

Market Announcements Office  
Australian Securities Exchange  
Level 4, 20 Bridge Street  
Sydney NSW 2000

Sydney, 24 May 2021

### **TrustedCloud Security Incident**

TPG Telecom Limited notes that its legacy cloud-based hosting service, TrustedCloud, was compromised in a recent cyber incident. Based on the evidence from our forensic experts, only two TrustedCloud customers had their data accessed in the incident. At this point, we do not believe any other TrustedCloud customers were impacted.

The incident was isolated to the TrustedCloud service. The TrustedCloud service is hosted in a standalone environment that is separate from our telecommunications networks and other systems. The incident has not impacted customers from any of our other brands, products or services.

TrustedCloud, formerly called Wavenet, is a legacy IntraPower product which was acquired in 2011 by the former TPG Telecom with the acquisition of IntraPower Limited. TrustedCloud uses legacy IT systems and was already in the process of being decommissioned and is scheduled to close at the end of August 2021. There are only a few remaining customers using the TrustedCloud service.

We have notified and have been working with the two impacted customers and continue to provide them with information and assistance.

We have notified the relevant government authorities and we have engaged external cyber security experts to assist with management of the incident.

We have introduced measures to improve the security of the TrustedCloud service. Although we are confident this incident has not impacted our other environments, we have also increased the cyber security defences across our entire business.

Authorised for lodgment by:

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