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

Sydney, 14 December 2022

Unauthorised access to Hosted Exchange service

On 13 December 2022, TPG Telecom's external cyber security advisers, Mandiant, advised that they found evidence of unauthorised access to a Hosted Exchange service which hosts email accounts for up to 15,000 iiNet and Westnet business customers.

Based on the preliminary analysis undertaken to date it appears the primary aim of the threat actor was to search for customers' cryptocurrency and financial information.

We apologise unreservedly to the affected iiNet and Westnet Hosted Exchange business customers.

We continue to investigate the incident and any potential impact on customers and are advising customers to take necessary precautions.

This incident does not affect any home or personal iiNet or Westnet products, such as broadband or mobile.

As part of Mandiant's ongoing engagement to assist with cyber protection they conducted a forensic historical review and discovered the unauthorised access to the Hosted Exchange service.

We have implemented measures to stop the unauthorised access, further security measures have been put in place, and we are in the process of contacting all affected customers on the Hosted Exchange service. We have notified the relevant government authorities.

The matter remains under investigation and we will be communicating with directly affected customers as more information becomes available.

Authorised for lodgement with ASX by the TPG Telecom Board.

ENDS

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