

Telecommunications Sector

Source: Deloitte Report



Case 1

State-sponsored hackers launch privacy attack

Organization

A very large international mobile phone provider.

Scenario

Cyber spies gained access to mobile communication channels for surveillance purposes by incorporating malicious software on a spoofed social media page of privileged users within the company.

Attackers and motivation

The attackers were associated with a government agency that wanted to spy on large groups of mobile phone users.

Techniques used

The attack was an extremely sophisticated combination of several techniques. The attackers first spoofed the personal social media pages of privileged users within the company. The spoofed pages then installed malicious software on the users' computers, taking advantage of their elevated system privileges to penetrate deeply into the company's network. This ultimately allowed the attackers to access mobile communication data for surveillance purposes.

Business impact

The size and scope of the attack did significant damage to the organization's reputation and confidentiality of the infrastructure. It also fueled customer concerns about privacy, which is a major issue for the entire telecom sector.