

February 3, 2014



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Ravalli County  
215 S 4th St Ste A  
Hamilton MT 59840-2703



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Ravalli County *Commissioners*



Dear Ravalli County,

At CenturyLink, we understand how critical it is to safeguard your information. Recently, we were notified by a CenturyLink supplier of a situation involving a security breach. This resulted in unauthorized access to a CenturyLink supplier's server, which contained certain CenturyLink business customer information, such as your company's name, address, Dun & Bradstreet DUNs (Data Universal Numbering System) number and certain CenturyLink-assigned account identifiers. Rest assured, however, that no sensitive, personally identifiable information or customer proprietary network information was accessed. In addition, no credit card, banking or other payment or financial information, or tax identification information was involved. Nevertheless, we thought it was important to let you know what happened and the steps that are being taken to further safeguard your information and account.

Upon discovery, the CenturyLink supplier immediately secured their servers and engaged a third-party security firm to test against future intrusions. Also, the supplier contacted the FBI, and while that investigation is ongoing, we do know that no other CenturyLink information was involved. In order to help prevent any future occurrences, CenturyLink continues to work with its supplier to understand what happened. We are enhancing our customer authentication and equipment ordering controls so that we can be assured only those authorized on the account are able to make changes or complete orders.

We understand this security breach may be concerning to you. Let me reiterate that we take the security of your information seriously. While none of the information compromised is sensitive, we wanted you to be aware of the situation and the added steps we are taking to further secure your account.

Please let us know if you have questions or concerns by emailing [notification.inquiry@CenturyLink.com](mailto:notification.inquiry@CenturyLink.com) or talking to your account representative.

Sincerely,

Linda Gardner  
Chief Privacy Officer  
CenturyLink