



## **URGENT: Customer Data Security Alert**

Dear Network Solutions Merchant:

We believe that some credit card transactions that took place on your website this past spring were intentionally diverted from certain of our servers to servers outside Network Solutions by an unknown source. We believe this may have resulted in unauthorized access to credit card account numbers, names and addresses of some of your customers. At this point, we have no reports or other reasons to believe that any credit card account information has been misused and, under established practice, credit card issuing companies generally will not hold your customers liable for any fraudulent purchases made using their credit card account numbers that are reported in a timely way to the issuer.

### **Your Next Steps:**

Under various state statutes, a retailer is to inform its U.S. customers when the security of their personal information is compromised. To help with this responsibility, we have engaged TransUnion, one of the leading credit reporting bureaus and an organization with extensive experience helping companies address customer security issues, to help you with the required communications to your U.S. customers.

- **Step 1: Go to [www.careandprotect.com](http://www.careandprotect.com) and login using your Network Solutions username and password.**
- **Step 2: Follow the instructions on the website and opt-in if you would like TransUnion to handle notification to your potentially affected U.S. customers.**

### **What TransUnion Will Do:**

Free of charge to you and your customers, Network Solutions has arranged for TransUnion to do the following:

- Provide communications to your U.S. customers that comply with the notification requirements of individual states as appropriate and provide information that will help your customers protect their credit card accounts;
- Assemble the mailing lists required for outreach to your U.S. customers;
- Handle the mailing of these communications to your U.S. customers;
- Establish and operate a toll-free hotline that your U.S. customers can call for information; and
- Provide your U.S. customers with 12 months of free credit monitoring.

You do not have to pay for these services. Network Solutions will pay TransUnion to provide these services to you and your U.S. customers. If you elect to use this service, Network Solutions will provide to TransUnion, on your behalf, the necessary information about potentially affected customers. If you have any questions about TransUnion's services please visit [www.careandprotect.com](http://www.careandprotect.com).

## What Happened:

In the ordinary course of business, Network Solutions identified unauthorized code on servers supporting some of our E-Commerce merchants' websites. We promptly removed this code, and all of our E-Commerce servers are functioning properly. No servers supporting networksolutions.com were affected.

After conducting an analysis with the assistance of outside experts, we determined that the code may have been used to transfer data on certain transactions for approximately 4,343 of our more than 10,000 merchant websites to servers outside the company. The code may have captured transaction data from approximately 573,928 cardholders for certain periods this spring. Exposure varied by merchant, but in all cases took place sometime between March 12, 2009 and June 8, 2009. Transactions after June 8, 2009 were not exposed to the unauthorized code.

We have also informed the appropriate law enforcement agencies of the matter and are working closely with them on the investigation.

**This problem has NOT affected any transactions your customers may have completed after June 8, 2009, nor any transactions they may make in the future.** When you login at [www.careandprotect.com](http://www.careandprotect.com) you will be given the date range for the transactions that may have been affected.

## Our Commitment to You:

Your ability to rely on the safety and security of our solutions is our highest priority. We pride ourselves on our ability to help you build your business, and we are deeply sorry that this has occurred, and for the concern and inconvenience it causes you and your customers. Unfortunately, any company operating in our business could have become a victim of this kind of invasion. Network Solutions is taking action to make it as easy as possible for you to assist your customers and preserve their goodwill.

Network Solutions is committed to providing you with the solutions you need to build your business, and to making every effort to ensure that we fully address your concerns and those of your customers.

Additional information including frequently asked questions is available at [www.careandprotect.com](http://www.careandprotect.com). If you still have questions after visiting the website, please call Network Solutions at 888-642-0297.

Sincerely,



Roy Dunbar  
Chairman & CEO of Network Solutions