

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

ANNOUNCEMENT

Singapore Telecommunications Limited (“Singtel”) refers to our recent announcement “Optus notifies customers of cyberattack compromising customer information”.

Optus is appointing Deloitte, with the support of the Singtel Board, to undertake an independent review of its cyber security systems. Please see the attached press release.

Separately, Singtel seeks to clarify certain reports in the media citing potential fines or costs associated with the incident. Singtel considers these reports speculative at this juncture and advises that they should not be relied upon.

While no legal notice of a class action has been received, lawyers have been engaged to advise. Any class action will be vigorously defended, if commenced.

Optus is working closely with identity document issuing authorities to ascertain the appropriate next steps for customers. Singtel is continuing to evaluate the potential financial implications arising from this matter and any material development will be disclosed to the market on a timely basis.

For more details on this incident, please see <https://www.optus.com.au/support/cyberattack>.

Issued by Singapore Telecommunications Limited on 3 October 2022.

3 October 2022

Optus commissions independent external review of cyberattack

Appoints Deloitte to lead forensic review of cyberattack

Optus is appointing international professional services firm Deloitte to conduct an independent external review of the recent cyberattack, and its security systems, controls and processes.

The review was recommended by Optus Chief Executive Officer, Kelly Bayer Rosmarin, and was supported unanimously by the Singtel Board, which has been closely monitoring the situation with management since the incident came to light.

As part of the review, Deloitte will undertake a forensic assessment of the cyberattack and the circumstances surrounding it.

Ms Bayer Rosmarin said the forensic review would play a crucial role in the response to the incident for Optus, as it works to support customers.

“We’re deeply sorry that this has happened and we recognise the significant concern it has caused many people. While our overwhelming focus remains on protecting our customers and minimising the harm that might come from the theft of their information, we are determined to find out what went wrong.”

She added, “This review will help ensure we understand how it occurred and how we can prevent it from occurring again. It will help inform the response to the incident for Optus. This may also help others in the private and public sector where sensitive data is held and risk of cyberattack exists.

“I am committed to rebuilding trust with our customers and this important process will assist those efforts.”

Deloitte’s global specialists will work with the Singtel and Optus teams and other international cyber experts. We will continue also to engage with relevant stakeholders.