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## SpiceJet airline passengers stranded after ransomware attack

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By  
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(<https://www.bleepingcomputer.com/author/bill-toulas/>)

May 25, 2022

07:43 AM

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Low-cost Indian airline SpiceJet has informed its customers today of an attempted ransomware attack that has impacted some of its systems and caused delays on flight departures.



According to the announcement published on the airline's social media channels, its IT team managed to thwart the attack, so everything is back to normal operational status.

SpiceJet

@flyspicejet

#ImportantUpdate: Certain SpiceJet systems faced an attempted ransomware attack last night that impacted and slowed down morning flight departures today. Our IT team has contained and rectified the situation and flights are operating normally now.

上午11:00 · 2022年5月25日

116

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However, multiple customer reports on Twitter and Facebook still reflect ongoing problems, highlighting flight delays, saying that customer service via phone is unreachable, and the bookings system remains unavailable.

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**Puneet Khandelwal**  @puneet\_ican · 1h  
Replying to @flyspicejet  
No, flights are not running normal, huge delays in JPR BOM sector..huge inconvenience by @flyspicejet, we have to catch Dubai flight at 4:25 frm Mumbai


**Shantiswarup** @noidforshan · 4h  
Replying to @flyspicejet  
We are at Dharamshala airport no status update of DHM-DEL flights at all.



**Prajakta Tanksale** @prajakta\_tank · 3h  
Replying to @flyspicejet  
The flights are NOT operating normally! The Delhi Dharamshala flight is still stranded on the runway since 6am! I have a sick child with me, making this wait extremely difficult. There is no update on when the flight will take off or whether it will take off or not! @MoCA\_India

  
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#### Customer complaints on Twitter

**LittleEvil** @littleEvil\_101 · 2h  
Replying to @flyspicejet  
I've mailed, dm everything already. Need to CANCEL FLIGHT. I get the same reply to call customer care but your lines are not reachable

**Revan Nikam** @revannikam85 · 1h  
Replying to @flyspicejet  
I booked a flight ticket using my Indusind Bank debit card. My ticket PNR is EGJNPK.  
The ticket was not issued by the airline due payment failure at the airline payment gateway. The flight ticket amount has been deducted from my bank account.  
Please return my money back.



#### Customers reporting lack of service availability

BleepingComputer confirmed at the time of writing that only the homepage of SpiceJet was working, while most underlying systems and webpages failed to load.



The flight status tables were accessible, though, and showed massive delays on all destinations we've checked, ranging between two to five hours.

FLIGHT STATUS	
<b>Date of Flight:</b>	Wed 25 May, 2022
<b>Date of Update:</b>	Wed 25 May, 2022
<b>Flight Information:</b>	
<b>Scheduled Departure:</b>	Wed 25 May, 2022 - 18:55
<b>Current Status</b>	Delayed by 4 hour(s) 5 minute(s)
<b>Estimated Departure:</b>	23:00
<b>Departure Gate:</b>	03
<b>Out of Gate:</b>	
<b>Off the Ground:</b>	
<b>Scheduled Arrival:</b>	Wed 25 May, 2022 - 20:20
<b>Current Status</b>	Delayed by 4 hour(s) 10 minute(s)
<b>Estimated Arrival:</b>	00:30
<b>Arrival Gate:</b>	
<b>On the Ground:</b>	
<b>Into Gate:</b>	
<b>Comments:</b>	RETD 2300~OPERATIONAL REASON~

A flight delay notice on SpiceJet site

According to public data, SpiceJet is the second-largest airline in India, operating a fleet of 102 aircrafts to serve over 60 destinations. The firm has more than 14,000 employees and holds about 15% of the local market share.

As such, a cyberattack impacting its operations affects a large number of passengers across India and international destinations, and those multi-hour delays translate to significant financial losses.



Google 已关闭此广告

BleepingComputer has reached out to SpiceJet for more details about the ransomware attack and a company spokesperson shared the following statement:

*Certain SpiceJet systems faced an attempted ransomware attack last night that has impacted our flight operations. While our IT team has to a large extent contained and rectified the situation, this has had a cascading effect on our flights leading to delays.*

*Some flights to airports where there are restrictions on night operations have been cancelled. SpiceJet is in touch with experts and cyber crime authorities on the issue.*

## Previous trouble

In January 2020, SpiceJet confirmed a data breach incident ([https://www.business-standard.com/article/news-ani/spicejet-confirms-data-breach-of-1-2-million-passenger-details-120013100001\\_1.html](https://www.business-standard.com/article/news-ani/spicejet-confirms-data-breach-of-1-2-million-passenger-details-120013100001_1.html)) that allowed an unauthorized individual to access a database backup file on one of the airline's poorly protected servers.

The file contained unencrypted information of 1,200,000 passengers who had used SpiceJet's services in the previous month, including their full names, flight information, phone numbers, email addresses, and dates of birth.



In 2021, SpiceJet went through severe financial trouble (<https://www.livemint.com/companies/company-results/spicejet-plans-to-raise-rs2-500-cr-as-airline-reports-loss-for-5th-straight-qtr-11625071381087.html>) result of grounding its fleet due to COVID-19 restrictions, reporting an annual revenue loss of 28%, which directly threatened the sustainability of its business.

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It is easy to assume that this dire financial situation didn't leave much margin for investing in cybersecurity and incident response, which might be what allowed the ransomware actors in this case to launch a successful attack.

## Related Articles:

New 'Cheers' Linux ransomware targets VMware ESXi servers  
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(<https://www.bleepingcomputer.com/news/security/new-ransomhouse-group-sets-up-extortion-market-adds-first-victims/>)

Ransomware attack exposes data of 500,000 Chicago students  
(<https://www.bleepingcomputer.com/news/security/ransomware-attack-exposes-data-of-500-000-chicago-students/>)

The Week in Ransomware - May 20th 2022 - Another one bites the dust  
(<https://www.bleepingcomputer.com/news/security/the-week-in-ransomware-may-20th-2022-another-one-bites-the-dust/>)

