

State Attorneys General

A Communication from the Chief Legal Officers of the Following States and Territories:

**Arizona * Arkansas * Connecticut * Delaware
Florida * Guam * Hawaii * Illinois * Indiana * Iowa * Kentucky * Maine
Maryland * Massachusetts * Michigan * Minnesota * Mississippi
Missouri * Nebraska * Nevada * New Hampshire * New Jersey * New Mexico
New York * North Dakota * Oregon * Pennsylvania * Puerto Rico
Rhode Island * Utah * Vermont**

November 12, 2013

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VIA ELECTRONIC & U.S. MAIL

Dear Mobile Device Manufacturers:

As you know, the Secure Our Smartphones (S.O.S.) Initiative is a coalition of prosecutors, police chiefs, attorneys general, state and city comptrollers, and public safety activists working to end the disturbing trend of robberies involving mobile communications devices such as smartphones and tablets. The S.O.S. Initiative writes to emphasize the continued importance of adopting technologies to deter such thefts. Since forming earlier this year, the initiative's membership has expanded internationally. Enclosed is a list of the members to date, but we expect that it will continue to grow.

Roughly 113 smartphones are stolen or lost each minute in the United States. Too many of those thefts turn violent or deadly. In New York alone, there have been numerous violent attacks related to thefts of Apple and Samsung devices. Stolen mobile devices are then sold in the lucrative secondary markets around the world. Each of your companies has made representations regarding the security and safety of its products. To live up to those

representations, more safeguards are needed to truly deter theft and thereby protect the safety of consumers.

In May you were contacted by New York Attorney General Eric T. Schneiderman to explain what you were doing to combat this growing safety problem and to collaborate to develop a comprehensive approach to discourage theft, protect consumers, and fulfill your expressed commitments to safety. In June you met with members of the S.O.S. Initiative to discuss the problem and plans for a solution. In July, technical experts engaged by S.O.S. began testing the new smartphone security features recently introduced by Apple and Samsung.

While some of these new anti-theft security features are encouraging, the response from manufacturers needs to be more robust. For example, to the extent these security features have an opt-out component, or require consumers to pay for them, they may not be very effective. Also, it is our understanding that a “kill switch” that would enable stolen devices to be permanently disabled is now required by South Korea, which raises questions as to what the manufacturers are capable of doing if one country has already mandated a more robust response.¹

We look forward to hearing about more of your plans and learning how they will be effective at addressing the widespread theft problem involving mobile communications devices. In developing your responses, we ask that you take all steps necessary to put consumer safety and security ahead of corporate profits.

Very truly yours,



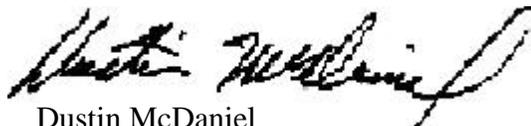
Joseph R. “Beau” Biden III
Delaware Attorney General



Eric Schneiderman
New York Attorney General



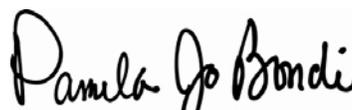
Tom Horne
Arizona Attorney General



Dustin McDaniel
Arkansas Attorney General



George Jepsen
Connecticut Attorney General



Pamela Jo Bondi
Florida Attorney General

¹ http://www.phonearena.com/news/A-smartphone-Kill-Switch-now-mandatory-for-South-Korea_id46608.



Lenny Rapadas
Guam Attorney General



David Louie
Hawaii Attorney General



Lisa Madigan
Illinois Attorney General



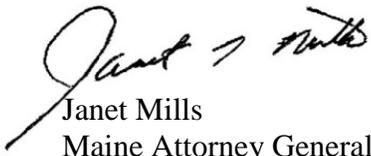
Greg Zoeller
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Tom Miller
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Kentucky Attorney General



Janet Mills
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Douglas F. Gansler
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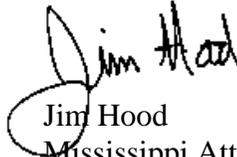
Martha Coakley
Massachusetts Attorney General



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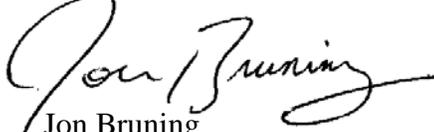
Lori Swanson
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Jim Hood
Mississippi Attorney General



Chris Koster
Missouri Attorney General



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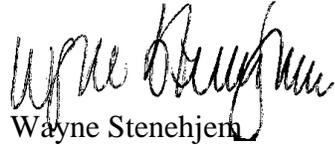
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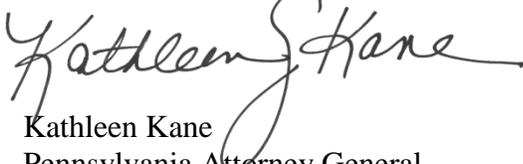
Joseph Foster
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Wayne Stenehjem
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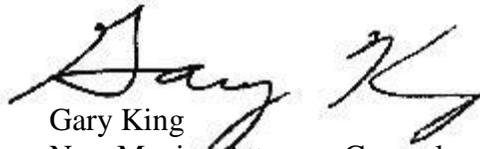
Kathleen Kane
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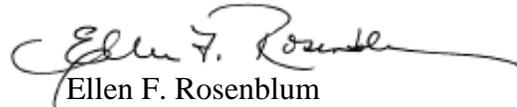
Peter Kilmartin
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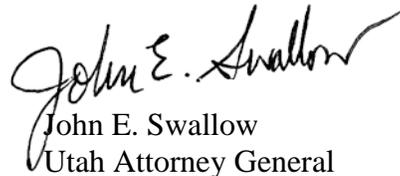
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