



**Dorothy Attwood**  
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Regulatory Planning & Policy  
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May 22, 2008

The Honorable Martha Coakley, Attorney General  
Office of the Attorney General  
McCormack Building  
One Ashburton Place  
Boston, MA 02108

Daniel Crane, Director  
Massachusetts Office of Consumer Affairs and Business Regulation  
Ten Park Plaza, Suite 5170  
Boston, MA 02116

**Re: Notice of Potential Exposure of Personal Identifying Information**

This letter is to notify you that on May 23, 2008 AT&T will begin notifying employees (and a few former employees) that their personal information may have been accessed by an unauthorized third party following the theft of a laptop computer in Texas. The laptop contained unencrypted files that included the names, social security numbers and, in many cases, salary information for AT&T employees and former employees.

The attached notice letter will be sent via United States Mail to affected individuals in batches starting on May 23, 2008 and continuing for the next few days thereafter. Our records indicate that 621 Massachusetts residents will receive this notice of potential breach.

The laptop in question was stolen on May 15, 2008 from the locked automobile of an AT&T employee. AT&T reported this incident to the San Antonio, Texas Police Department, and believes that the theft was a random crime. The laptop was password protected, and the investigation and recovery efforts are ongoing. We have no evidence at this time that the information has been, or will be, used for unauthorized purposes. However, as a precaution, we are notifying affected individuals and the national credit reporting agencies, offering one year of free credit monitoring service, and urging that affected individuals place a fraud alert on their credit report.

AT&T will also provide detailed responses to inquiries through the provision of a toll-free number and dedicated call center.

AT&T deeply regrets this incident and is taking steps to reinforce that our policies to safeguard sensitive information are strictly followed to avoid future such incidents.

If you have questions, please call Michelle Consalvo at (617) 574-3148.

Sincerely,

**Dorothy Attwood**  
Chief Privacy Officer

cc: Anne Wolfe, AT&T  
Michelle Consalvo, AT&T



P.O. Box 460582  
St. Louis, MO 63146

May 23, 2008

Equifax promotion code: XXXXX-XXXXXXXXXX

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**Re: Important Notice – Potential Exposure of Personal Identifying Information**

Dear AT&T Manager:

This letter is to advise you of a recent theft of a laptop computer containing AT&T management compensation information, including employee names, Social Security numbers and salary and bonus information. Unfortunately, your information was contained in these files.

We've reported this incident, which occurred on May 15, to law-enforcement authorities and believe that the theft was a random crime. The computer was password protected, and we have no evidence that your personal information has been, or will be, used for unauthorized purposes. However, as a precaution, we are notifying you that the possibility exists that this information could be fraudulently used to open or access your credit accounts.

AT&T is offering you, free of charge, one year of Equifax Credit Watch Gold™ credit monitoring and identity-theft protection. Included in the Equifax service is an "early warning system" to notify you of changes to your credit file. Please see the explanation and instructions on the reverse side of this letter on how to sign up for the Equifax plan.

Finally, we urge you to contact any of the major credit-reporting agencies to place a fraud alert on your credit report and to learn about the identity-theft programs offered by the Federal Trade Commission. On the reverse side of this letter are details on how to contact the credit-reporting agencies.

We deeply regret this incident and are taking steps to reinforce that our policies to safeguard your information are strictly followed to avoid future such incidents.

For questions, you may visit the AT&T HROneStop Web site or call HROneStop at 1-888-722-1787, and say "employee service hotline."

Sincerely,

A handwritten signature in cursive script that reads "Bill Blase".

**Bill Blase**  
Senior Executive Vice President, Human Resources

## DETAILS ON OFFER FOR EQUIFAX CREDIT WATCH GOLD™

AT&T has arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax Credit Watch Gold™ identity-theft-protection service by June 30, 2009. Please use the code at the top of page 1. If you currently subscribe to Equifax credit-monitoring service, please keep the promotion code at the top of page 1 to use when your current subscription expires. The new promotion code can be activated after your current Equifax service expires.
2. The promotion code we have provided is available for you to sign up through June 2009. Your new subscription will run for a year following activation.
3. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit-reporting agencies. See the "Fraud Alerts" information at the bottom of this page.

### Equifax Credit Watch key features and benefits are:

- Comprehensive credit file monitoring of your Equifax credit report with daily notification of key changes to your credit file
- Wireless alerts and customizable alerts available
- Unlimited access to your Equifax Credit Report™
- \$20,000 in identity-theft insurance with \$0 deductible, at no additional cost to you †
- 24-by-7 live-agent customer service to assist you in understanding the content of your Equifax credit information, to provide personalized identity-theft victim assistance and in initiating an investigation of inaccurate information

How to enroll online: Visit [www.myservices.equifax.com/gold](http://www.myservices.equifax.com/gold)

1. **Consumer Information:** Complete the form with your contact information (name, address and e-mail address) and click "Continue." The information is provided in a secured environment.
2. **Identity Verification:** Complete the form with your Social Security number, date of birth and telephone numbers. Create a user name and password. Agree to the Terms of Use, and click "Continue." The system will ask you up to two security questions to verify your identity.
3. **Payment Information:** During the check-out process, enter the promotional code at the top of this letter into the "Enter Promotion Code" box (no spaces, include dash). After entering your code, press the "Apply Code" button and then the "Submit Order" button at the bottom of the page. (This code eliminates the need to provide a credit-card number for payment.)
4. **Order Confirmation:** Click "View My Product" to access your Equifax Credit Report.

To sign up for US mail delivery of the product, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as shown on page 1 (no spaces, exclude dash).
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your fulfillment kit via the US mail (when Equifax is able to verify your identity) or a customer care letter with further instructions (if your identity cannot be verified using the information provided).

### Fraud Alerts

In addition to credit monitoring, we suggest that you contact the fraud departments of any one of the three major credit-reporting agencies and let them know you may be a potential victim of identity theft. That agency will notify the other two. Through that process, a "fraud alert" will automatically be placed in each of your three credit reports to notify creditors not to issue new credit in your name without gaining your permission. Contact:

<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374 To report fraud, call: 1-877-478-7625 Web site: <a href="http://www.fraudalerts.equifax.com">www.fraudalerts.equifax.com</a>	<b>Experian</b> P.O. Box 2002 Allen, TX 75013 To report fraud, call: 1-888-397-3742 Web site: <a href="http://www.experian.com">www.experian.com</a>	<b>TransUnion</b> P.O. Box 6790 Fullerton, CA 92834 To report fraud, call: 1-800-680-7289 Web site: <a href="http://www.transunion.com">www.transunion.com</a>
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We also encourage you to carefully review your credit report(s). Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Also review your personal information for accuracy, such as home address and Social Security number. If you see anything you do not understand or that is inaccurate, call the credit-reporting agency at the telephone number on the report. If you find suspicious activity on your credit reports or bank account, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need copies of the police report to clear your personal records.

† Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York.

This product is not intended for minors (under 18 years of age). Equifax's credit monitoring products are protected by US Patent 7,028,052

**Massachusetts Law**

You have a right under Massachusetts law to obtain a police report, although your opportunity to obtain a report from law enforcement authorities in another jurisdiction may be limited.

In addition, you have a right under Massachusetts law to request a "security freeze" on your credit report. A security freeze will prohibit a credit reporting agency from releasing any information in your credit report without your express authorization. A security freeze must be requested by sending a request either by certified mail, overnight mail, or regular stamped mail to a credit reporting agency, or as authorized by regulation. Please note the following in regard to requesting a security freeze from each of the three major credit reporting agencies:

	Equifax (information from <a href="http://www.equifax.com">www.equifax.com</a> : subject to change by Equifax)	Experian Information from <a href="http://www.experian.com">www.experian.com</a> : subject to change by Experian)	TransUnion (Information from <a href="http://www.transunion.com">www.transunion.com</a> : subject to change by TransUnion)								
How a consumer may request a security freeze and the necessary information you will need to provide when requesting a security freeze	<p>Only <u>you</u> can request that a security freeze be placed on your Equifax credit file and only you can request that it be removed or temporarily lifted.</p> <p>To place or permanently remove a security freeze with Equifax send by certified mail:</p> <ol style="list-style-type: none"> <li>1. Your Name</li> <li>2. Address</li> <li>3. Date of Birth</li> <li>4. Social Security Number</li> <li>5. Proof of current address such as a current utility bill</li> <li>6. Applicable fee, if any.</li> </ol> <p>Send your security freeze request information via certified mail to: Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348</p> <p>Additionally, the security freeze will remain on your Equifax credit file until:</p> <ol style="list-style-type: none"> <li>1) you request that it be permanently removed or</li> <li>2) you request a temporary lift of the security freeze for a specific credit grantor, credit file user, or specific period of time.</li> </ol> <p>** Retain the 10-digit security freeze confirmation number; it is required to request a lift of your security freeze.</p>	<p>You can add an Extended Fraud Victim Alert to your Experian report by submitting a copy of a valid identity theft report that you have filed with a Federal, State or local law enforcement agency. An Extended Alert will remain on your report for seven years. Include one copy of a government issued identification card, such as a driver's license, state ID card, military ID card, etc., and one copy of a utility bill, bank or insurance statement, etc. Make sure that each copy is legible (enlarge if necessary), displays your name and current mailing address, and the date of issue (statement dates must be recent). Experian is unable to accept credit card statements, voided checks, lease agreements, magazine subscriptions or postal service forwarding orders as proof.</p> <p>Send your Extended Fraud Victim Alert to: Experian PO Box 9532 Allen, TX 75013</p>	<p>If you wish to add a Security Freeze to your TransUnion credit report, you must submit a written request to TransUnion. Residents of Massachusetts may make their requests via overnight mail. Your written request must include your name, address, Social Security Number along with the applicable fee, if any, for the service. Include proof of your current residence, such as a state issued identification card or driver's license.</p> <p>Mail your written request to: TransUnion, Fraud Victim Assistance Department, P.O. Box 6790 Fullerton, CA 92834</p> <p>Residents of Massachusetts may make their requests via overnight mail to TransUnion Fraud Victim Assistance Department 1561 E. Orangethorpe Ave. Fullerton, CA 92831.</p> <p>In general, the Security Freeze will remain on your file until you request its removal in writing. Security Freeze for some states remain in effect for seven years from the date the file is frozen.</p>								
Fees	<table border="1"> <tr> <td>MA ID Theft Victim and Spouse</td> <td>Free</td> </tr> <tr> <td>Non-Victim</td> <td>\$5.00</td> </tr> </table>	MA ID Theft Victim and Spouse	Free	Non-Victim	\$5.00	None, subject to change by Experian	<table border="1"> <tr> <td>MA ID Theft Victim and Spouse</td> <td>Free</td> </tr> <tr> <td>Non-Victim</td> <td>\$5.00</td> </tr> </table>	MA ID Theft Victim and Spouse	Free	Non-Victim	\$5.00
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