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426 W. Lancaster Avenue, Suite 200  
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October 9, 2025

**VIA E-MAIL**

Office of the New Hampshire Attorney General  
Consumer Protection & Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301  
E-mail: DOJ-CPB@doj.nh.gov

**Re: Notice of Data Event**

To Whom It May Concern:

We represent LAN-TEL Communications, Inc. ("LAN-TEL") located at 3 Edgewater Drive, Suite 202, Norwood, MA 02062, and are writing to notify your office of an incident that may affect the security of certain personal information relating to fourteen (14) New Hampshire residents, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, LAN-TEL does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Nature of the Data Event**

On July 11, 2025, LAN-TEL identified suspicious activity within its network systems. Upon identifying the suspicious activity, LAN-TEL promptly took steps to ensure the security of the systems and began an investigation with assistance from cybersecurity specialists. The investigation determined that an unknown actor accessed certain systems between June 25, 2025 and July 13, 2025, and viewed or copied certain files. LAN-TEL undertook a thorough review of the files impacted to determine what information was involved and to whom it relates for the purpose of providing notifications. This review concluded recently and determined that some of your information was within the impacted data.

The information that could have been subject to unauthorized access includes name, Social Security number, and driver's license number.

### **Notice to New Hampshire Residents**

On or about October 9, 2025, LAN-TEL provided written notice of this incident to fourteen (14) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

### **Other Steps Taken and To Be Taken**

Upon discovering the event, LAN-TEL moved quickly to investigate and respond to the incident, assess the security of LAN-TEL systems, and identify potentially affected individuals. Further, LAN-TEL notified federal law enforcement regarding the event. LAN-TEL is also working to implement additional safeguards and training to its employees. LAN-TEL is providing access to credit monitoring services for twelve (12) months, through IDX, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, LAN-TEL is providing impacted individuals with guidance on how to better protect against identity theft and fraud. LAN-TEL is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4691.

Very truly yours,

A handwritten signature in black ink, appearing to read "Kevin Farrell", written in a cursive style.

Kevin Farrell of  
MULLEN COUGHLIN LLC

KMF/bma  
Enclosure

# **EXHIBIT A**



P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXX>>

Enrollment Deadline: January 9, 2026

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

October 9, 2025

## NOTICE OF SECURITY INCIDENT

Dear <<First Name>> <<Last Name>>:

LAN-TEL Communications, Inc. ("LAN-TEL"), writes to inform you of an event that may impact some of your information. LAN-TEL takes this event and the privacy, security, and confidentiality of information in our care very seriously. Out of an abundance of caution, we are providing you with information about the event, our response, and resources available to you to help further protect your information, should you feel it necessary to do so.

**What Happened?** On July 11, 2025, LAN-TEL identified suspicious activity within its network systems. Upon identifying the suspicious activity, LAN-TEL promptly took steps to ensure the security of the systems and began an investigation with assistance from cybersecurity specialists. The investigation determined that an unknown actor accessed certain systems between June 25, 2025, and July 13, 2025, and viewed or copied certain files. LAN-TEL undertook a thorough review of the files impacted to determine what information was involved and to whom it relates for the purpose of providing notifications. This review concluded recently and determined that some of your information was within the impacted data.

**What Information Was Involved?** The review identified the following information associated with you: name, <<variable data 1, impacted elements>>. Please note, we are not aware of any fraud or misuse of any information in relation to this event.

**What We Are Doing.** LAN-TEL takes this event seriously and the privacy, security, and confidentiality of information in our care is among our highest priorities. Upon identifying the suspicious activity, LAN-TEL moved quickly to ensure the security of our systems and began an investigation. As part of our ongoing commitment to information security, we are currently reviewing our policies, procedures, and security tools to reduce the likelihood of a similar event from occurring in the future. As an added precaution, we are offering you access to 12 months of complimentary identity protection and credit monitoring services through IDX. More information about these services may be found in the *Steps You Can Take to Help Protect Your Personal Information* section of this notice.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You may enroll in the offered complimentary identity protection and credit monitoring services. Although we are making these services available to you, we are unable to enroll you directly for privacy reasons. Additional information and resources may be found below in the *Steps You Can Take to Help Protect Your Personal Information* section of this notice.

**For More Information.** If you have any questions regarding the event, please contact our toll-free phone number at 1-833-788-9712 Monday through Friday from 9am - 9pm Eastern Time or by mail to 3 Edgewater Drive, Suite 202 Norwood, MA 02062.

Sincerely,

LAN-TEL Communications, Inc.

## STEPS YOU CAN TAKE TO PROTECT YOUR PERSONAL INFORMATION

### **Enroll in Monitoring Services**

**1. Website and Enrollment.** Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is January 9, 2026.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-833-788-9712 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

### **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

| <b>Equifax</b>                                                                                                                  | <b>Experian</b>                                                             | <b>TransUnion</b>                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a> | <a href="https://www.experian.com/help/">https://www.experian.com/help/</a> | <a href="https://www.transunion.com/data-breach-help">https://www.transunion.com/data-breach-help</a> |
| 1-888-298-0045                                                                                                                  | 1-888-397-3742                                                              | 1-833-799-5355                                                                                        |
| Equifax Fraud Alert, P.O. Box 105069<br>Atlanta, GA 30348-5069                                                                  | Experian Fraud Alert, P.O. Box<br>9554, Allen, TX 75013                     | TransUnion, P.O. Box 2000,<br>Chester, PA 19016                                                       |
| Equifax Credit Freeze, P.O. Box 105788<br>Atlanta, GA 30348-5788                                                                | Experian Credit Freeze, P.O.<br>Box 9554, Allen, TX 75013                   | TransUnion, P.O. Box 160,<br>Woodlyn, PA 19094                                                        |

### **Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 17 Rhode Island residents that may be impacted by this event.