



**Vital**

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Vital Limited (VTL) has confirmed a cyber incident involving unauthorised entry to its internal corporate servers. The suspicious activity was first detected by Vital on 8 November 2023. After verifying the nature and credibility of the activity, the breach was immediately contained, and the appropriate Government and privacy authorities were contacted. Vital has used external security consultants to establish what occurred and is continuing a process to restore internal services once cleared of risk.

We are not aware of and there is no apparent evidence that systems operating the fibre and radio network services provided by Vital to its customers were impacted and these systems continue to operate as normal.

Investigations to date have found no evidence that any data has been compromised. That said, it is possible some data may have been accessed. As a precaution Vital is now in the process of informing those who may potentially have been impacted. Vital is deeply disappointed this breach has occurred and apologises for the disruption caused by this incident.

Further work is underway to address the cyber breach and put in place additional measures to defend against an incident of this nature recurring.

While Vital invests significantly in cyber protection, the reality is that the risk of cyber-attacks is rising globally, and we will continue to invest and adapt to mitigate the risk.

**ENDS**