

March 24, 2022

VIA E-MAIL: Idtheft@oag.state.md.us

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Notification Pursuant to Md. Code Ann., Com. Law § 14-3504

Dear Attorney General Frosh:

We are writing on behalf of our client, SupraNet Communications, Inc. ("SupraNet"), to notify you of a breach of security involving one (1) Maryland resident.

NATURE OF THE INCIDENT

On February 14, 2022, SupraNet detected and stopped suspicious activity involving a limited number of SupraNet email accounts and servers while it was still in progress. Upon learning of the situation, SupraNet took immediate steps to both contain and thoroughly investigate the incident and also engaged a specialized third-party forensics firm to determine the nature and scope of the incident.

Based on the forensic investigation, SupraNet can confirm that on or around February 10, 2022, an unauthorized third party accessed a SupraNet employee's email account that contained the personal information of one (1) Maryland resident, including their full name and Social Security number. However, SupraNet has no evidence to suggest that this information was actually accessed, viewed, or otherwise acquired by the unauthorized third party.

STEPS WE ARE TAKING RELATED TO THE INCIDENT

SupraNet will mail a notification letter to the potentially affected Maryland resident on March 25, 2022, pursuant to Md. Code Ann., Com. Law § 14-3504. Enclosed is a sample copy of the notice that will be sent to this individual.

As a precautionary measure, SupraNet will provide the potentially affected Maryland resident with credit monitoring services through TransUnion Interactive, a subsidiary of TransUnion®, at no charge for a period of twelve (12) months, and also will staff a support line to answer any questions individuals may have about this incident or the services available to them.



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In response to this incident, SupraNet implemented additional security measures to help protect the privacy of individuals' information that it maintains. SupraNet also hired forensic consultants to remediate the incident.

If you have any further inquiries concerning this notification, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads 'Jennifer L. Urban'. The signature is fluid and cursive, with the first name 'Jennifer' being more prominent.

Jennifer L. Urban
Foley & Lardner LLP

Encl: Sample Notification Letter



SupraNet Communications, Inc.
8000 Excelsior Drive
Madison, WI 53717-1914

<<Name>>
<<Street Address>>
<<City>><<State>><<Zip>>
<<Country>>

March 25, 2022

Dear <<Name>>:

At SupraNet Communications, Inc. ("SupraNet"), we value and respect the privacy of your information, which is why, as a precautionary measure, we are writing to inform you of a recent security event that potentially compromised certain sensitive information. Although you are not an employee of SupraNet, you are receiving this letter because we have determined that some of your personal information was contained in an email account belonging to a SupraNet employee that may have been impacted by this event.

WHAT HAPPENED?

On February 14, 2022, we detected and stopped suspicious activity involving a limited number of SupraNet email accounts and servers while it was still in progress. Upon learning of the situation, we took immediate steps to both contain and thoroughly investigate the incident and also engaged a specialized third-party forensics firm to determine the nature and scope of the incident.

Based on the forensic investigation, we can confirm that on or around February 10, 2022, an unauthorized third party accessed a SupraNet employee's email account that contained some of your personal information. However, we have no evidence to suggest that your information was actually accessed, viewed, or otherwise acquired by the unauthorized third party.

WHAT INFORMATION WAS INVOLVED?

The type of information that potentially could have been involved in this incident includes your full name and Social Security number.

WHAT WE ARE DOING

In response to this incident, we implemented additional security measures to help protect the privacy of your information. In addition, we hired forensic consultants to remediate the incident. To help relieve concerns and restore confidence following this incident, we have arranged for you to enroll, at no cost to you, in a comprehensive credit monitoring service for 12 months provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. You may sign up for this service by following the instructions attached to this notice.

WHAT YOU CAN DO

Please review the enclosed "Additional Resources" document included with this letter for further steps you can take to protect your information, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

FOR MORE INFORMATION

If you have any questions or concerns, please call us at (608) 836-0282 during regular business hours, Monday through Saturday.

Sincerely,

Bryan Chan
President
SupraNet Communications, Inc.

ADDITIONAL RESOURCES

Free Credit Report. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

- **Equifax**, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- **Experian**, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213
- **Innovis**, PO Box 1689, Pittsburgh, PA 15230-1689, www.innovis.com, 1-800-540-2505

Fraud Alert. You have the right to place an initial or extended "fraud alert" on your file at no cost by contacting any of the three nationwide credit reporting agencies identified below. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. If you are a victim of identity theft and have filed an identity theft report with law enforcement, you may want to consider placing an extended fraud alert, which lasts for 7 years, on your credit file.

- **Equifax**, PO Box 105069, Atlanta, GA 30348-5069, www.equifax.com/personal/credit-report-services/credit-fraud-alerts, 1-800-525-6285
- **Experian**, PO Box 9554, Allen, TX 75013, www.experian.com/fraud/center.html, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com/fraud-alerts, 1-800-680-7289
- **Innovis Consumer Assistance**, PO Box 26, Pittsburgh, PA 15230-0026, <https://www.innovis.com/personal/fraudActiveDutyAlerts>, 1-800-540-2505

Security Freeze. You have the right to place, lift, or remove a "security freeze" on your credit report, 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 separately with each of the consumer reporting agencies. To place a security freeze on your credit report, you may do so by contacting each of the consumer reporting agencies through the contact information below:

- **Equifax**, PO Box 105788, Atlanta, GA 30348-5788, www.equifax.com/personal/credit-report-services/credit-freeze, 1-800-298-0045
- **Experian**, PO Box 9554, Allen, TX 75013, www.experian.com/freeze/center.html, 1-888-397-3742
- **TransUnion**, PO Box 160, Woodlyn, PA 19094, www.transunion.com/credit-freeze, 1-888-909-8872
- **Innovis**, PO Box 26, Pittsburgh, PA 15230-0026, www.innovis.com/personal/securityFreeze, 1-800-540-2505

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 (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. 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 business day after receiving your request by toll-free telephone or secure electronic means, or up to three business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and may 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, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the credit bureaus and include 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 one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze.

Federal Trade Commission and State Attorneys General Offices. We recommend that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit reports for unauthorized activity. If you discover any suspicious or unusual activity on your accounts, you should promptly notify the financial institution or company with which your account is maintained. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the FTC, proper law enforcement authorities and/or your state attorney general. You may also contact these agencies for information on how to prevent or avoid identity theft and to obtain additional information about fraud alerts and security freezes. You may contact the FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (438-4338).

- **For Maryland Residents:** You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, Telephone: 1-888-743-0023 or 1-410-576-6491.

Enroll in 3-Bureau Credit Monitoring Service. As a safeguard, we have arranged for you to enroll, at no cost to you, in an online 3-bureau credit monitoring service (*myTrueIdentity*) for 12 months provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go directly to the *myTrueIdentity* website at www.mytrueidentity.com and in the space referenced as "Enter Activation Code", enter the following unique 12-letter Activation Code [XXXXXXXXXXXX] and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, 3-bureau credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code [XXXXXX] and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

Once you are enrolled, you will be able to obtain 12 months of unlimited access to your TransUnion credit report and VantageScore® credit score by TransUnion. The daily 3-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion®, Experian® and Equifax®, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes the ability to lock and unlock your TransUnion credit report online, access to identity restoration services that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

You can sign up for the *myTrueIdentity* online 3-Bureau Credit Monitoring service anytime between now and **July 31, 2022**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have credit files at TransUnion®, Experian® and Equifax®, or an address in the United States (or its territories) and a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

If you have questions about your *myTrueIdentity* online credit monitoring benefits, need help with your online enrollment, or need help accessing your credit report, or passing identity verification, please contact the *myTrueIdentity* Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am- 9pm, Saturday-Sunday: 8am-5pm Eastern time.