

## *For Immediate Release*

### **Administrative Guidance from the Ministry of Internal Affairs and Communications**

TOKYO - September 30, 2021 - Internet Initiative Japan Inc. ("IIJ") has received a written guidance from the Ministry of Internal Affairs and Communications prompted by the occurrence of six cases of leaks of personal information and secrecy of communications in connection with certain services we provide that took place from and after March 2020 (see Attachment).

We deeply apologize for any trouble or inconvenience we may have caused our customers and stakeholders as a result of them. Whenever IIJ has discovered such incidents, we have been in touch with every customer who has been affected by the incident as soon as we are able to confirm what has happened to explain the situation and offer our apologies. Customers who have not been contacted about these leaks already, have not been affected by them. With the exception of Case 6, all of the problems that caused these incidents have been corrected.

We take the administrative guidance very seriously and will endeavor to implement company-wide countermeasures to prevent them and to regain the trust of our customers.

For inquiries, contact:

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(Attachment) Leaks of personal information and confidential communications that have occurred

**Case 1**

- Overview Among three of our MVNE clients, records of call were provided to others (MVNOs)
- Information leaked Date and time of calls placed, phone number of calls made, call recipient phone numbers, duration of calls, call type
- Number of leaks confirmed 16 lines, 138 voice call records
- Date acknowledged by IIJ Tuesday, March 10, 2020
- Cause Data inconsistency due to mistake in work

**Case 2**

- Overview Inappropriate address information was shown in notification emails for certain functionality for enterprise mail service “IIJ Secure MX Service”
- Information leaked Email addresses in Bcc by sender in email
- Number of leaks confirmed 6 corporate contracts, 106 emails
- Date acknowledged by IIJ Wednesday, September 16, 2020
- Cause Software defect

**Case 3**

- Overview Wrong SMS records regarding SIMs of eight MVNE clients were provided to other clients
- Information leaked Number of SMS sent
- Number of leaks confirmed 254 records
- Date acknowledged by IIJ Monday, March 8, 2021
- Cause Software defect

**Case 4**

- Overview Data transmission connection history of others were shown on the portal sites for “IIJmio Mobile Service” and “IIJ Mobile Service”
- Information leaked Connection start date and time, connection end date and time, connection duration
- Number of leaks confirmed 2 consumer contracts
- Date acknowledged by IIJ Friday, March 12, 2021
- Cause Data inconsistency due to mistake in work

**Case 5**

- Overview The daily data use history of other users were shown on the IIJmio members-only page
- Information leaked Daily data use history (date, high-speed data used, low-speed data used)
- Number of leaks confirmed 1 consumer contract
- Date acknowledged by IIJ Wednesday, June 2, 2021
- Cause Data inconsistency due to mistake in work

**Case 6**

- Overview Other users’ information was shown on the dedicated smartphone app for “IIJmio Mobile Service GigaPlans”
- Information leaked Partial phone numbers, data balances, data use, billing amounts, contract information (mioID, service code, service plan)
- Number of leaks confirmed 254 consumer contracts
- Date acknowledged by IIJ Thursday, July 15, 2021
- Cause Software defect
- Current status Stopped providing apps. Plan to resume providing apps once defects in software are corrected

MVNE (Mobile Virtual Network Enabler): IIJ Mobile MVNO Platform Services, providing mobile services to other MVNOs