

SINGAPORE TELECOMMUNICATIONS LIMITED
(Incorporated in the Republic of Singapore)
Company Registration Number: 199201624D

MEDIA STATEMENT

Singapore Telecommunications Limited ("**Singtel**") refers to the recent media reports on the Optus outage that occurred on 8 November 2023.

We can confirm that Singtel Internet Exchange, also known as STiX, is one of Optus' international networks that connects to the global internet.

From time to time, STiX conducts software upgrades for its infrastructure. STiX had planned for a routine software upgrade on one of its routers at 1am SGT on 8 November 2023, and as per usual practice, gave prior notice to all affected customers, including Optus and other telecom companies.

During the upgrade, data traffic was routed to other points of presence on the STiX network, and back into customers' networks. The STiX upgrade was completed within 20 minutes, and all its customers' routers that were connected to it, including Optus', were up and running.

We are aware that Optus experienced a network outage after the upgrade when a significant increase in addresses being propagated through their network triggered preset failsafes. However, the upgrade was not the root cause.

Singtel will support Optus as it learns from what has occurred and continues to improve.

Network resilience and security remains a top priority of the Singtel Group.

For more information, please refer to Optus' page about the outage:
<https://www.optus.com.au/notices/outage-response>

Issued by Singapore Telecommunications Limited on 16 November 2023.