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Via UPS Overnight

August 11, 2006

Mr. Thomas J. Perkins
[REDACTED]
[REDACTED]

Re: Telephone number [REDACTED]

Dear Mr. Perkins,

Thank you for your August 7, 2006 letter to Mr. Steven Harrison of the AT&T Customer Care Unit and your call to Mr. Mark Toponce of AT&T's Fraud unit. Your request for further information was referred to me and I am writing to provide the additional information we have at this time with respect to the apparently unauthorized activity on the online accounts related to the above-referenced telephone number.

As an initial matter, I want to apologize for any inconvenience or concern this incident has caused you. AT&T takes very seriously our customers' privacy and we are working hard to prevent unauthorized access to our customers' account information. We face, however, increasingly clever and unscrupulous third-parties who are determined to obtain information and are willing to utilize a myriad of tactics to do so. Indeed, the access related to your account was discovered as part of a broader AT&T review of "pretexting" practices - third-parties falsely representing themselves as our customer in order to obtain account access and/or information. We are working with law enforcement and regulatory officials to learn more about how third parties may be obtaining calling record information without customers' authorization and potentially to pursue such wrongdoers.

Turning to your inquiry, this is what we know. First, with respect to your "local" residential telephone account with the former SBC (now AT&T), an online account was established on January 30, 2006. Notably, that appears to be the only date of access to this account - *i.e.*, it appears this was a one-time attempt to obtain information and, although your billing records for December 2005 and January 2006 would have been accessible, it appears that the person reviewed only your bill for the January 2006 billing period. The person registering the online account did so through the Internet and provided your telephone number and the last four digits of your Social Security Number to identify himself/herself as the authorized account holder. We have no way of determining how the person obtained this Social Security Number information.

The e-mail address provided at the time of account registration was mike@yahoo.com. In addition, our servers captured the Internet Protocol ("IP") address associated with the person's computer browser on that date, which was 68.99.17.80. Based upon information obtained from <http://www.networksolutions.com/whois/index.jsp>, the Internet Service Provider to whom this IP address appears to belong is Cox Communications. At this



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time, however, we do not have further information as to the actual identity of the perpetrator.

Second, with respect to the AT&T long distance account associated with the above-referenced phone number, a separate online account was established January 29, 2006. The background on this account is slightly more complex. Initially, an attempt was made to register this account over the Internet. It appears that this failed because the person attempted to utilize the last four digits of your Social Security Number for authentication, but our account records for this long distance account did not contain that information and thus the authentication failed.

Subsequently, a call was made to the AT&T Customer Care Unit for assistance. Although our records do not contain specific details of the call, it appears the caller represented himself as the customer of record, provided identifying information to the service representatives satisfaction, and sought assistance because of the inability to complete the online registration. The AT&T service representative then apparently established the online account while the person was on the phone. Our records indicate that the online account was subsequently accessed on February 2, 2006. Again, that appears to have been the only date of access for this online account, and our records indicate that although the November 2005 to January 2006 billing records were available for review, the person viewed only your bill for the January 2006 billing period.

The e-mail address provided at the time of this account registration was redsox9855@yahoo.com. Based upon information logged by our servers on February 2, 2006, we know that the person accessing the account was also associated with the IP address of 68.99.17.80 – the same address associated with the mike@yahoo.com address used to establish the online account related to your local telephone service. But again, we don't know the actual identity of the person.

Finally, although we have no way of knowing specifically what information the third-party was seeking, they would have had access to your account billing information, including the amount of your AT&T bill, the types of AT&T services purchased, your toll and long distance call records, etc. (i.e., the information printed on your paper AT&T bill). The online accounts do not provide access to other personally identifiable information such as social security number, driver's license number, credit card number, or bank account number.

I want to again express my regret for any inconvenience this incident has caused. In order to prevent this from recurring, we have locked the online access to these accounts. Please do not hesitate to contact me with any further questions or concerns.

Sincerely,



Travis M. Dodd