



C/O IDX  
P.O. Box 1907  
Suwanee, GA 30024

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

June 10, 2021

## Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

On behalf of AireSpring, Inc., we write to inform you of a security incident that we believe may have involved your personal information. This incident was a “ransomware” attack, as described below, and the attacker was seeking a ransom payment. We are sending this letter to you comply with our legal obligations but also to provide you with information regarding what happened and additional steps we are taking to protect your personal information.

### What Happened

On April 7, 2021, we became aware that an unauthorized party had obtained access to and installed ransomware on certain of our systems. Upon learning of the unauthorized access, AireSpring immediately took the affected systems offline. We also retained forensic experts who launched an investigation, and we promptly informed federal law enforcement. As a result of our investigation, we confirmed that personal information relating to products or services that you requested or received from us was stored on the affected systems.

### What Information Was Involved

The personal information involved may have included your name, address, and debit and/or credit card information.

### What We Are Doing

We are taking several steps to further strengthen and enhance our information security controls and procedures, including working with independent third party security consultants.

### What You Can Do

You should remain vigilant against identity theft, and we recommend that you review your bank or credit card statements carefully for unauthorized charges to insure no one had misused your card. If you do discover fraudulent charges, you should contact the fraud department at your bank or credit card company, cancel your card, and request that a new one be issued.

Enclosed is an “Information about Identity Theft Protection” guide, which describes recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

**For More Information**

We are taking this matter very seriously and we apologize for any inconvenience it may cause you. Please call (833) 664-2023 with any additional questions you may have. Representatives are available to assist you Monday through Friday, from 9 am - 9 pm ET.

Sincerely,

Airespring, Inc.

(Enclosure)

## Information about Identity Theft Protection

You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also request a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

**Equifax**, P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian**, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion**, P.O. Box 6790, Fullerton, CA , 1-877-322-8228, [www.transunion.com](http://www.transunion.com)

Vigilance with respect to reviewing account statements and credit reports may help reduce fraud or identity theft. Any suspicious activity or suspected identity theft may be reported to the proper law enforcement authorities, including local law enforcement, your state's Attorney General, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). Residents of the following states may also obtain information about preventing and avoiding identity theft by contacting their Attorney General: **Iowa Residents:** Office of the Attorney General of Iowa, Consumer Protection, Website: [www.iowaattorneygeneral.gov/](http://www.iowaattorneygeneral.gov/), Email: [consumer@ag.iowa.gov](mailto:consumer@ag.iowa.gov), Phone: 515-281-5926; **Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300. **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place Baltimore, MD 21202, Website: [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023; **North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400; **New York Residents:** Office of the Attorney General, The Capitol, Albany, NY 12224-0341, Website: <https://ag.ny.gov>, Telephone: 1-800-771-7755; **Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096 Website: [www.doj.state.or.us](http://www.doj.state.or.us), Telephone: 877-877-9392; **Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, RI, 02903, Website: [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 1-401-274-4400. There were 3 Rhode Island residents impacted by this incident.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, 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 a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**Fraud Alerts:** There are two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one (1) year. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any one of the three national credit reporting agencies at the toll-free numbers listed below:

**Equifax**  
866-349-5191

**Experian**  
888-397-3742

**TransUnion**  
800-680-7289

**Credit Freezes:** You have the right to put a credit 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 a 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. Placing, temporarily lifting, or removing a credit freeze is free. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Please contact the three major credit reporting companies as specified below to find out more information.

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022-2000  
[freeze.transunion.com](http://freeze.transunion.com)

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above. If you have additional questions about steps you can take to avoid identity theft, you can contact your state Attorney General, or the FTC.