

**Statement In Opposition to SB 5783**  
**T-Mobile USA, Cingular Wireless and Sprint/Nextel and**  
**Verizon Wireless**  
**Before the Connecticut General Assembly**  
**Judiciary Law Committee**  
**March 9, 2006**

We would like to thank the Committee for allowing us the opportunity to be heard on this bill. T-Mobile USA, Cingular Wireless and Sprint/Nextel and Verizon Wireless respectfully opposed SB 5783 as drafted, although we agree that our customers' privacy is of the utmost concern and look forward to working with this committee in achieving this goal.

We are all committed to serving our customers and their privacy. Customer call records are not for sale by telecommunications companies, and carriers do not knowingly release such records other than with the consent of customers who have properly identified themselves, or as required or permitted by law.

We would never knowingly share a customer's personal information with any unauthorized person. We all employ strict policies and techniques to identify and verify customers when they call Customer Care. However, because the customer cannot be identified by way of physical presence, some risk of fraud still exists for carriers despite customer validation methods currently in place. The industry has invested millions of dollars to help protect customer information, and we continue to further reinforce our systems.

Data brokers (also known as "pretexters") are a blight on the wireless industry. They are enemies of our business because they prey on our attempts to serve our customers. Our customers are victims, and all the carriers trying to service their customers are being victimized through fraud.

Data brokers are rogue operators that are difficult to police. Data brokers impersonate customers in order to gain access to their telephone call records. They often provide customer care representatives with non-public personal information, including social security numbers, date of birth, etc., which is obtained from a number of sources, including search engines on the internet, in order to fraudulently gain access to customer call records.

Numerous websites advertise the sale of personal telephone records for a price. Specifically, these data brokers advertise the availability of phone records, which include calls to and/or from a particular phone number and the duration of those calls. This theft is not limited to wireless phone call records. Several data brokers have apparently made a business out of selling call detail records for landline and voice over Internet protocol, as well as for non-published phone numbers. In many cases, such data brokers claim to be

able to provide this information within fairly quick time frames, ranging from a few hours to a few days.

The aforementioned carriers have taken legal action against many of these rogue data brokers. T-Mobile has filed 8 Cease and Desist letters. We have also filed suit in King County, Washington, Superior Court and obtained injunctions against several data brokering companies. In December of 2005, Cingular Wireless filed lawsuits in Federal District Court in Atlanta against several companies that advertised the sale of wireless phone records. Cingular was successful in getting two separate restraining orders in January against these companies. In January of this year, Sprint Nextel Corporation filed a lawsuit in Florida against the parent company of four online data brokers. In September of 2005, Verizon Wireless secured a permanent injunction against Source Resources to halt its illegal practice of obtaining and selling customer telephone records. Verizon Wireless also obtained an immediate injunction against Global Information Group in November 2005. This year Verizon Wireless convinced a federal judge in New Jersey to issue a preliminary injunction against numerous other data brokering companies and their principals.

That being said, we believe that more needs to be done. We all support legislative efforts to make clear that the activities by third parties to obtain and sell call records are a violation of the law.

While we believe it best if a single standard were to be codified by the federal government to address this problem nationally, we remain willing to work with the sponsor and this Committee to attempt to craft a bill which would accomplish our common goal. To that end, we would like to share draft legislation with you for your consideration. We believe that this language accomplishes the goal of protecting our customers' privacy from unscrupulous outsiders while still allowing us to accommodate our customers' and law enforcement's need for this information.