

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

Sydney, 19 August 2025

Investigation into iiNet cyber incident

TPG Telecom Limited (ASX: TPG) (**TPG Telecom**) advises that it is currently investigating a cyber incident involving unauthorised access to an iiNet order management system by an unknown third party.

Upon confirmation of the incident on Saturday, 16 August 2025, we enacted our incident response plan and removed the unauthorised access to the system. TPG Telecom has engaged external IT and cyber security experts to assist with our response to the incident.

At this time, the unauthorised access appears to have been contained to the iiNet order management system. Early investigations suggest the unauthorised access was gained using stolen account credentials from one employee.

The iiNet system is used to create and track orders for iiNet services, such as broadband connections, and contains limited personal information:

- iiNet email addresses for some customers; and
- iiNet landline phone numbers, contact names, contact numbers and residential addresses for a smaller group of customers.

The iiNet order management system **does not** contain copies or details of identity documents (such as passport or driver's licence), credit card or banking information.

While our investigation continues, at this time it appears a list of email addresses and phone numbers was extracted from the iiNet system. Based on current analysis, the list contained around 280,000 active iiNet email addresses and around 20,000 active iiNet landline phone numbers, plus inactive email addresses and numbers. In addition, around 10,000 iiNet user names, street addresses and phone numbers and around 1,700 modem set-up passwords, appear to have been accessed.

We unreservedly apologise to our iiNet customers impacted by this incident. We will be taking immediate steps to contact impacted iiNet customers, advise of any actions they should take and offer our assistance. We will also contact all non-impacted iiNet customers to confirm they have not been affected.

We do not currently have any evidence to suggest an impact to our broader systems or other customers.

We have actively engaged with the Australian Cyber Security Centre (ACSC), the National Office of Cyber Security (NOCS), the Australian Signals Directorate (ASD), the Office of the Australian Information Commissioner (OAIC) and other relevant authorities in response to this incident.

Authorised for lodgement with ASX by the TPG Telecom Market Disclosure Committee.

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