

18th July 2017

Customer Notification

On Monday 17th July Icomera was made aware of a potential security vulnerability in our X-Series Wi-Fi solution and has acted quickly to ensure there is no risk to passengers and operators.

A hacker/passenger posted details online of how a potential vulnerability in our X series solution could be exploited by passengers using the Wi-Fi service in order to gain access to some of the data used by the Icomera Wi-Fi solution.

Following a thorough assessment of the hacker/passenger's claims we have determined that there was no vulnerability. The hacker/passenger's experience corresponds with behaviours expected from our system and the only data that was exposed was *their own* MAC address and basic identifiers and statistics of the Icomera hardware they were connected to.

The data of other passengers, or operational data about vehicles was not at risk at any point. Nevertheless, as of 9am (EST) this morning we have developed and tested a system modification removing features that were attracting undesirable attention from the hacking community. This update has a direct impact on the passenger experience in that several of the features of your Icomera portal pertaining to the individual user's session data will be removed.

Your Icomera account manager will oversee the removal of these features if you feel this update is required.

On this occasion we are pleased to say there has been no indication of any vulnerabilities being exploited. While Icomera has and continues to work hard to make its mobile Internet connectivity as secure as technically possible, we must re-emphasise that public Wi-Fi is inherently insecure and that any data transmitted over any public network can be intercepted. For this reason passengers are always advised to avoid accessing unfamiliar websites or logging into websites where there is a chance that cybercriminals could capture personal information.

Icomera remains committed to protecting our customers' data and in the rare cases where major online security issues do arise, please be assured that our ever-vigilant team will be on hand to combat these swiftly and decisively.

Customers with any outstanding questions or concerns should contact their Icomera account manager.