



MA

July 29, 2025

RE: NOTICE OF SECURITY INCIDENT

Dear [REDACTED]

Blue Stream Communications, LLC dba Blue Stream Fiber ("Blue Stream" or "we") is contacting you regarding a security incident impacting one of Blue Stream's service providers that involved some of your personal information. You may have provided your information to Blue Stream for tax purposes in connection with services you may have provided to Blue Stream or a predecessor company as a vendor.

The Blue Stream network was not impacted and remains secure. The incident affected a limited number of Blue Stream files stored outside our network on our service provider's computer systems. While we have no evidence any fraud or identity theft has occurred as a result of this incident, we wanted to make you aware of this situation and the steps we have taken to address it.

What Happened? Our service provider notified us on July 16, 2025, regarding a security incident impacting certain files they store for us. We immediately undertook an in-depth review of these files to identify individuals whose personal information may have been involved. We are notifying you now that we know your information was involved.

What Information Was Involved? The review that was completed on July 18, 2025, identified files containing your name and social security and/or tax ID number.

What We Are Doing. We are taking steps to reduce the risk of this type of incident occurring in the future, including moving the affected files to a new secure storage solution. We will continue to emphasize proper cybersecurity practices with all our service providers.

What You Can Do. We are providing this notification for your information, and there is no action you are required to take. We have enclosed instructions on how to enroll in a completely complimentary credit monitoring service for the next twenty-four (24) months, if you are interested in this service. Enrollment in this service is completely free, and doing so does not affect your credit score. We are also enclosing several informational resources to learn more about steps that can be taken to protect against identity theft or fraud.

For More Information. For questions about the complimentary credit monitoring service or to receive help enrolling, please call [REDACTED]. For any other questions, please contact [REDACTED] and someone will get back to you as soon as possible.

Sincerely,

Blue Stream Fiber

BLUESTREAMFIBER.COM

3732 NW 126TH Avenue, Coral Springs, FL 33065

DETAILS REGARDING YOUR CYBERSCOUT MEMBERSHIP

We are offering you complimentary access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To activate your membership and start monitoring your credit, please follow the steps below:

- Ensure that you **enroll within 90 days from the date of this letter** (Your code will not work after this date.)
- **Visit** the Cyberscout website to enroll: <https://bfs.cyberscout.com/activate>
- Provide your **unique code**: [REDACTED]

The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. **Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.**

Additional Important Information

As a precautionary measure, individuals should remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: By law, you may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies. The three national credit reporting agencies have also agreed to provide free weekly online credit reports. You can obtain your free credit report by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>. Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742 www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 1000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: By law, you have the right to place a credit freeze, also known as a security freeze, on your credit file, 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 the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit 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 credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information.

Equifax Security Freeze
1-888-298-0045
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
<https://www.experian.com/freeze/center.html>
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-800-916-8800
<https://www.transunion.com/credit-freeze>
P.O. Box 160
Woodlyn, PA 19094

This notification was not delayed by law enforcement.

Massachusetts Residents: You have a right to file a police report and obtain a copy of your records. You can obtain additional information about identity theft prevention and protection from the Office of Consumer Affairs and Business Regulation, 501 Boylston Street, Suite 5100, Boston, MA 02116, (617) 973-8787, <https://www.mass.gov/service-details/identity-theft>.