

Andre Joubert, general manager of MWEB Business, emphasized that only ADSL authentication usernames and passwords had been compromised. The integrity of the personal or private data related to the accounts remained intact, as did the access credentials for each customer's bundled onsite router. Joubert did acknowledge the seriousness of the hack, apologizing for any inconvenience the breach may have caused to MWEB's customers. As soon as the breach was identified, MWEB took immediate action to evaluate the extent of the breach and to limit any damage. In MWEB's defense, Jansen said that MWEB constantly advises its customers to be vigilant regarding their online data and security. In addition, MWEB was working closely with Internet Solutions to investigate the nature and source of the breach to ensure that it does not happen again.

Sources: "2010 MyBroadband Awards: The Winners and Losers," MyBroadband, October 19, 2010 (<http://mybroadband.co.za/news/broadband/15951-2010-MyBroadband-Awards-The-winners-andlosers.html>, accessed November 17, 2010); "About MWEB," MWEB (www.mweb.co.za/productspricing/MWEBBusiness/AboutMWEBBusiness.aspx, accessed November 17, 2010); "Hackers Target MWEB," NewsTime, October 25, 2010 (www.newstime.co.za/ScienceandTech/Hackers_Target_M-Web/13618/, accessed November 17, 2010); "MWEB Business Tackles 'ADSL Hacking' Incident," MyBroadband, October 25, 2010 (<http://mybroadband.co.za/news/adsl/16077-MWEB-Businessstackles-ADSL-hacking-incident.html>, accessed November 17, 2010); "MWEB Business Takes Action in 'Hacking' Incident," Moneyweb, October 25, 2010 (www.moneyweb.co.za/mw/view/mw/en/page295027?oid=512545&sn=2009+Detail&pid=287226, accessed November 17, 2010); "MWeb hacked, users' details exposed," TechCentral, October 26, 2010 (www.techcentral.co.za/mwebhacked-users-details-exposed/18366/, accessed November 17, 2010).

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CASE STUDY QUESTIONS

1. What technology issues led to the security breach at MWEB?
2. What is the possible business impact of this security breach for both MWEB and its customers?
3. If you were an MWEB customer, would you consider MWEB's response to the security breach to be acceptable? Why or why not?
4. What should MWEB do in the future to avoid similar incidents?