



18842

February 9, 2021

«FIRST\_NAME» «LAST\_NAME»  
«Address\_Line\_1»  
«CITY», «STATE» «ZIP\_Code»

## NOTICE OF DATA BREACH

Dear Customer:

Recently, we detected unauthorized activity on your T-Mobile account, during which an unknown actor gained access to your account information, including personal information and your personal identification number (PIN). T-Mobile quickly identified and terminated the unauthorized activity; however, we do recommend that you change your customer account PIN.

### What Happened?

On \_\_\_\_\_, an unknown actor gained access to certain account information. It appears the actor may then have used this information to port your line to a different carrier without your authorization. T-Mobile identified this activity-terminated the unauthorized access, and implemented measures to protect against reoccurrence.

### What Information Was Involved?

The information accessed may have included your full name, address, email address, account number, social security number, customer account personal identification number (PIN), account security questions and answers, date of birth, plan information, and the number of lines subscribed to on your account.

### What We Are Doing

We are offering you two years of free credit monitoring and identity theft detection services, provided by *myTrueIdentity*, from Transunion. Your activation code is \_\_\_\_\_. Please enroll by May 31, 2021 at [www.mytrueidentity.com](http://www.mytrueidentity.com). Attached is a Step-by-Step Enrollment Guide as well as a How-To for signing up for Credit Monitoring Services.

### What You Can Do

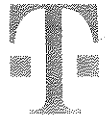
If you have not already done so, we recommend that you review your account information and, as noted above, change the PIN on your account as well as change your security questions and answers. We also encourage you to update your account passwords and confirm you have appropriate security for your email, financial, and other accounts. For assistance, you can reach Customer Care by dialing 611 from your phone or by calling 1-800-937-8997 from any phone. For additional resources regarding security on your account, please review our Privacy Resources at: <https://www.t-mobile.com/responsibility/privacy>.

We urge you to remain vigilant in monitoring any potentially unauthorized credit activity associated with your identity. You may obtain additional information about the risks of identity

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theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>. If you suspect that you are the victim of identity theft or fraud, you have the right to file a report with the police or law enforcement. In addition, you may contact the FTC or your State Attorney General to learn more about the steps you can take to protect yourself against identity theft.

If you have questions about *myTrueIdentity*, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact TransUnion's customer care at 1-855-288-5422 using passcode 697322.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may wish to place a fraud alert with the three major credit bureaus which we have listed below. 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 on your credit file without charge, and they will contact the other two bureaus on your behalf.

Experian<sup>®</sup>  
P.O Box 9554  
Allen, TX 75013  
[www.experian.com/fraud](http://www.experian.com/fraud)  
1-888-397-3742

Equifax<sup>®</sup>  
P.O Box 740256  
Atlanta, GA 30374  
[www.alerts.equifax.com](http://www.alerts.equifax.com)  
1-800-525-6285

TransUnion<sup>®</sup>  
P.O Box 2000  
Chester, PA 19016  
[www.transunion.com/fraud](http://www.transunion.com/fraud)  
1-800-680-7289

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960

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<https://www.equifax.com/personal/credit-report-services/>

**Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

**TransUnion Security Freeze**

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those

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entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

### **For More Information**

The security of your account is important to us and that is why we provide these details. We are working to further enhance security so we can stay ahead of this type of activity. We regret any inconvenience this incident may cause you. Please contact us at 1-800-937-8997 if you have any questions.

Sincerely,

Privacy  
T-Mobile US, Inc.

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## ADDITIONAL RESOURCES:

Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC. Contact information for the FTC and state attorneys general is included below.

**Federal Trade Commission: Visit:** <https://www.ftccomplaintassistant.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580, (202) 326-2222.

**Alabama Residents:** The Attorney General can be contacted at 1-800-392-5658 or <https://www.alabamaag.gov/consumercomplaint>.

**Alaska Residents:** The Attorney General can be contacted at 1031 West 4th Ave., Suite 200, Anchorage, AK 99501-1994; 1-888-576-2529; [http://www.law.alaska.gov/departments/civil/consumer/ep\\_complaint.html](http://www.law.alaska.gov/departments/civil/consumer/ep_complaint.html).

**Arizona Residents:** The Attorney General can be contacted at 602-542-5025 or <https://www.azag.gov/consumer/data-breach>.

**Arkansas Residents:** The Attorney General can be contacted at 800-482-8982; [consumer@ArkansasAG.gov](mailto:consumer@ArkansasAG.gov); or <https://arkansasag.gov/forms/file-a-consumer-complaint/>.

**California Residents:** Visit the California Office of Privacy Protection <https://oag.ca.gov/privacy/databreach/reporting> for additional information on protection against identity theft.

**Colorado Residents:** The Attorney General can be contacted at 720-508-6000 or <https://coag.gov/resources/data-protection-laws/>.

**Connecticut Residents:** The Attorney General can be contacted at 450 Columbus Boulevard, Suite 901, Hartford, CT, 06103-1840; 800-842-2649; or <https://portal.ct.gov/AG/General/Report-a-Breach-of-Security-Involving-Computerized-Data>.

**Delaware Residents:** Contact The Delaware Fraud & Consumer Protection Division at 302-577-8600. For additional information on protection against identity theft: <https://attorneygeneral.delaware.gov/fraud/cpu/idtheft/>.

**District of Columbia:** The Attorney General can be contacted at 202-727-4159 or <https://oag.dc.gov/consumer-protection/consumer-alert-identity-theft>.

**Florida Residents:** The Attorney General can be contacted at 1-866-966-7226 or [http://www.myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Consumer\\_Protection\\_Division](http://www.myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Consumer_Protection_Division).

**Georgia Residents:** The Attorney General can be contacted at 800-869-1123 or <https://consumer.georgia.gov/consumer-topics/identity-theft-what-do-if-it-happens-you>.

**Hawaii Residents:** Contact the Hawaii Department of Commerce and Consumer Affairs at 808-587-3222 or <https://cca.hawaii.gov/identity-theft-information/>.

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**Idaho Residents:** The Attorney General can be contacted at 208-334-2400 or <https://www.ag.idaho.gov/>.

**Illinois Residents:** The Attorney General can be contacted at 1-800-386-5438 or <https://ccformsubmission.ilattorneygeneral.net/>.

**Indiana Residents:** The Attorney General can be contacted at 1-800-382-5516 or <https://www.in.gov/attorneygeneral/2895.htm>.

**Iowa Residents:** The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319; 515 281-5164; or [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

**Kansas Residents:** The Attorney General can be contacted at 120 SW 10th Ave, 2nd Floor, Topeka, KS 66612-1597; 785-296-2215; <https://ag.ks.gov/in-your-corner-kansas/your-identity/what-should-i-do-if-my-data-is-breached>.

**Kentucky Residents:** The Attorney General can be contacted at Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601; [www.ag.ky.gov](http://www.ag.ky.gov); or 502-696-5300.

**Louisiana Residents:** The Attorney General can be contacted at 1-800-351-4889 or <https://www.ag.state.la.us/Page/DataBreach>.

**Maine Residents:** The Attorney General can be contacted at 6 State House Station, Augusta, ME 04333; 207-626-8800; or [https://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml).

**Maryland Residents:** The Attorney General can be contacted at 200 St. Paul Place, Baltimore, MD 21202; 888-743-0023; or <https://www.marylandattorneygeneral.gov/pages/identitytheft/databreech.aspx>.

**Massachusetts Residents:** The Attorney General can be contacted at 501 Boylston Street, Ste. 5100, Boston, MA 02116; 888-283-3757 or <https://www.mass.gov/how-to/file-a-consumer-complaint>.

**Michigan Residents:** The Attorney General can be contacted at 877-765-8388; or <https://www.michigan.gov/ag/>.

**Minnesota Residents:** The Attorney General can be contacted at 445 Minnesota Street, Suite 1400, St. Paul, MN 55101; 800-657-3787; <https://www.ag.state.mn.us/Consumer/Publications/PersonalInformationBreaches.asp>.

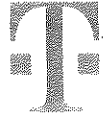
**Mississippi Residents:** The Attorney General can be contacted at 550 High Street, Jackson MS 39201; 601-359-3680; <https://www.ago.state.ms.us/divisions/consumer-protection/>.

**Missouri Residents:** The Attorney General can be contacted at Supreme Court Building, 207 W. High St., P.O. Box 899, Jefferson City, MO 65102; 800-392-8222; or <https://ago.mo.gov/app/consumercomplaint>.

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**Montana Residents:** The Attorney General can be contacted at 215 N Sander, Helena, MT 59620-0151; 800-498-6455; or <https://dojmt.gov/consumer/affected-data-breach/>.

**Nebraska Residents:** The Attorney General can be contacted at 2115 State Capitol, Lincoln, NE 68509; 800-727-6432; or <https://protectthegoodlife.nebraska.gov/data-breach-notification>.

**Nevada Residents:** The Attorney General can be contacted at 702-486-3132 or [https://ag.nv.gov/Hot\\_Topics/Victims/IDTheft/](https://ag.nv.gov/Hot_Topics/Victims/IDTheft/).

**New Hampshire Residents:** The Attorney General can be contacted at 33 Capitol Street, Concord, NH 03301, 888-468-4454; or <https://www.doj.nh.gov/consumer/>.

**New Jersey Residents:** The Attorney General can be contacted at 124 Halsey Street, Newark, NJ 07101; 973-504-6200; or <https://www.njconsumeraffairs.gov/ocp/Pages/default.aspx>.

**New Mexico Residents:** The Attorney General can be contacted at 408 Galisteo Street, Villagra Building, Santa Fe, NM 87501; 844-255-9210; <https://www.nmag.gov/identity-theft.aspx>; You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf) or [www.ftc.gov](http://www.ftc.gov).

**New York Residents:** The Attorney General can be contacted at The Capitol, Albany, NY 12224-034; 800-771-7755 or <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>.

**North Carolina Residents:** The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 919-716-6000; or <https://ncdoj.gov/protecting-consumers/identity-theft/>.

**North Dakota Residents:** The Attorney General can be contacted at 600 E. Boulevard Ave Dept. 125, Bismarck ND 58505; 1-800-472-2600 or [ndag@nd.gov](mailto:ndag@nd.gov). For more information, please visit <https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints>.

**Ohio Residents:** The Attorney General can be contacted at 30 E. Broad St., 14th Floor Columbus, OH 43215; 800-282-0515; <https://www.ohioattorneygeneral.gov/New-Complaint.aspx>.

**Oklahoma Residents:** The Attorney General can be contacted at 313 NE 21st Street Oklahoma City, OK 73105; 833-681-1895; <https://www.oag.ok.gov/consumer-protection>.

**Oregon Residents:** The Attorney General can be contacted at 877-877-9392; <https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/data-breaches/>.

**Pennsylvania Residents:** The Attorney General can be contacted at Strawberry Square, Harrisburg, PA 17120; 800-441-2555; <https://www.attorneygeneral.gov/protect-yourself/identity-theft/>.

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**Puerto Rico Residents:** The Puerto Rico Department of Consumer Affairs can be contacted at 787-722-7555.

**Rhode Island Residents:** The Attorney General can be contacted at 150 South Main Street, Providence, RI 02903; 401-274-4400; or [consumers@riag.ri.gov](mailto:consumers@riag.ri.gov). You may also file a police report by contacting local or state law enforcement agencies.

**South Carolina Residents:** The Attorney General Consumer Affairs Division can be contacted at 803-734-4200 or <https://consumer.sc.gov/identity-theft-unit>.

**South Dakota Residents:** The Attorney General Division of Consumer Protection can be contacted at 1302 E HWY 14 Ste 3, Pierre, SD 57501; 605-773-4400; or <https://consumer.sd.gov/fastfacts/securitybreach.aspx>.

**Tennessee Residents:** The Attorney General can be contacted at 615-251-5185 or <https://www.tn.gov/content/tn/attorneygeneral/working-for-tennessee/consumer/resources.html>

**Texas Residents:** The Attorney General can be contacted at 800-621-0508 or <https://www.texasattorneygeneral.gov/consumer-protection/identity-theft>. Visit <http://txoag.force.com/CPDOnlineForm> for its consumer complaint form.

**Utah Residents:** The Attorney General can be contacted at 801-366-0260 or <https://attorneygeneral.utah.gov/contact/complaint-form/>implaint Form - Utah Attorney General.

**Vermont Residents:** The Attorney General can be contacted at 109 State St, Montpelier, VT 05609; 800-649-2424; or <https://ago.vermont.gov/privacy-data-security/>.

**Virginia Residents:** The Attorney General can be contacted at 804-786-2042 or <https://www.oag.state.va.us/consumer-protection/index.php/get-help/contact-us2>.

**Washington Residents:** The Attorney General can be contacted at 800 5th Ave. Ste. 2000, Seattle, WA 98104-3188; 206-464-6684 or more information may be found at <https://www.atg.wa.gov/fileacomplaint.aspx>.

**West Virginia Residents:** The Attorney General can be contacted at 1-800-368-8808 or <https://ago.wv.gov/consumerprotection/Pages/Identity-Theft-Prevention.aspx>.

**Wisconsin Residents:** The Attorney General can be contacted at 608-266-1221. For more information on Identity Theft and Privacy Protection <https://datep.wi.gov/Pages/Publications/IDTheftPrivacyProtectionFactSheets.aspx>.

**Wyoming Residents:** The Attorney General can be contacted at 2320 Capitol Avenue Cheyenne, WY 82002; 1-800-438-5799

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