

Notice Regarding Administrative Guidance Issued by Ministry of Internal Affairs and Communications

TOKYO - July 18, 2025 - Internet Initiative Japan Inc. (TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers, today announced that it has received a written administrative guidance from the Ministry of Internal Affairs and Communications (MIC) regarding the leakage of communication secrets (*) resulting from unauthorized access to IIJ's enterprise email security service "IIJ Secure MX Service." We sincerely apologize for the great inconvenience and concern we are causing our customers and all other related parties.

(*) Press releases announced by IIJ

April 15, 2025: Notice Regarding the Breach of Customer Information in "IIJ Secure MX Service" (Initial Report)

<https://www.iij.ad.jp/en/news/pressrelease/2025/0415.html>

April 22, 2025: Notice and Apology Regarding the Breach of Customer Information in "IIJ Secure MX Service" (Second Report)

<https://www.iij.ad.jp/en/news/pressrelease/2025/0422-2.html>

Following the incident, IIJ reviewed and strengthened security measures and monitoring systems to prevent recurrence, and completed the strengthening of behavioral detection functions at service facilities on June 26. Furthermore, IIJ is expected to complete the strengthening of the multi-layered Web Application Firewall defense by the end of July.

In addition, IIJ has launched a project reporting to the President that aims to prevent recurrence across all services. Going forward, IIJ will promptly take necessary measures in order to enhance the security of the entire service, including IIJ Secure MX Service, centering on the project.

IIJ takes the administrative guidance seriously and ensures that the measures underway to prevent recurrence are being implemented thoroughly. It is also strengthening its information security system throughout the company and striving to restore the trust of customers and other stakeholders.

About IIJ

Founded in 1992, IIJ is one of Japan's leading Internet-access and comprehensive network solutions providers. IIJ and its group companies provide total network solutions that mainly cater to high-end corporate customers. IIJ's services include high-quality Internet connectivity services, systems integration, cloud computing services, security services and mobile services. Moreover, IIJ has built one of the largest Internet backbone networks in Japan that is connected to the United States, the United Kingdom and Asia. IIJ was listed on the Prime Market of the Tokyo Stock Exchange in 2022. For more information about IIJ, visit the official website: <https://www.iij.ad.jp/en/>.

The statements within this release contain forward-looking statements about our future plans that involve risk and uncertainty. These statements may differ materially from actual future events or results.

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