Right of Reply to Article on Modem Security
https://newz.mt/thousands-of-modems-unsafe-as-melita-resets-password-to-password/

We at Melita would like to respond to the recent article concerning the default password settings on our modems. Melita firmly rejects any claims suggesting that its modems are unsafe or that there are unresolved underlying issues. We believe that it's important to clarify some points to provide our customers with accurate information and assurance.

1. **Wi-Fi Password Security**: Each Melita modem comes with a unique Wi-Fi password that is 12 characters long and includes a mix of lowercase letters, uppercase letters, and numbers. This default setting ensures a robust level of security. Access to the internet connection, including the modem's settings, remains solely at the discretion of the customer, unless they choose to remove the Wi-Fi password, share it with others, or provide a direct cable connection to their guests.

2. **Default Password Clarification**: The "password" referred to in the article is the equipment default administrative password used to access the modem settings. Accessing these settings requires a direct connection to one's modem at home, either via an Ethernet cable or its specific Wi-Fi network, which is protected by a unique password. This means that the individual attempting to access the modem settings needs to be physically within range of that modem. It also means that only those authorised by the modem's owner can access these settings.

3. **Public Wi-Fi and Business Use**: For businesses that offer public Wi-Fi, such as internet cafes, we strongly recommend the use of a guest Wi-Fi profile. This setup allows customers to access the internet without the ability to alter the modem's administrative settings. Additionally, many businesses with larger premises implement separate Wi-Fi systems independent of the modem provided by Melita, with their own security features

4. **Encouragement to Use Strong Passwords**: We urge our customers to always keep a secure Wi-Fi password, ensuring that it is not easily guessable and that they do not share their password with untrusted persons. A strong password should ideally include a combination of uppercase and lowercase letters, numbers, and special characters. Customers may also update the administrative password, for additional security where this is required

We take security very seriously and have implemented robust measures to protect our customers' data and networks. Melita provides clear guidance on how to secure one's network, including changing default usernames and passwords to stronger alternatives. Our customer experience team is always available to assist with any security concerns.