

**Reporting Form**  
**For Business, Individual or NY State Entity reporting a**  
**“Breach of the Security of the System”**  
**Pursuant to the Information Security Breach**  
**and Notification Act (General Business Law §889-aa;**  
**State Technology Law §208)**

Name of Business, Individual or State Entity T-Mobile USA, Inc.  
Date of Discovery of Breach: 7/9/06  
Estimated Number of Affected Individuals: 14,478  
Date of Notification to Affected Individuals: 9/20/06, 9/22/06  
Manner of Notification:  written notice  
 electronic notice (email)  
 telephone notice

Are you requesting substitute notice?  Yes  No (If yes, attach justification)

Content of Notification to Affected Individuals: Describe what happened in general terms and what kind of information was involved. Please attach copy of Notice.

An unknown individual broke into an independent dealer's store in Commack, New York, and may have accessed personal information of T-Mobile customers, as well as customers of other wireless carriers, on a computer located in the store. Although law enforcement investigation was "inconclusive" as to what information, if any, was inappropriately accessed by the intruder, out of an abundance of caution, T-Mobile is providing notice to its' customers.

Name of Business or Individual Contact Person: Pamela Henderson  
Title: Corporate Counsel for Privacy  
Telephone number: (425) 383-5687  
Email: Pamela.henderson3@T-Mobile.com

Dated: 9/26/06  
Submitted by: Pamela Henderson  
Title: Corporate Counsel for Privacy  
Address: 12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006  
Email: Pamlea.henderson3@T-Mobile.com  
Telephone: (425) 383-5687 Fax: (425) 378-6290

**PLEASE SUBMIT THIS FORM TO ALL THREE (3) STATE AGENCIES as follows:**

**Fax** this form to:

**CPB:**

Security Breach Notification-  
Fax: 518-474-2474

**NYS Office of Cyber Security and Critical Infrastructure Coordination (CSCIC):**

30 South Pearl St.  
Floor P2  
Albany, NY 12207  
Fax: 518-474-9090

and also **Fax & Mail** this form to:

**Attorney General:**

Asst. Attorney General in Charge  
Bureau of Consumer Frauds  
120 Broadway - 3<sup>rd</sup> Floor  
New York, NY 10271  
Fax: 212-416-6003

# T-Mobile®

T-Mobile USA, Inc.  
12920 SE 38th Street, Bellevue, WA 98006

Pamela Henderson  
Corporate Counsel for Privacy  
T-Mobile, USA, Inc.  
12920 SE 38<sup>th</sup> Street  
Bellevue, WA 98006  
(425) 383-5687

October 13, 2006

**VIA CERTIFIED MAIL**

Re: INCD2006-10-00358

New York State Consumer Protection Board  
5 Empire State Plaza, Suite 2101  
Albany, New York 12223

**Re: Notice of Potential Security Breach – Missing Laptop**

Dear Sir or Madam:

Pursuant to Section 899-a of the New York General Business Law, T-Mobile USA, Inc. ("T-Mobile") provides you with this notice concerning a potential information security breach.

While recently traveling on business, a T-Mobile employee's laptop which may have contained certain sensitive employee information, was lost. The loss of this laptop occurred after the luggage containing the laptop was placed into checked baggage, sometime after the Transportation Security Administration performed an inspection of the bag. On September 29<sup>th</sup>, the T-Mobile employee informed the internal investigation team that this laptop *may have contained* employee Social Security number information, together with names, addresses and salary information. From computer back-up files, it cannot be ascertained for certain whether Social Security number information was *actually* included on the laptop. Nonetheless, out of an abundance of caution, we are notifying our employees who may have been affected by this potential breach in the security of their personal information. Nonetheless, out of an abundance of caution, we intend to send the enclosed notification on October 14, 2006, to 45,000 of our employees, including 923 employees who are New York residents, who may have been affected by this potential breach.

If you have any questions regarding this letter or its contents, please contact Pamela Henderson at the contact information provided above. We are sending a similar letter to the New York Consumer Protection Board and the New York Office of Cyber Security and Critical Infrastructure Coordination. We have also provided advance notification to the three credit bureaus.

Sincerely,  
T-Mobile USA, Inc.

Enclosure

RECEIVED  
OCT 13 2006  
10:11 AM  
NEW YORK

**Reporting Form**  
**For Business, Individual or NY State Entity reporting a**  
**"Breach of the Security of the System"**  
**Pursuant to the Information Security Breach**  
**and Notification Act (General Business Law §889-aa;**  
**State Technology Law §208)**

Name of Business, Individual or State Entity T-Mobile USA, Inc.  
Date of Discovery of Breach: 7/9/06  
Estimated Number of Affected Individuals: 14,478  
Date of Notification to Affected Individuals: 9/20/06, 9/22/06  
Manner of Notification:  written notice  
 electronic notice (email)  
 telephone notice

Are you requesting substitute notice?  Yes  No (If yes, attach justification)

Content of Notification to Affected Individuals: Describe what happened in general terms and what kind of information was involved. Please attach copy of Notice.

An unknown individual broke into an independent dealer's store in Commack, New York, and may have accessed personal information of T-Mobile customers, as well as customers of other wireless carriers, on a computer located in the store. Although law enforcement investigation was "inconclusive" as to what information, if any, was inappropriately accessed by the intruder, out of an abundance of caution, T-Mobile is providing notice to its' customers.

Name of Business or Individual Contact Person: Pamela Henderson  
Title: Corporate Counsel for Privacy  
Telephone number: (425) 383-5687  
Email: Pamela.henderson3@T-Mobile.com

Dated: 9/26/06  
Submitted by: Pamela Henderson  
Title: Corporate Counsel for Privacy  
Address: 12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006  
Email: Pamlea.henderson3@T-Mobile.com  
Telephone: (425) 383-5687 Fax: (425) 378-6290

Attention  
Lisa Harris

**PLEASE SUBMIT THIS FORM TO ALL THREE (3) STATE AGENCIES as follows:**

**Fax** this form to:

**CPB:**

Security Breach Notification-  
Fax: 518-474-2474

**NYS Office of Cyber Security and Critical Infrastructure Coordination (CSCIC):**

30 South Pearl St.  
Floor P2  
Albany, NY 12207  
Fax: 518-474-9090

and also **Fax & Mail** this form to:

**Attorney General:**

Asst. Attorney General in Charge  
Bureau of Consumer Frauds  
120 Broadway - 3<sup>rd</sup> Floor  
New York, NY 10271  
Fax: 212-416-6003



T-Mobile USA, Inc.  
19901 SE 30th Street, Bellevue, WA 98005

September 20, 2006

Re: INCD2006-07-00315

Dear Customer:

We are writing to inform you about an incident at an Arjay Wireless store, that may have exposed certain of your personal information to a third party.

Arjay Wireless, an independent dealer of T-Mobile and other carriers, notified law enforcement and T-Mobile that an unidentified person broke into their store in Commack, New York and may have inappropriately accessed a computer in the store which contained information about T-Mobile customers and customers of other wireless carriers. After being notified, T-Mobile initiated an investigation. Based on the forensics analysis first done by law enforcement and then by T-Mobile, it cannot be determined what customer information, if any, was accessed by the intruder. We have been advised by Arjay Wireless that the computer contained a database of T-Mobile and other wireless carriers' customer information, and may have included your name, address, Social Security number, credit card number, and possibly other personal information you may have provided to Arjay Wireless.

Although it cannot be determined what information, if any, was accessed by the intruder at the Arjay Wireless Store, out of an abundance of caution, we are writing you, and would like to suggest several actions that you may wish to take to protect your personal information and guard against identity theft.

1. Implement password protection for your T-Mobile accounts if you have not done so already. For information and help regarding account passwords, you can update your profile at [www.t-mobile.com](http://www.t-mobile.com) or contact a customer service representative at 1-800-T-MOBILE. Pick a password someone cannot easily guess, and do not share your password or your account information with others.
2. Place a fraud alert with the three major credit bureaus. 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 and to order a complimentary credit report. Additionally, some states allow residents to place a "freeze" on their credit file with the credit bureau.

Experian	Equifax	TransUnion
P.O. Box 2002	P.O. Box 740241	P.O. Box 390
Allen, TX 75013	Atlanta, GA 30374 - 0241	Springfield, PA 18064-0390
888-397-3742	800-525-6285	800-680-7289

3. Review your credit report carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Look for personal information that is inaccurate, such as home address and Social Security number. If you see anything that is incorrect, or that you do not understand, call the credit bureau. If you notice incorrect or suspicious credit card activity, you may want to contact your credit card company directly to request that a fraud flag be placed on your account or, alternatively, that they close your current account and open a new one in its place. You may want to check your credit report every three months for the next year. While we have no current information that suggests your personal information has been used by any third party, it is always best to check with credit bureaus to be sure.

For more information and resources on identity theft, visit the Federal Trade Commission Identify Theft resource center at: <http://www.consumer.gov/idtheft/>.

We continue to monitor the progress of the law enforcement investigation. If you wish, you may contact the Suffolk County Police Department at 1-631-854-8241, and reference Incident Number 06-357581, to learn more about the incident at Arjay Wireless.

Should you have any questions, please contact us at 1-877-564-3643.

Very truly yours,

T-Mobile USA, Inc.



T-Mobile USA, Inc.  
12920 SE 38th Street, Bellevue, WA 98006

Pamela Henderson  
Corporate Counsel for Privacy  
(425) 383-5687

September 19, 2006

**VIA CERTIFIED MAIL**

Re: INCD2006-07-00315

New York State Consumer Protection Board  
5 Empire State Plaza, Suite 2101  
Albany, New York 12223

**Re: Notice of Potential Security Breach**

Dear Sir or Madam:

Pursuant to Section 899-a of the New York General Business Law, T-Mobile USA, Inc. ("T-Mobile") provides you with this notice concerning a potential information security breach.

Arjay Wireless, an independent dealer of T-Mobile and other carriers, notified law enforcement and T-Mobile that an unidentified person or persons broke into their store in Commack, New York and may have inappropriately accessed a computer in the store which contained information on T-Mobile customers (including name, address, social security number and credit card information), and customers of other carriers. After receiving such notice, T-Mobile initiated an investigation. Based on the forensics analysis done by law enforcement and T-Mobile, it cannot be ascertained what customer information, if any, was accessed by the intruder. Nonetheless, out of an abundance of caution, we intend to send the enclosed notification on September 20<sup>th</sup>, 2006, to 14,478 of our customers, including 7,496 customers who are New York residents, who may have been affected of this potential breach.

For information about the apparent break-in at the independent dealer, you may contact the Suffolk County Police Department at 1-631-854-8241 and reference Incident Number 06-357581. If you have any questions regarding this letter or its contents, please contact Pamela Henderson at the contact information provided above.

We are sending a similar letter to the New York Consumer Protection Board and the New York Office of Cyber Security and Critical Infrastructure Coordination.

Sincerely,  
T-Mobile USA, Inc.

Enclosure