CUSTOMER NOTICES

Legacy-Sprint Customers

8/18/2021 - Legacy Sprint Postpaid SMS – Active Customers (SSN Cohort)
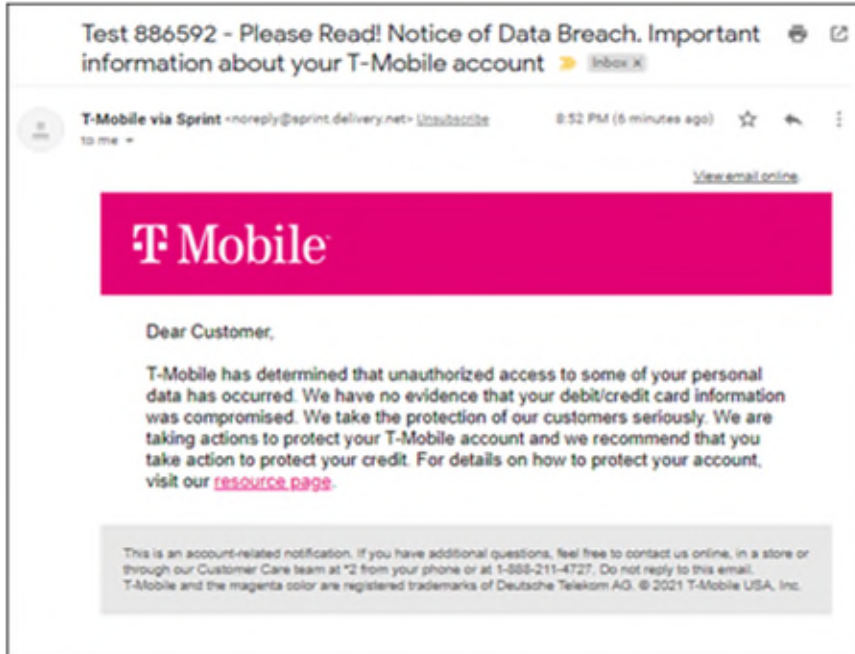
> T-Mobile has determined that unauthorized access to some of your personal data has occurred. We have no evidence that your debit/credit card information was compromised. We take the protection of our customers seriously. We are taking actions to protect your T-Mobile account and we recommend that you take action to protect your credit. Read more here. t-mo.co/Protect

8/21/2021 - Legacy Sprint Postpaid SMS – Active Customers (Non-SSN Cohort)
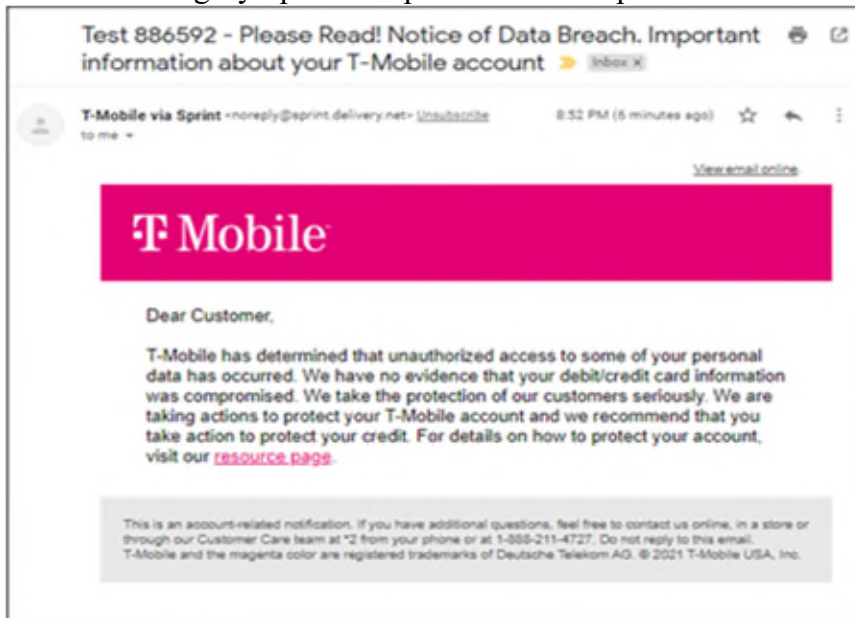
> T-Mobile Update: T-Mobile has determined that unauthorized access to some of your information has occurred, like name, phone number and DOB. Importantly, we have NO information that indicates your SSN, personal financial or payment information, credit/debit card information, account numbers, or account passwords were accessed. We take the protection of our customers seriously. Learn more about practices that keep your account secure and general recommendations for protecting yourself: t-mo.co/Protect

8/20/2021 - Legacy Sprint Postpaid Email – Active Customers (SSN Cohort – if SMS failed)

8/25/2021 - Legacy Sprint Postpaid Email - Suspended Customers (SSN Cohort – if SMS failed)

9/3/2021 - Legacy Sprint Postpaid Email – Active Customers (non-SSN)

Please Read! Notice of Data Breach. Important information about your T-...

T-Mobile via Sprint <noreply@sprint.delivery.net>
To
9/3/2021

If there are problems with how this message is displayed, click here to view it in a web browser.

[External]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

View email online.

T··Mobile

Dear Customer,

T-Mobile Update: T-Mobile has determined that unauthorized access to some of your information has occurred, like name, phone number and DOB. Importantly, we have NO information that indicates your personal financial or payment information, credit/debit card information, account numbers, or account passwords were accessed. We take the protection of our customers seriously. Learn more about practices that keep your account secure and general recommendations for protecting yourself, visit our resource page.

This is an account-related notification. If you have additional questions, feel free to contact us online, in a store or through our Customer Care team at *2 from your phone or at 1-888-211-4727. Do not reply to this email. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. © 2021 T-Mobile USA, Inc.

T-Mobile Customers

8/18-19/2021 - SMS to T-Mobile Postpaid Customers (SSN Cohort)
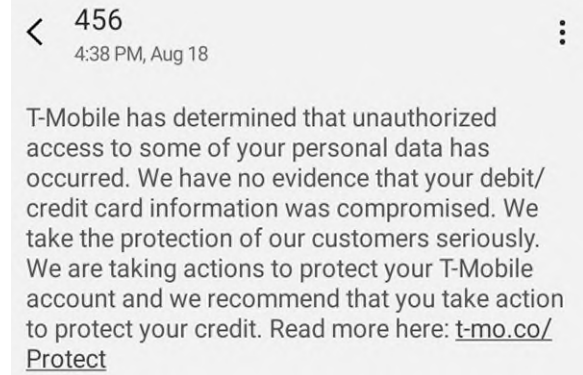
8/19/2021 - SMS to sub-set of T-Mobile Postpaid Customers (SSN Cohort)-re: updates on web site

8/20, 8/24/2021 - SMS to T-Mobile Postpaid Customers (Non-SSN Cohort)

< **456**
6:35 PM, Aug 20

T-Mobile has determined that unauthorized access to some of your information, or others on your account, has occurred, like name, address, phone number and DOB. Importantly, we have NO information that indicates your SSN, personal financial or payment information, credit/debit card information, account numbers, or account passwords were accessed. We take the protection of our customers seriously. Learn more about practices that keep your account secure and general recommendations for protecting yourself: t-mo.co/Protect
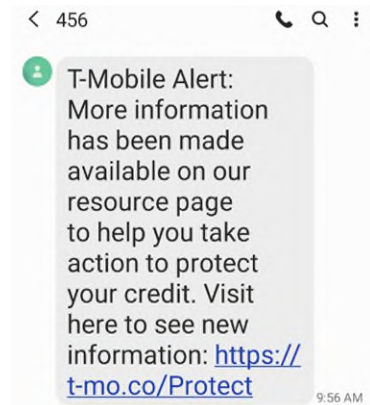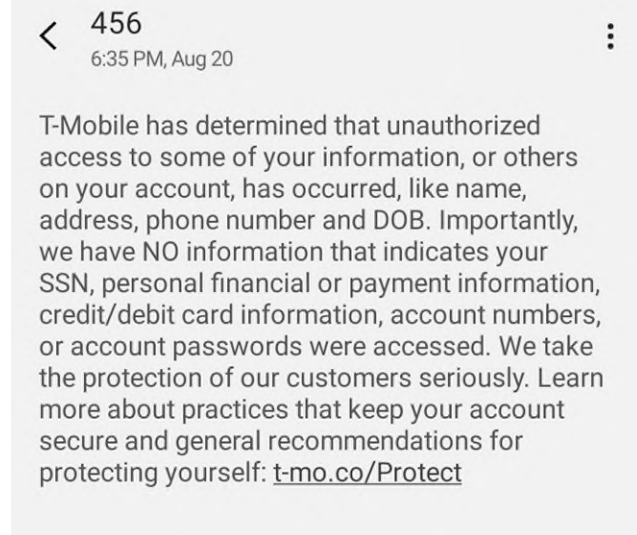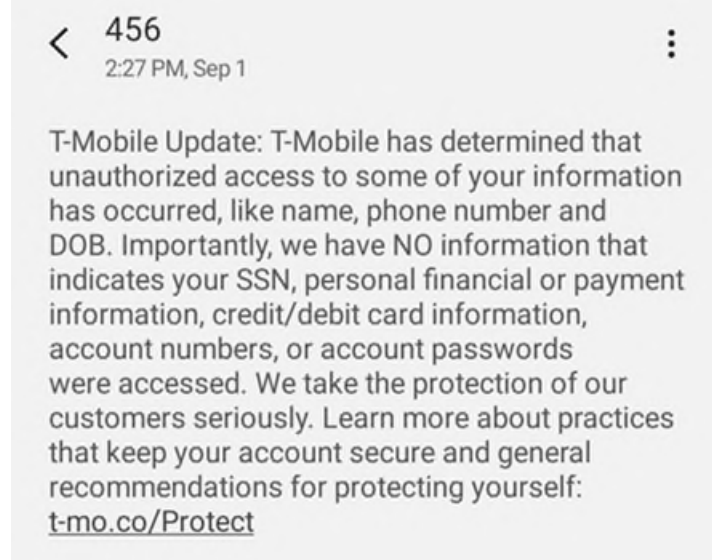
9/1/2021 - SMS to T-Mobile Postpaid Customers (Non-SSN Cohort)

< **456**
2:27 PM, Sep 1

T-Mobile Update: T-Mobile has determined that unauthorized access to some of your information has occurred, like name, phone number and DOB. Importantly, we have NO information that indicates your SSN, personal financial or payment information, credit/debit card information, account numbers, or account passwords were accessed. We take the protection of our customers seriously. Learn more about practices that keep your account secure and general recommendations for protecting yourself: t-mo.co/Protect

8/20/2021 - Email to T-Mobile Postpaid (SSN Cohort, if SMS failed)
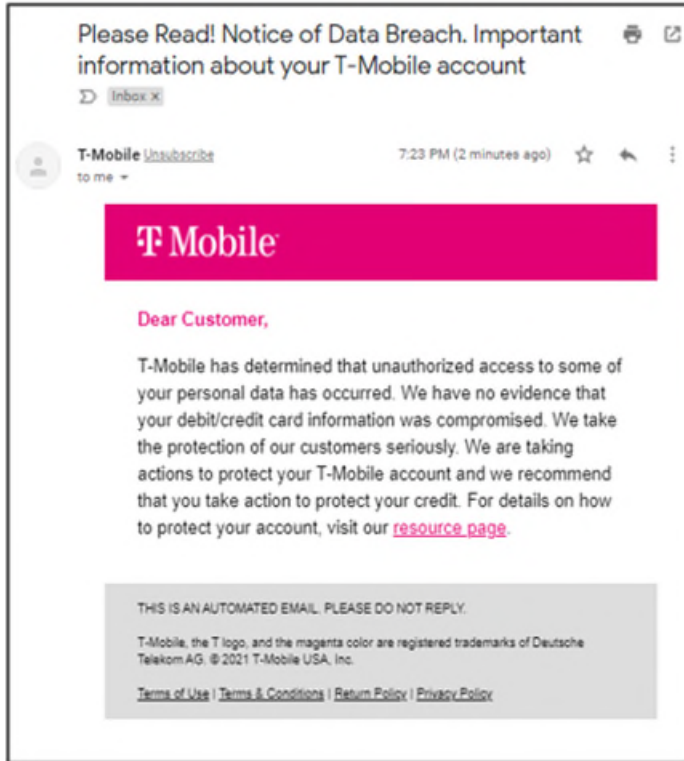
NON-CUSTOMER EMAIL

From:	T-Mobile Data Breach <T-MobileDataBreach@rustconsultinginc.com>
Sent:	Wednesday, September 15, 2021 2:53 PM
To:	▇▇▇▇
Subject:	Seed List - TEST SSNDL 2

This Message Is From an External Sender
This message came from outside your organization.

T Mobile™

RE: Notice of Data Breach

This notice is to inform you of a recent cybersecurity attack against T-Mobile systems that resulted in unauthorized access to some personal information.

What happened: On August 17, 2021, T-Mobile learned that a bad actor illegally accessed and/or acquired personal data from T-Mobile systems, to which the criminal gained access on or before July 19, 2021. Our cybersecurity team has quickly responded to the incident, began a deep technical review with leading cybersecurity forensics experts, and engaged with federal law enforcement to assist in the investigation.

Information involved: While we have no indication that personal financial or payment information or credit/debit card information was accessed, *we have determined that unauthorized access to and/or acquisition of some of your personal information has occurred, including your name, driver's license/ID information, date of birth, and Social Security number.*

What we're doing: T-Mobile is taking proactive steps to notify and protect current, former, and prospective customers whose information may have been exposed, including an offer for two years of free identity protection services with McAfee's ID Theft Protection Service to all persons who may have been affected. More details on the incident can be found at https://t-mo.co/generalinfo and details on how to access the McAfee services can be found at https://t-mo.co/enrollprotect.

What you can do: Visit our resource page https://t-mo.co/generalinfo for contact information for the three major U.S. credit bureaus and additional information about steps you can take to protect yourself and credit. Additional resources are also available at https://t-mo.co/moreinfo.

We understand the importance of protecting your personal information, and are truly sorry for this situation.

Sincerely,

T-Mobile

More details: https://t-mo.co/generalinfo
844-546-5367

PO Box 37380 Albuquerque, NM 87176-7380

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