



IMPORTANT NOTICE

Suspicious Account Activity

BLANK LINE HERE

<Date>

BLANK LINE HERE

BLANK LINE HERE

BLANK LINE HERE

<Address>

<City, State, Zip>

BLANK LINE HERE

BLANK LINE HERE

BLANK LINE HERE

Dear <First Name>,

Spectrum actively monitors for, and routinely thwarts, millions of cyber threats. We are writing to inform you of an incident involving your Spectrum.net account.

What happened? We recently identified suspected unauthorized activity on a limited number of Spectrum.net accounts. Upon learning of the incident, we immediately reset your password and launched a thorough investigation. There is no evidence that the information used to access your Spectrum.net account by the third party was obtained through any compromise of Spectrum's systems. Spectrum believes the third party acquired your log-in credentials from a third-party data breach where you used the same combination of usernames/passwords. After using your credentials to access your account, the third party added new email identities to your account. Spectrum believes this activity is associated with a campaign to gain access to your social media accounts through the newly created email addresses.

What information was involved? The information included your username and password, and may have included your name, address, phone number, email address, Spectrum account number, billing statements, and information about the services to which you subscribe with Spectrum. Our investigation revealed no evidence that any sensitive personal information, such as your Social Security Number, date of birth, or financial information, was accessed by the third party.

What did we do? We quickly contained the incident and have informed law enforcement of the unauthorized activity. We have also taken additional steps to enhance our security and help prevent future incidents, such as proactively requiring a reset of your password and limiting the number of identities that can be added to your account.

What can you do? Protecting your security requires vigilance. We encourage you not to use the same username and password across your Spectrum and non-Spectrum accounts, and before providing information to unsolicited sources, remember that your Spectrum contact information (e.g., email address, cell phone or landline number, etc.) is often used as a secondary authentication method to access your non-Spectrum accounts.

Spectrum appreciates your loyalty and we look forward to continuing to serve you.

Sincerely,

Spectrum Support Team