

For Immediate Release

Unauthorized Access to HKBN Customer Database

(Hong Kong – 18 April 2018) Hong Kong Broadband Network Limited (“HKBN” or “the company”) announces that it discovered this Monday (16 April) an unauthorized access to an inactive customer database. Upon identifying the unauthorized access, the company immediately commenced a thorough internal investigation and engaged an external network security consultant to conduct a comprehensive check of all systems and servers. The company has also implemented immediate measures to prevent any further similar attacks.

The investigation to-date identifies that an unknown party has hacked into a server of HKBN containing an inactive database. The database contains information of some 380,000 customer and service applicant records of HKBN fixed and IDD services as of 2012, representing about 11% of its total 3.6 million customer records. Information in the said database includes name, email address, correspondence address, telephone number, identity card number, and some 43,000 credit card information as of 2012. HKBN is not aware that any of the other customer databases of HKBN is affected.

HKBN takes this matter very seriously and immediately reported it to the Police yesterday. The company will also inform its affected customers and notify the Privacy Commissioner for Personal Data accordingly. HKBN will fully cooperate with the authorities in the process.

William Yeung, Co-Owner & CEO and NiQ Lai, Co-Owner and COO said “We apologise to all affected customers. We are continuing the investigation to identify the cause of the unauthorized access, and will spare no effort in the combat against such illegal act, implementing rigorous measures to prevent similar incidents from happening again.”

Customers who have any queries can contact HKBN at a dedicated hotline: 3616 9111 or email: inquiry_36169111@hkbn.net.

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