

File Note – Claire Roennfeldt, FAS MCD - On 22 September 2022 – at 17:13pm - **s. 47F(1)** from Optus called me, on a public holiday, to advise that Optus had had a cyber-data breach. I asked what data had been accessed, and he advised that Government data was safe, but that customer commercial data had been breached. I asked what had happened and he indicated they were still working through the detail and that as soon as he knew more he would advise more. He also indicated that following better understanding the situation, Optus would share with the Department any/all lessons learned through this process. I mentioned letting GM TMC and the CIO know as well. The call was ended.

I then texted Adrian Kovacs, called Radi Kovacevic, texted Mike Milford and texted **s. 22(1)(a)(ii)**.



s. 22(1)(a)(ii)

s. 47F(1)
Just FYI - [redacted] from Optus just called me. Optus have had a major cyber breach. Mostly commercial side. No govt data accessed. But it's in the news so he reached out to make certain we were aware. He said they will do a debrief with us in about a week or two to explain how they responded once they knew. He called...

22 Sep



Mike MILFORD

s. 47F(1)
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22 Sep



AJ KOVACKS

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22 Sep

Thursday, 22 September 2022

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View all



5:22 pm



Ack thanks

5:36 pm



s. 22(1)(a)(ii) is well across the issue also.

5:41 pm

s. 22(1)(a)(ii)

From: s. 47F(1) >
Sent: Sunday, 25 September 2022 12:23 PM
To: Hamish HANSFORD
Subject: CM: FW: Optus request for assistance
Attachments: 25092022 - Govt direction to assist - Protecting Optus Customers.pdf

Categories: General

FYI

From: s. 47F(1)
Sent: Sunday, 25 September 2022 12:22 PM
To: clare.oneil, s. 47F(1)
Cc: s. 22(1)(a)(ii) s. 47F(1)
Subject: Optus request for assistance

Dear Minister

Please find attached a letter from Optus CEO, Kelly Bayer Rosmarin, seeking your assistance to help us take further steps to protect our customers as a consequence of the data theft from Optus.

Kind regards

s. 47F(1)

s. 47F(1)

s. 47F(1)

s. 47F(1)

1 Lyonpark Road
Macquarie Park
NSW 2113 Australia
s. 47F(1)



The Hon Claire O'Neil MP
Minister for Home Affairs
Minister for Cyber Security
PO Box 6022
House of Representatives
Parliament House
Canberra ACT 2600

Dear Minister O'Neil

Protecting customers following Optus Data Theft

Further to Optus' discussions with your Office, Optus is seeking the Minister's support in taking further steps to protect current and former customers impacted by the recent data theft incident.

Following discovery of this incident, Optus has been proactive in providing early warning to all current and former customers to enable them to increase their vigilance against potential harm.

One of Optus' early actions in response to the data theft, and prior to notifying the media, was also to notify key financial institutions so they could enhance vigilance in protecting customers. **s. 47G(1)(a)**


[Redacted]

s. 47G(1)(a)

[Large redacted area]

Released by the Department of Home Affairs
under the *Freedom of Information Act 1982*


s. 47G(1)(a)



Optus is mindful that any decision made regarding the sharing of customer information with financial institutions needs to carefully balance:

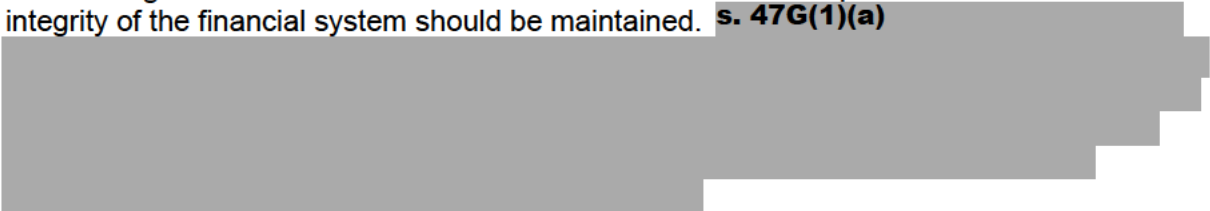
- What is believed to be in the public's best interest;
- The security risks in sharing information, as further proliferation of this information may not be desirable and could increase risk of exposure for customers (although appropriate safeguards could be implemented to address this); and
- The potential for negative public sentiment arising from the sharing of this information with other organisations.

s. 47G(1)(a)




Optus reiterates that the information set exposed in the cyberattack is limited. We have been public about the specific fields to allow all other organisations to assess which of their processes could be at risk. It is Optus' considered view that these specific fields would not be sufficient for financial fraud where passwords, copies of ID documents, and/or multi-factor authentication is in place.

We also believe that most financial institutions require a password or verification by email or SMS for high value transactions – none of these have been compromised and so the integrity of the financial system should be maintained. **s. 47G(1)(a)**



s. 47G(1)(a)



s. 47G(1)(a) Optus welcomes the Minister's guidance on what best steps can be taken in this regard.

Optus continues to communicate and update our customers, and to explore the most appropriate support and services we can provide to help them prevent fraudulent activities. We would like to thank the Minister and Department for their support in reiterating key messages related to identify protection.

Optus is grateful for the Minister's time and assistance with this matter. Should you wish to discuss this letter, please contact s. 47F(1) on s. 47F(1)

Yours sincerely,

s. 47F(1)

Copy to

Minister for Communications, the Hon Michelle Rowland MP
Attorney-General, The Hon Mark Dreyfus KC, MP

s. 22(1)(a)(ii)

From: s. 47F(1)
Sent: Friday, 23 September 2022 2:44 PM
To: Samuel GRUNHARD
Cc: s. 22(1)(a)(ii); s. 22(1)(a)(ii); Joe SMITH; Hamish HANSFORD; s. 22(1)(a)
Subject: CM: RE: Optus incident - Home Affairs [SEC=OFFICIAL]
Categories: General

Hi Sam,
 Thank you for reaching out. I will arrange a briefing for later next week via s. 22(1)(a)(ii)

Regards,
 s. 47F(1)

From: Samuel GRUNHARD <Samuel.Grunhard@homeaffairs.gov.au>
Sent: Friday, 23 September 2022 12:32 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii); s. 22(1)(a)(ii) Joe SMITH <Joe.Smith@homeaffairs.gov.au>; Hamish HANSFORD <Hamish.Hansford@homeaffairs.gov.au>
Subject: Optus incident - Home Affairs [SEC=OFFICIAL]

[External email] Please be cautious when clicking on any links or attachments.

OFFICIAL

Dear s. 22(1)(a)(ii)

I'm writing about the recent cyber security incident experienced by Optus. I appreciate that Optus has formally reported the incident to the Australian Cyber Security Centre (ACSC) and is working closely with the ACSC to investigate and remediate the incident.

As you would anticipate, the Department of Home Affairs, as the regulator for telecommunications security, is keen to work closely with Optus to understand the vulnerabilities that led to this incident and the steps that Optus is taking to prevent a recurrence. I appreciate that Optus has historically taken a proactive stance with regard to regulatory obligations and has made formal notifications in relation to changes that affect the security of its customer data. s. 47E(d)

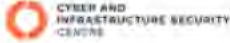
I know you'll currently be dealing with the immediate consequences and am keen not to interrupt this important work. I'd suggest a meeting mid-late next week to give you sufficient time for the dust to settle. I would be grateful if your team could contact my Executive Assistant, s. 22(1)(a) (CCed on this email) to arrange a time that is convenient.

If you would like to chat about this request, of course, please don't hesitate to contact me as below.

Kind regards
Sam

Sam Grunhard
First Assistant Secretary / Deputy Group Manager
Cyber and Infrastructure Security Operations Division
Cyber and Infrastructure Security Centre

s. 22(1)(a)(ii)



s. 22(1)(a)
(ii)

OFFICIAL

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s. 22(1)(a)(ii)

From: s. 47F(1)
Sent: Friday, 23 September 2022 9:35 AM
To: Hamish HANSFORD
Subject: RE: Urgent assistance [SEC=OFFICIAL]

Categories: General

I did yes. Thanks for connecting back.

From: Hamish HANSFORD <Hamish.Hansford@homeaffairs.gov.au>
Sent: Friday, 23 September 2022 9:12 AM
To: s. 47F(1)
Subject: RE: Urgent assistance [SEC=OFFICIAL]

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OFFICIAL

s. 47F(1)

Sorry I missed this email yesterday in the midst of all of the activity. Feel free to just call me.

Did you get s. 47F(1) number?

Hamish

Hamish Hansford
 Group Manager
 Head – Cyber and Infrastructure Security Centre
 Australian Department of Home Affairs

s. 22(1)(a)(ii)



s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1)
Sent: Thursday, 22 September 2022 7:55 AM
To: Hamish HANSFORD <Hamish.Hansford@homeaffairs.gov.au>
Subject: Urgent assistance

Hi Hamish

I wonder if you could assist with some contact details – we have an urgent matter we need to discuss with ACSC. We have been through the normal notification route, but would like to contact someone more senior to seek some advice.

s. 22(1)(a)(ii) would also like to contact s. 47F(1) today and I wondered if you had her mobile.

Please feel free to call me.

Thanks

s. 22(1)(a)
(ii)

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Adrian KOVACS

From: s. 47F(1) **s. 47F(1)**
Sent: Friday, 23 September 2022 11:37 AM
To: s. 22(1)(a)(ii)
Cc: Adrian KOVACS; s. 22(1)(a)(ii)
Subject: RE: Optus cyberattack [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

That is correct. The Optus systems holding enterprise customer information is not affected.

Thank you,

s. 47F(1)

From: s. 22(1)(a)(ii) **s. 22(1)(a)(ii)**
Sent: Friday, 23 September 2022 11:34 AM
To: **s. 47F(1)** **s. 47F(1)**
Cc: **s. 22(1)(a)(ii)** s. 22(1)(a)(ii)
s. 22(1)(a)(ii)
Subject: RE: Optus cyberattack [SEC=OFFICIAL]

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OFFICIAL

Morning s. 47F(1)

Thank you and perfect timing, I am actually reading this right now.

Although Enterprise customers are not affected as this cyber-attack does not affect the service platform, just want to confirm if any of our data (e.g. HA staffs who have a Departmental issued Optus mobile phones) are not compromised?

Cheers

s. 22(1)(a)(ii)
s. 22(1)(a)(ii)
 Sourcing & Vendor Management Branch | Major Capability Division
 Technology and Major Capability Group
 Department of Home Affairs
 P: s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)
 E: **s. 22(1)(a)(ii)**



The Department of Home Affairs and the Australian Border Force acknowledge the Traditional Custodians throughout Australia and their continuing connection to land, sea and the community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their Elders past and present.

OFFICIAL

From: **s. 47F(1)** **s. 47F(1)**
 Sent: Friday, 23 September 2022 11:28 AM
 To: s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** >
 Cc: **s. 22(1)(a)(ii)** > s. 22(1)(a)(ii)
 <**s. 22(1)(a)(ii)**>
 Subject: RE: Optus cyberattack [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

Further advice regarding this matter, Optus has released additional FAQ's to the media release found at this link:

<https://www.optus.com.au/about/media-centre/media-releases/2022/09/optus-notifies-customers-of-cyberattack>

Please let me know if there are additional questions I can assist with.

Thank you,

s. 47F(1)

s. 47F(1)

Director, Home Affairs | Federal Government

s. 47F(1)
s. 47F(1)
s. 47F(1)

OPTUS

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 Please think of the environment before printing this email.

From: **s. 47F(1)**
 Sent: Thursday, 22 September 2022 5:34 PM
 To: s. 22(1)(a)(ii) <**s. 22(1)(a)(ii)**>

Released by the Department of Home Affairs under the Freedom of Information Act 1982

Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au; s. 22(1)(a)(ii) s. 22(1)(a)(ii)

Subject: FW: Optus cyberattack [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

Thanks so much for time to chat just now. As discussed, Optus has experienced a cyber attack with possible access to customer' information.

To confirm, we ascertained our enterprise customer data has not been accessed or compromised and Home Affairs and the services we provide to yourselves remain unaffected.

I'm sharing the below advice sent to s. 22(1)(a)(ii) this afternoon. In addition, s. 22(1)(a)(ii) has also called Claire Roennfeldt to brief her of the current status also.

Please let me know if you have any questions or receive any queries I can assist with.

Thank you,

s. 47F(1)

From: s. 47F(1)

Sent: Thursday, 22 September 2022 4:34 PM

To: s. 22(1)(a)(ii) s. 22(1)(a)(ii)

Cc: s. 47E(d) <s. 47E(d)>

Subject: RE: Optus cyberattack [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

To confirm, Optus has experienced a cyber attack with possible unauthorised access to customers' information. The Optus media release can be found here:

<https://www.optus.com.au/about/media-centre/media-releases/2022/09/optus-notifies-customers-of-cyberattack>

The attack has been shut down and a full assessment of system access has been undertaken. Our enterprise customer data, of which Home Affairs is one, has not been accessed and there is no impact to Optus information associated with the services we provide to the Department.

Access to consumer customer information has occurred. We are still assessing what information was accessed though have been able to verify payment information was not exposed.

All relevant authorities have been notified and we continue to assess and support our impacted customers.

Our State Director, s. 47F(1), has spoken with both Radi and s. 22(1)(a)(ii) today to advise them of this issue.

Please let me know if you have any further questions.

Thank you,

s. 47F(1)

From: s. 22(1)(a)(ii) <s. 22(1)(a)(ii) @homeaffairs.gov.au>

Sent: Thursday, 22 September 2022 4:02 PM

To: s. 47F(1) <s. 47F(1)>

Cc: s. 47E(d) <s. 47E(d)>

Subject: RE: Optus cyberattack [SEC=OFFICIAL]

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OFFICIAL

Many thanks ^{s. 47F(1)} – really appreciate the rapid response. I'll await further information from you.

Kind regards

^{s. 22(1)(a)(ii)}

OFFICIAL

From: ^{s. 47F(1)} <^{s. 47F(1)}>
Sent: Thursday, 22 September 2022 4:00 PM
To: ^{s. 22(1)(a)(ii)} <^{s. 22(1)(a)(ii)} @homeaffairs.gov.au>
Cc: ^{s. 47E(d)} <^{s. 47E(d)}>
Subject: RE: Optus cyberattack [SEC=OFFICIAL]

Hi ^{s. 22(1)(a)(ii)}

I am about to join a 4 pm internal call regarding this matter.
I can confirm the cyber attack has only affected consumer systems and our enterprise customer data is unaffected.

I will provide a further update once I've received a briefing.

Thank you,

^{s. 47F(1)}

From: ^{s. 22(1)(a)(ii)} <^{s. 22(1)(a)(ii)} @homeaffairs.gov.au>
Sent: Thursday, 22 September 2022 3:56 PM
To: ^{s. 47F(1)} <^{s. 47F(1)}>
Cc: ^{s. 47E(d)} <^{s. 47E(d)}>
Subject: Optus cyberattack [SEC=OFFICIAL]

[External email] Please be cautious when clicking on any links or attachments.

OFFICIAL

Good afternoon ^{s. 47F(1)}

I am reaching out to see if there is any information you can provide my team on the news we have heard regarding the Optus Cyber attack?

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[Optus cyberattack: 9 million Australians' data stolen in security breach | news.com.au — Australia's leading news site](#)

[Optus customer data hit in cyber attack | The Canberra Times | Canberra, ACT](#)

Kind regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Assistant Secretary
Technology Operations & Support Branch | ICT Division
Technology and Major Capability Group
Department of Home Affairs

P: s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii)

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s. 22(1)(a)(ii)

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Subject: RE: Urgent assistance [SEC=OFFICIAL]

OFFICIAL

s. 47F(1)

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Did you get s. 47F(1) number?

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Group Manager
Head – Cyber and Infrastructure Security Centre
Australian Department of Home Affairs
Mobile: s. 22(1)(a)(ii)
Ph: s. 22(1)(a)(ii)
E: Hamish.Hansford@homeaffairs.gov.au



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Kelly would also like to contact s. 47F(1) toady and I wondered if you had her mobile.

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Head – Cyber and Infrastructure Security Centre
Australian Department of Home Affairs
Mobile: s. 22(1)(a)(ii)
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S. 47F(1)

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Categories: General

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Cc: s. 22(1)(a)(ii)@homeaffairs.gov.au; s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@mo.communications.gov.au>;
s. 47F(1)@ag.gov.au
Subject: Optus request for assistance

Dear Minister

Please find attached a letter from Optus CEO, Kelly Bayer Rosmarin, seeking your assistance to help us take further steps to protect our customers as a consequence of the data theft from Optus.

Kind regards

s. 47F(1)

s. 47F(1)

VP, Regulatory & Public Affairs

s. 47F(1)

s. 47F(1)

s. 47F(1)

s. 47F(1) [@optus.com.au](mailto:s.47F(1)@optus.com.au)

s. 22(1)(a)(ii)

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Subject: RE: Optus request for assistance [SEC=OFFICIAL]

OFFICIAL

Thanks, s. 47F(1)

Much appreciated.

Hamish

Hamish Hansford
Group Manager
Head – Cyber and Infrastructure Security Centre
Australian Department of Home Affairs
Mobile: s. 22(1)(a)(ii)
Ph: s. 22(1)(a)(ii)
E: Hamish.Hansford@homeaffairs.gov.au



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Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au; s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@mo.communications.gov.au>
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VP, Regulatory & Public Affairs

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@optus.com.au](mailto:optus.com.au)