

(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