

North Carolina Security Breach Reporting Form Pursuant to the Identity Theft Protection Act of 2005

Name of Business Owning or Licensing Information Affected by the

PLEASE SUBMIT FORM TO:

Breach: Voxant
Address: 1851 Alexander Bell Dr. Suite 350
Reston, VA
Telephone: 703-964-0696
Fax: 703-391-2916
Email: r.kulesza@voxant.com

Consumer Protection Division
NC Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
Telephone: (919) 716-6000
Toll Free in NC: (877) 566-7226
FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: mailed Aug. 31, 2007
Date the Security Breach was discovered: initial (phishing) June 19, 20 credit card potential: July 24
Estimated number of affected individuals: 4,500 (four thousand, five hundred)
Estimated number of NC residents affected: less than 10 (ten)

Name of business maintaining or possessing information that was the subject of the Security Breach, if the business that experienced the Security Breach is not the same entity as the business reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b)): (same)

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: Electronic; please see attached

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. Yes If so, please describe the security measures protecting the information: please see attached.

Describe any measures taken to prevent a similar Security Breach from occurring in the future: please see attached.

Date affected NC residents were/will be notified: mailing on/about Sept-5, 2007
If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): _____

If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(c), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified?
(pursuant to N.C.G.S. § 75-65(e))
Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

- written notice
- electronic notice (email)
- telephone notice
- substitute notice

Signature: _____ Date: _____
Contact Person, Title: Roylene Kulesza, Director Syndication
Address: (same)
(if different from above)
Telephone: 703-964-0696 Fax: (same) Email: (same)



The Viral Syndication Network

1851 Alexander Bell Drive, Reston, VA 20191

Consumer Protection Division
NC Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001

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 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

5451 Alameda at Redwood Ave. in Emeryville, CA 94608

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 or by calling 1-877-322-8228.