

22 September 2022

Optus notifies customers of cyberattack compromising customer information

Following a cyberattack, Optus is investigating the possible unauthorised access of current and former customers' information.

Upon discovering this, Optus immediately shut down the attack. Optus is working with the Australian Cyber Security Centre to mitigate any risks to customers. Optus has also notified the Australian Federal Police, the Office of the Australian Information Commissioner and key regulators.

"We are devastated to discover that we have been subject to a cyberattack that has resulted in the disclosure of our customers' personal information to someone who shouldn't see it," said Kelly Bayer Rosmarin, Optus CEO.

"As soon as we knew, we took action to block the attack and began an immediate investigation. While not everyone maybe affected and our investigation is not yet complete, we want all of our customers to be aware of what has happened as soon as possible so that they can increase their vigilance. We are very sorry and understand customers will be concerned. Please be assured that we are working hard, and engaging with all the relevant authorities and organisations, to help safeguard our customers as much as possible."

Information which may have been exposed includes customers' names, dates of birth, phone numbers, email addresses, and, for a subset of customers, addresses, ID document numbers such as driver's licence or passport numbers. Payment detail and account passwords have not been compromised.

Optus services, including mobile and home internet, are not affected, and messages and voice calls have not been compromised. Optus services remain safe to use and operate as per normal.

"Optus has also notified key financial institutions about this matter. While we are not aware of customers having suffered any harm, we encourage customers to have heightened awareness across their accounts, including looking out for unusual or fraudulent activity and any notifications which seem odd or suspicious."

To help protect against fraud, customers are encouraged to look to reputable sources such as:

- moneysmart.gov.au/banking/identity-theft
- [Identity fraud - Home \(oaic.gov.au\)](https://www.oaic.gov.au/identity-fraud)

For customers believed to have heightened risk, Optus will undertake proactive personal notifications and offering expert third-party monitoring services.

The most up to date information will be available via optus.com.au. For customers who have specific concerns, they can contact Optus via the My Optus App (which remains the safest way to interact with Optus) or by calling 133 937. Optus will not be sending links in any emails or SMS messages.

Media queries please contact Optus Corporate Affairs on media@optus.com.au