



November 11, 2013

Name
Address
City, State ZIP

Re: DATA SECURITY INCIDENT

Dear {Name}:

We are writing to you to follow-up to my message of November 6, 2013 and to inform you that your personal information (name, Social Security numbers and compensation) contained in a payroll file may have been subject to unauthorized access.

What Happened

On October 31, 2013, Crown Castle learned that an unknown person or persons bypassed Crown Castle's security system and illegally gained access to an email that contained an attached payroll file listing U.S. employee names, Social Security numbers and compensation. Our email filtering and screening processes helped to identify an irregularity in our email system which prompted our investigation.

What Crown Castle is Doing About It

This is a very serious matter, and we have taken aggressive steps to address it and protect your personal information including the following:

- Conducting a comprehensive internal investigation of the incident;
- Hiring a forensic analyst to determine the cause of this incident, the scope of the access and to further secure our network;
- Reporting the incident to the FBI and fully cooperating with their ongoing investigation;
- Reviewing our systems, processes and policies to determine what additional steps we can take to limit the exposure of personal data and further strengthen data security; and
- Developing training to enhance the security of our data networks.

What Can You Do

Although we have no information at this time indicating that personal information, including your Social Security number, was inappropriately used by anyone, we are notifying you so that you may take steps to protect yourself.

We encourage you to remain vigilant by monitoring your bank and credit card accounts for irregularities and report any issues to your banking institution. In order to help you detect the possible misuse of your information, we are offering a **complimentary** membership of Experian's ProtectMyID™ Elite for at least one year. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Information regarding how to activate this complimentary service (being paid for by Crown Castle) is included in the attachment to this letter together with an activation code for you.

We recommend that you regularly review your credit reports and account statements for any unauthorized activity. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-441-6943.

If you do find suspicious activity on your credit reports or become aware of identity theft, we recommend that you call your local law enforcement office and/or notify the Federal Trade Commission at its identity theft hotline 877-438-4338, file a police report of identity theft, and obtain a copy of the police report, as you may need to give copies of the police report to creditors to clear up your records.

California residents may also contact the state Office of Privacy Protection at 1-866-785-9663.

Maryland residents may want to contact the Maryland Attorney General via telephone at 1-888-743-0023 toll free in Maryland, or through the Attorney General's website at www.oag.state.md.us, or write them at 200 St. Paul Place, Baltimore, MD 21202. Both the FTC and the Maryland Attorney General can provide information regarding prevention of identity theft.

North Carolina residents may want to contact the Attorney General for the state of North Carolina via telephone at 877-566-7226 (toll free) or through the Attorney General's website www.ncdoj.com. Both the FTC and the North Carolina Attorney General can provide information regarding prevention of identity theft.

If you have any further questions, please contact the helpline that has been set up at Experian at _____ to handle employee questions regarding this incident.

We take our responsibility to protect your personal information very seriously and have taken appropriate steps to help prevent something like this from ever happening again. We

apologize for any inconvenience caused to you as a result of these events and want to reassure you that maintaining the confidentiality of your data remains a priority to us.

Very truly yours,

W. Benjamin Moreland
President and Chief Executive Officer

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: February 28, 2014
2. Visit the ProtectMyID Web Site to enroll: www.protectmyid.com/enroll
3. PROVIDE Your Activation Code: [code]

If you have questions or need an alternative to enrolling online, please call 877-441-6943.

Additional details regarding your 12-MONTH ProtectMyID Membership:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.
 - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
 - **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance¹:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or

¹ * Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-441-6943.

ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

➤ **Place a 90-Day Fraud Alert on Your Credit file**

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Equifax
1-800-525-6285
www.equifax.com

Experian
1-888-397-3742
www.experian.co

TransUnion
1-800-680-7289
www.transunion.com

➤ **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE**

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

➤ **Order Your Free Annual Credit Reports**

Visit www.annualcreditreport.com or call 877-322-8228.

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize.

Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

➤ **MANAGE your personal information**

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

➤ **USE TOOLS FROM CREDIT PROVIDERS**

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on

your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

➤ **Obtain more INFORMATION about identity theft and ways to protect yourself**

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- You can obtain information from the credit reporting companies and the Federal Trade Commission about fraud alerts and security freezes. The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.