

To the partners and customers of
Swissphone Group

Samstagern, 18. September 2024

Information on the security of Swissphone pagers

Dear customers and partners

It is with great regret that we have taken note of the latest media reports on the tragic events in Lebanon. As you may have already heard, there were explosions there in which manipulated pagers were used. Our thoughts are with those affected and their families.

Yesterday's attack in Lebanon using pagers has led to uncertainty among you and our customers regarding the safe use of pagers. The initial media reports have fueled this uncertainty, as they were unfortunately based on speculation rather than facts.

We would be pleased to inform you about the relevant facts in order to dispel any possible concerns regarding the safety of our Swissphone products.

Swissphone pagers are safe!

Pagers cannot be detonated remotely by hacking the pager network, as was first reported by some media. In order to detonate a pager, explosives must be installed in the pager.

Here are the most important findings:

Is there a risk that Swissphone pagers could explode?

No, our Swissphone pagers are specially developed and tested to work safely even under the most demanding conditions (fire, water, chemicals, etc.). Our devices are subjected to extensive heat tests and the batteries are protected against overheating. The latest media reports indicate that the pagers used in the attacks were rigged with explosives, which led to the explosions.

Can Swissphone pagers be hacked or manipulated?

In 55 years, since Swissphone was founded, we are not aware of any tampering with Swissphone pagers. Swissphone pagers and the associated networks are protected by modern encryption technologies. Unauthorized access or manipulation of the devices is only possible with special expertise and special software tools. Our pagers are developed and produced entirely and in whole in Samstagern, Canton Zurich, Switzerland, which enables us to control the entire manufacturing process precisely and to exclude the possibility of tampering. To increase wearing comfort, our terminals have particularly small external dimensions. For this reason, Swissphone pagers have little or no space for the installation of external components such as explosives or detonators.

How can an explosion be triggered on a pager?

An explosion can only be caused by deliberate manipulation of hardware and software and by the installation of explosives. Swissphone pagers are designed for use in safety-critical areas, such as the chemical industry, where special explosion protection requirements apply.

Are the pagers used in the attacks also used by Swissphone?

No, the pagers used in the attacks come from the Taiwanese manufacturer Gold Apollo Co. LTD, which has licensed the company BAC Consulting KFT in Budapest, Hungary, to manufacture Gold Apollo pagers. Swissphone has no business relationship with these companies.

Swissphone only sells its own products, which are developed and manufactured entirely in Samstagern, Canton Zurich, Switzerland. Swissphone does not license any third-party companies to manufacture Swissphone pagers. In addition, Swissphone attaches great importance to a strictly controlled supply chain.

Swissphone pagers are distributed exclusively via a trustworthy, respectable and local partner network with whom we have long-standing business relationships.

We assure you that the security and quality of our products are our top priority. Swissphone has implemented comprehensive measures to prevent any sabotage or tampering. Our development and production processes as well as our access security measures help to ensure that our pagers meet the highest security standards.

If you have any further questions or require specific information, please do not hesitate to contact us.

Thank you for your trust in Swissphone and our pagers!

Kind regards

Swissphone Wireless AG

A handwritten signature in blue ink, appearing to read "P. Jaggi".

Pascal Jaggi
Group CEO