



17 November 2023

NOTICE OF DATA BREACH

Dear Sir/Madam,

In terms of section 22 of the Protection of Personal Information Act 4 of 2003 we have a duty to inform you if we have reasonable grounds to believe that the security of the personal information we have collected and hold, has been compromised.

Description of the security breach, categories and number of Data Subjects affected

MetroFibre regrets to inform you that we have reason to believe that personal information of a number of MetroFibre's direct and Internet Service Provider ("ISP") customers was accessed or acquired by an unauthorised person. Our internal investigation revealed that the incident described below took place on 16 November 2023.

On 15 November 2023, the MetroFibre team initiated a maintenance patch to the customer portal. On 16 November 2023, a MetroFibre ISP downloaded its own customer list, but due to a glitch in the system, originating from the maintenance patch, the ISP was able to download the entire MetroFibre customer database, consisting of approximately 144 000 customers. This customer database contained personal information of MetroFibre and ISP customers who use MetroFibre's fibre network (collectively referred to as the "**Customers**"). MetroFibre is grateful to the ISP for informing us of this matter as soon as it occurred and our IT teams were able to remediate the issue within 30 minutes.

Likely consequences of the breach


The ISP was the only person transacting on the portal at the time and thus the only one with access to the personal information. The ISP has confirmed that it has deleted all information downloaded and no longer has access to the database.

Notwithstanding the above, MetroFibre urges all our customers to be vigilant of any suspicious online activity using any personal information, including phishing attacks.

No Customer banking information was accessed.

Description of remedial measures taken

MetroFibre takes this security compromise extremely seriously and has taken various measures to address the matter and to avoid similar incidents in future. To this end, MetroFibre's IT Department has restored the restrictive access to the customer portal. In addition, MetroFibre has obtained written warranties from the ISP to:

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- delete or destroy all copies or versions made thereof, whether electronic or in hard copy, in full or in part from any place it is kept including but not limited to any possible device, server or cloud, whether inside or outside the borders of South Africa; and
 - not share any of the contents with any third party and if it had already shared this information, that it would obtain the same written undertaking from such parties as MetroFibre has demanded from the ISP.

If you have any questions or concerns, you may contact the MetroFibre Information Officer on infoofficer@metrofibre.co.za.

Yours sincerely,

Aveshree Padayachee
Information Officer