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AT&T Data Incident

July 19, 2024

Hello,

We're reaching out to let you know that some of your business' data was accessed without authorization. Although we have no current indication of any public release or illegal use of your business' data, we respect the privacy of your information and want to provide you with details about the event.

Multiple telephone numbers were impacted on this account.

What happened?

We found out AT&T call and text records were accessed by cyber-criminals who have claimed responsibility for unlawful access to other companies in the past. At least one individual has since been arrested.

What information was involved?

The investigation indicates the data included the phone numbers of your call and text interactions from May 1, 2022 to October 31, 2022. It also included counts of those calls/texts and total call durations for specific days or months.

The compromised data does not include the content of calls or text messages nor personal information, such as AT&T customer name, business name, Social Security numbers, birth dates, or financial information. It also does not include some typical information you see in your usage details, such as the time stamp of calls or texts.

What is AT&T doing?

Protecting customer data is a top priority. We have confirmed the affected system has been secured. We invest in our network's security using a broad array of resources including people, capital, and innovative technology advancements. We are constantly evaluating and enhancing our security protections to address the evolving cybersecurity threat landscape.

What can you do?

It is always advisable to be careful when taking calls from numbers that you do not recognize and stay alert to any fraud or theft attempts.