



Maria Efaplatidis
45 Main Street
Suite 206

Brooklyn, NY 11201

mefaplatidis@constangy.com

917.414.8991

Emergency: BreachResponse@constangy.com

Hotline: 877-382-2724 (877-DTA-BRCH)

March 9, 2026

VIA ONLINE SUBMISSION

Attorney General Andrea Joy Campbell
Office of the Attorney General
Data Privacy and Security Division
Attn: Data Breach Notification
One Ashburton Place
Boston, MA 02108

Undersecretary Layla R. D'Emilia
Office of Consumer Affairs and
Business Regulation
501 Boylston St., Suite 5100
Boston, MA 02116

Re: Notice of Data Security Incident

To Whom It May Concern:

Constangy, Brooks, Smith & Prophete represents a service provider of Ericsson Inc. ("Ericsson") in connection with a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with Massachusetts data breach notification statute. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Ericsson and its service provider do not waive any rights or defenses regarding the applicability of Massachusetts law, the applicability of the Massachusetts data incident notification statute, or personal jurisdiction.

Ericsson Inc (Ericsson) is the US subsidiary of Ericsson parent company TELEFONAKTIEBOLAGET LM ERICSSON - a multinational networking and telecommunications company headquartered in Stockholm, Sweden that provides cloud applications, mobility, and broadband services. Ericsson holds personal data of employees and other parties with whom it does business, and in the course of its business shares this information with service providers.

Nature of the Security Incident

On or around April 28, 2025, the service provider became aware of a phishing incident involving a single individual associated with the service provider. Upon discovery, the service provider immediately took steps to address the issue, including engaging a team of cybersecurity experts, implementing a forced password reset, notifying the Federal Bureau of Investigation, and initiating a comprehensive investigation. The investigation determined that a limited amount of information may have been acquired without authorization between April 17, 2025 and April 22, 2025. The service provider thereafter undertook a comprehensive review to determine the nature of the information, the individuals to whom the information pertained and the addresses for these individuals.

On or around November 10, 2025, the service provider informed Ericsson that certain data associated with Ericsson was impacted by the incident. Thereafter, the service provider and Ericsson worked to promptly determine confirm the identifies and addresses of the potentially impacted individuals. This process was completed on February 23, 2026. Please note that neither Ericsson nor its service provider has evidence of the misuse, or attempted misuse, of any potentially impacted information.

The personal information potentially impacted by this incident varied per individual but may have included the individual's first and last name, Social Security number, and financial account information with access information.

Number of Massachusetts Residents Notified

On or about Mailing March 9, 2026, with the assistance of a third-party vendor, Ericsson provided written notice of this incident to approximately 239 Massachusetts residents. Written notice is being provided in substantially the same form as the letter attached herein.

Steps Taken to Address the Data Security Incident

Upon discovering the incident, Ericsson's service provider moved quickly to investigate and respond to the incident and identify potentially affected individuals. Further, the service provider notified the Federal Bureau of Investigation regarding the incident. The service provider implemented additional safeguards and training to its employees. Ericsson has arranged to provide access to credit monitoring services for 24 months through IDX to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Ericsson is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Ericsson is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies,

March 9, 2026

Page 3

information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Contact Information

Ericsson remains dedicated to protecting the information in its control. If you have any questions or need additional information, please do not hesitate to contact me at mefaplatidis@constangy.com. Please copy Seth Greenwald (sgreenwald@constangy.com) on any future correspondence.

Very truly yours,

A handwritten signature in brown ink, appearing to read 'MEF', with a large, sweeping flourish extending to the right.

Maria Efaplatidis of

Constangy, Brooks, Smith & Prophete LLP



P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

Enrollment Deadline: June 9, 2026

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

March 9, 2026

Dear <<First Name>> <<Last Name>>:

Ericsson Inc (Ericsson) is the US subsidiary of Ericsson parent company TELEFONAKTIEBOLAGET LM ERICSSON - a multinational networking and telecommunications company headquartered in Stockholm, Sweden that provides cloud applications, mobility, and broadband services. Ericsson holds personal data for employees and customers and, from time to time, shares this information with the company's service providers. Ericsson is writing to notify you of a data security incident that occurred at one of our services providers, which may have involved your personal information. We take the privacy and security of all information within our possession very seriously, and although this was not an incident with Ericsson's systems, we are sharing details with you. Please read this letter carefully as it contains information regarding the incident and information about steps that you can take to help protect your information.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer 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. To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies:

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

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

IDX Security Freeze
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.IDX.com/credit-freeze

To request a security freeze, you will need to provide the following information:

1. Full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);

7. 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 consumer reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. 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.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer 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 identities 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 consumer reporting agencies have three (3) business days 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 send a request to each of the three consumer 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. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

To determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center
600 Pennsylvania Ave., NW Washington D.C. 20590
www.ftc.gov/bcp/edu/microsites/idtheft
877-IDTHEFT (438-4338)

We are also offering you the opportunity to enroll in complimentary credit monitoring and identity theft protection services through IDX. These services include: 24 months of credit¹ and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll, please call 1-888-201-6043 or visit <https://app.idx.us/account-creation/protect> and provide the enrollment code at the top of this page. Please note that the deadline to enroll is June 9, 2026.

We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, IDX can help you resolve issues if your identity is compromised. If you have questions or need assistance, please contact 1-888-201-6043, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time, excluding major U.S. holidays. IDX representatives are fully versed on this incident and can help answer questions you may have regarding the protection of your information.

We regret any concern or inconvenience this may cause.

Sincerely,

Ericsson Inc.

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.