



Secure Processing Center
P.O. Box 680
Central Islip, NY 11722-0680

Postal Endorsement Line

<<Full Name>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<City>>, <<State>> <<Zip>>
<<Country>>
***Postal IMB Barcode

<<Date>>

RE: Notice of Data Breach

Dear <<Full Name>>:

Conterra Networks ("Conterra") is writing to inform you of an incident that impacted certain information yours, which was collected and maintained in our role as your current or former employer or the current or former employer of your loved one. We encourage you to read this letter carefully as it contains details about this incident and steps you can take to help safeguard your personal information.

What Information Was Involved. Our review determined that the following information related to you was identified within these files: name <<data elements>>.

What We Are Doing. The confidentiality, privacy, and security of the information in our care remains our top priority. Upon identifying this activity, we immediately took steps to secure and restore our network, notified law enforcement, and initiated an investigation with the assistance of third-party cybersecurity specialists. We encourage individuals to review the steps outlined below to help protect their information.

1. **Enroll in Complimentary Credit Monitoring and Identity Protection Services.**

Key Features:

- 1-Bureau Credit Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Real-Time Authentication Alerts
- High-Risk Transaction Monitoring
- Address Change Monitoring
- Dark Web Monitoring
- Wallet Protection
- Security Freeze Assist
- \$1 Million Identity Theft Insurance**

*Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

**Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Enrollment Instructions:

To enroll in Identity Defense, visit app.identitydefense.com/enrollment/activate/conterra

www.Conterra.com

5301 77 Center Drive, Charlotte, NC 28217

1. **Enter your unique Activation Code <<Activation Code>>.** Enter your Activation Code and click ‘Redeem Code’.
2. **Create Your Account.** Enter your email address, create your password, and click ‘Create Account’.
3. **Register.** Enter your legal name, home address, phone number, date of birth, Social Security Number, and click ‘Complete Account’.
4. **Complete Activation.** Click ‘Continue to Dashboard’ to finish enrolling.

Deadline to Enroll: The deadline to enroll is <<Enrollment Deadline>>. After <<Enrollment Deadline>>, the enrollment process will close, and your Identity Defense code will no longer be active. If you do not enroll by <<Enrollment Deadline>>, you will not be able to take advantage of Identity Defense, so please enroll before the deadline.

Need Help? If you need assistance with the enrollment process or have questions regarding Identity Defense, please call Identity Defense directly at 1-866-622-9303.

2. **Review Your Accounts for Suspicious Activity.** We encourage you to remain vigilant by regularly reviewing your accounts and monitoring credit reports for suspicious activity.
3. **Order A Credit Report.** If you are a U.S. resident, you are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. Contact information for the nationwide credit reporting agencies is provided in the next section.
4. **Contact the Federal Trade Commission, Law Enforcement, or State Attorney General.** You may contact the Federal Trade Commission (“FTC”), your state’s Attorney General’s office, or law enforcement, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General, and the FTC. To learn more, you can contact the FTC at Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580; 1-877-IDTHEFT (1-877-438-4338) or 1-202-326-2222; and www.identitytheft.gov and www.ftc.gov/idtheft. You may contact the nationwide reporting agencies at:

Equifax	Experian	TransUnion
P.O. Box 740241 Atlanta, Georgia, 30374	P.O. Box 9701 Allen, TX 75013	P.O. Box 2000 Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-916-8800

5. **Additional Rights Under the Fair Credit Reporting Act.** You have rights pursuant to the Fair Credit Reporting Act (“FCRA”), such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here.

Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf or by writing to Consumer Financial Protection Bureau, 1700 G Street, NW., Washington, DC 20552.

6. **Place a Fraud Alert on Your Credit File.** You have the right to ask that nationwide consumer reporting agencies place “fraud alerts” in your file to let potential creditors and others know that you may be a victim of identity theft. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. You may place a fraud alert in your file by calling just one of the three nationwide consumer reporting agencies. As soon as that agency processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

Equifax	Experian	TransUnion
P.O. Box 105069 Atlanta, Georgia 30348 1-888-836-6351 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/	P.O. Box 9554 Allen, Texas 75013 1-888-397-3742 https://www.experian.com/help/fraud-alert/	P.O. Box 2000 Chester, Pennsylvania 19016 1-800-909-8872 https://www.transunion.com/fraud-alerts

7. **Security Freezes.** You have the right to request a security freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide the following information:

- Your full name, with middle initial as well as Jr., Sr., II, etc.
- Social Security number
- Date of birth
- Current address and all addresses for the past five years
- Proof of current address, such as a current utility bill or telephone bill
- Legible copy of a government-issued identification card, such as a state driver's license, state identification card, or military identification; and/or
- any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles if you are a victim of identity theft

Below, please find the relevant contact information for the three consumer reporting agencies:

Equifax	Experian	TransUnion
P.O. Box 105788 Atlanta, Georgia 30348 1-888-298-0045 https://www.equifax.com/personal/credit-report-services/credit-freeze/	P.O. Box 9554 Allen, Texas 75013 1-888-397-3742 https://www.experian.com/help/credit-freeze/	P.O. Box 160 Woodlyn, Pennsylvania 19094 1-800-916-8800 https://www.transunion.com/credit-freeze

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than 5 business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future. Each agency will send you a confirmation letter containing a unique PIN or password that you will need to lift or remove the freeze. You should keep the PIN or password in a safe place.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

If you do place a security freeze prior to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

8. **For Massachusetts Residents.** You have the right to obtain a police report and request a security freeze (without any charge) as described above.

For More Information. If you have questions that are not addressed in this letter, please contact us at 1-833-594-5294, between the hours of 9:00 a.m. to 9:00 p.m. Eastern Time, Monday - Friday (excluding major U.S. holidays). We apologize for any inconvenience this may cause and appreciate your understanding.

Sincerely,

Conterra Networks

www.Conterra.com

5301 77 Center Drive, Charlotte, NC 28217