

## State Attorneys General

### A Communication from the Chief Legal Officers of the Following States and Territories:

**Arizona \* Arkansas \* Connecticut \* Delaware  
Florida \* Guam \* Hawaii \* Illinois \* Indiana \* Iowa \* Kentucky \* Maine  
Maryland \* Massachusetts \* Michigan \* Minnesota \* Mississippi  
Missouri \* Nebraska \* Nevada \* New Hampshire \* New Jersey \* New Mexico  
New York \* North Dakota \* Oregon \* Pennsylvania \* Puerto Rico  
Rhode Island \* Utah \* Vermont**

November 12, 2013

Eric Schmidt  
Executive Chairman  
Google Inc.  
1600 Amphitheatre Parkway  
Mountain View, CA 94043

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Chief Executive Officer  
Motorola Mobility  
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Libertyville, IL 60048

Steven A. Ballmer  
Chief Executive Officer  
Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052-6399

Dale Sohn  
President  
Samsung Telecommunications America  
1301 East Lookout Drive  
Richardson, TX 75082

*VIA ELECTRONIC & U.S. MAIL*

Dear Mobile Device Manufacturers:

As you know, the Secure Our Smartphones (S.O.S.) Initiative is a coalition of prosecutors, police chiefs, attorneys general, state and city comptrollers, and public safety activists working to end the disturbing trend of robberies involving mobile communications devices such as smartphones and tablets. The S.O.S. Initiative writes to emphasize the continued importance of adopting technologies to deter such thefts. Since forming earlier this year, the initiative's membership has expanded internationally. Enclosed is a list of the members to date, but we expect that it will continue to grow.

Roughly 113 smartphones are stolen or lost each minute in the United States. Too many of those thefts turn violent or deadly. In New York alone, there have been numerous violent attacks related to thefts of Apple and Samsung devices. Stolen mobile devices are then sold in the lucrative secondary markets around the world. Each of your companies has made representations regarding the security and safety of its products. To live up to those

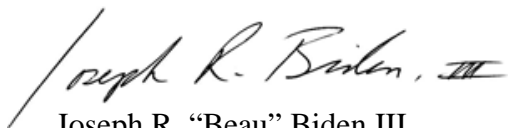
representations, more safeguards are needed to truly deter theft and thereby protect the safety of consumers.

In May you were contacted by New York Attorney General Eric T. Schneiderman to explain what you were doing to combat this growing safety problem and to collaborate to develop a comprehensive approach to discourage theft, protect consumers, and fulfill your expressed commitments to safety. In June you met with members of the S.O.S. Initiative to discuss the problem and plans for a solution. In July, technical experts engaged by S.O.S. began testing the new smartphone security features recently introduced by Apple and Samsung.

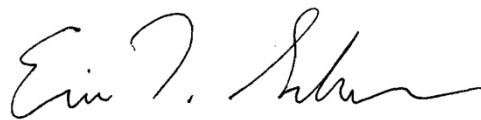
While some of these new anti-theft security features are encouraging, the response from manufacturers needs to be more robust. For example, to the extent these security features have an opt-out component, or require consumers to pay for them, they may not be very effective. Also, it is our understanding that a “kill switch” that would enable stolen devices to be permanently disabled is now required by South Korea, which raises questions as to what the manufacturers are capable of doing if one country has already mandated a more robust response.<sup>1</sup>

We look forward to hearing about more of your plans and learning how they will be effective at addressing the widespread theft problem involving mobile communications devices. In developing your responses, we ask that you take all steps necessary to put consumer safety and security ahead of corporate profits.

Very truly yours,



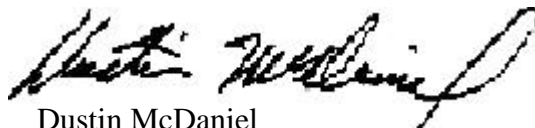
Joseph R. “Beau” Biden III  
Delaware Attorney General



Eric Schneiderman  
New York Attorney General



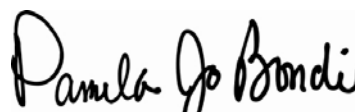
Tom Horne  
Arizona Attorney General



Dustin McDaniel  
Arkansas Attorney General



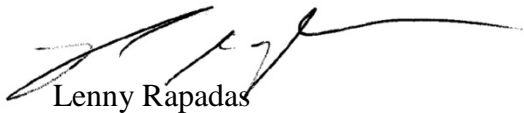
George Jepsen  
Connecticut Attorney General



Pamela Jo Bondi  
Florida Attorney General

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<sup>1</sup> [http://www.phonearena.com/news/A-smartphone-Kill-Switch-now-mandatory-for-South-Korea\\_id46608](http://www.phonearena.com/news/A-smartphone-Kill-Switch-now-mandatory-for-South-Korea_id46608).



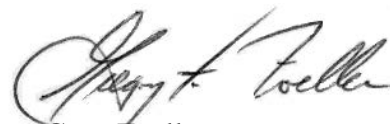
Lenny Rapadas  
Guam Attorney General



David Louie  
Hawaii Attorney General



Lisa Madigan  
Illinois Attorney General



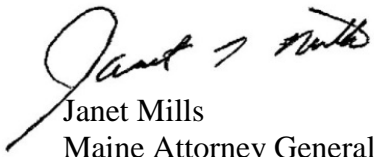
Greg Zoeller  
Indiana Attorney General



Tom Miller  
Iowa Attorney General



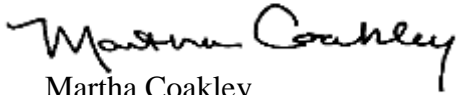
Jack Conway  
Kentucky Attorney General



Janet Mills  
Maine Attorney General



Douglas F. Gansler  
Maryland Attorney General



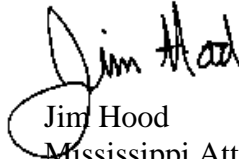
Martha Coakley  
Massachusetts Attorney General



Bill Schuette  
Michigan Attorney General



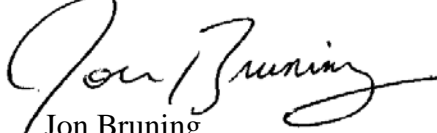
Lori Swanson  
Minnesota Attorney General



Jim Hood  
Mississippi Attorney General



Chris Koster  
Missouri Attorney General



Jon Bruning  
Nebraska Attorney General



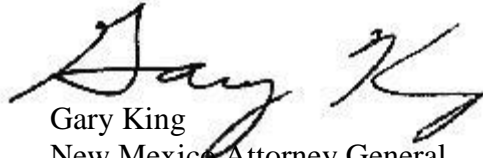
Catherine Cortez Masto  
Nevada Attorney General



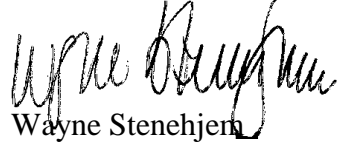
Joseph Foster  
New Hampshire Attorney General



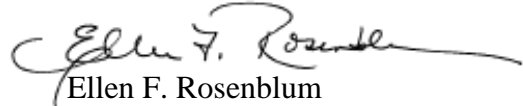
John Hoffman  
New Jersey Attorney General



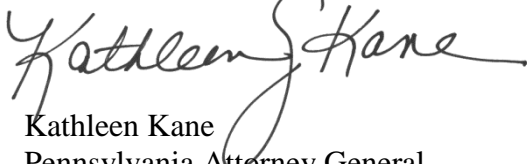
Gary King  
New Mexico Attorney General



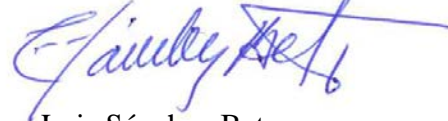
Wayne Stenehjem  
North Dakota Attorney General



Ellen F. Rosenblum  
Oregon Attorney General



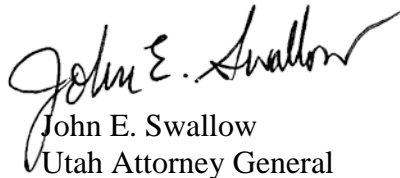
Kathleen Kane  
Pennsylvania Attorney General



Luis Sánchez Betances  
Puerto Rico Attorney General



Peter Kilmartin  
Rhode Island Attorney General



John E. Swallow  
Utah Attorney General



William H. Sorrell  
Vermont Attorney General