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AT&T Response to Data Breach

April 2024

Early in April, we sent members a bulletin about a massive dump of AT&T customer data that had just become available on the Internet. The data was from August 2021.

Now AT&T has sent a letter to everyone whose data was affected. If you didn't get a letter, then you have nothing to worry about (except world hunger, pandemics, and things like that!).

If you did get the letter, you can see that AT&T has changed the passcode for your customer account that was breached. They invite you to change it to something else by going online to myAT&T.

Here's a tip – don't change it back to what it was before!!!!

In addition, AT&T is offering one year of free credit monitoring and identity theft resolution services. You can ignore this offer, or sign up for it as described in the letter. They provide an activation code, and an engagement number. The provider is Experian.

If you look back at how AT&T's response to this issue has evolved, you'll see they have moved from a "not our fault" position to taking positive steps that benefit customers. Good for AT&T, and good for you!

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