that will further enhance the ongoing security of this system.

We have contacted all necessary authorities and consumer protection agencies regarding this breach, and we recommend you take action with regard to your own account as follows.

**Recommended Actions**

You may want to change your credit card account number – to do so, please speak with your bank or credit card issuer about this.

You have the right to obtain a copy of your credit report for free once a year from each credit reporting agency. You can obtain a free credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 1-877-322-8228.

You also have the right to place an initial "fraud alert" on your credit file. A "fraud alert" lets creditors know that they should contact you before they open a new account in your name. You can do this by calling any one of the three credit reporting agencies at the number below. This will let you automatically place fraud alerts with all three agencies, who will send you information on how you can order a free credit report from each of the agencies. The "fraud alert" will stay on your account for 90 days. After that you can renew the alert for additional 90 day periods by calling any one of the three agencies.

Equifax:  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

Experian:  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-EXPERIAN (397-3742)

TransUnion:  
Fraud Victim Assistance  
Division, P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

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

If you do find suspicious activity on your credit report, call your local police or sheriff's office and file a report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

**California Residents:** Even if you do not find any signs of fraud on your reports, the California Office of Privacy Protection recommends that you check your credit reports every three months for the next year. 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 you may stagger your requests during a 12-month period to keep an eye on the accuracy and completeness of the information in your reports. Just call one of the numbers above to order your report and keep the "fraud alert" in place. For more information on identity theft, we suggest that you contact the California Office of Privacy Protection, whose toll-free number is 866-785-9663. You can visit their website at [www.privacy.ca.gov](http://www.privacy.ca.gov).

For more information on identify theft, we suggest you contact the Federal Trade Commission at 1-877-FTC-HELP (1-877-382-4357). The FTC website has a special section on identity theft that offers helpful information: [www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/).

Electronic theft is a serious matter – we are continuing to pursue this incident vigilantly. We deeply regret any inconvenience it may have caused you. If there is anything else Voxant can do to further assist you, please write or call us at 1-866-681-6397.

Sincerely,

The Voxant Management Team

