



Applus Service Interruption Fact Sheet for the Connecticut Emissions Program

What Happened?

On Tuesday, March 30, 2021, Applus detected and stopped a malware attack which temporarily interrupted the process of conducting vehicle inspection and emissions testing in Connecticut and seven other states. The first step was to contain the problem by locking down the entire system in Connecticut and all the other affected states as soon as the issue was detected.

Is Connecticut Impacted Differently Than Other States?

It is important to understand that the vehicle inspection and emissions testing programs in each state (and in some cases, counties) are unique and operate independently. Each program involves different types of services, technology, equipment and policies/procedures.

This means that information regarding the service interruption, scope of impact and response plans/timelines for returning a testing program to full operations is unique to each state. For example, the Massachusetts Vehicle Check Program operates very differently than the Connecticut Vehicle Emissions Program. For this reason, it is important to only reference information that is specific to the Connecticut program posted to www.ctemissions.com.

What is Applus Doing About the Service Interruption?

Applus' technical team, assisted by independent forensic experts, is working around the clock to resolve this issue in order to restore the program to full operations. Applus quickly notified our program customers and continues to work in coordination with them. In addition, we notified the station owners, managers and inspectors who perform the vehicle inspections.

When Will the System be Back Online?

At this time, Applus is unable to provide a specific timetable. Applus is routinely updating the Connecticut [Vehicle Emissions Program website - www.ctemissions.com](http://www.ctemissions.com) - as additional information becomes available. It is important to note that we want to ensure we have resolved all issues before restarting the system in order to avoid any additional delays or inconvenience once the program is back up and running.

It is imperative that we ensure every component of the program is free from malware, is thoroughly tested, and is operating normally before bringing the program back online. The testing process will involve all of our agencies as well as the station owners who operate the computerized workstation equipment used to perform the vehicle emissions tests.

Is My Information at Risk?

Applus is working to determine the scope of the attack and whether or not any personal information for motorists in Connecticut could potentially have been compromised.

Applus has engaged computer forensic experts to assist in: analyzing the current attack, restoring our IT environment to permit restoration of services, enhancing security measures as appropriate, as well as anticipating and preventing future attacks that continue to evolve in sophistication by cyber criminals. This is one of our highest priorities and we are working diligently on our systems' integrity and restoration.

Has Law Enforcement Been Notified?

Yes, Applus has contacted the FBI, which is standard protocol when malware is detected. Unfortunately, sophisticated malware attacks like this happen every day. They are serious crimes. Currently, there is an ongoing investigation of this attack by law enforcement officials.

Are You Updating Your Customers?

The Applus team continues to be in constant contact, often real-time, with the Connecticut DMV. We are also providing frequent updates to Test Center owners/managers and inspectors, as well as motorists, throughout the day via email, website updates and through our customer service call center.

Important Information for Motorists

Free Retests

My vehicle's free retest expired during the systems outage; how do I get my free retest?

If the last day for your vehicle's free retest occurs during the systems outage, your vehicle will still be eligible for the retest. Once the system is fully operational, instructions will be provided to all Test Centers. You may also call us at 1.888.828.8399, and we will assist you through the process.

Late Fees

My vehicle is now late because of the current systems outage. Will I receive a late fee?

No, Applus is working with the DMV to ensure vehicles due for a vehicle emissions test during the outage are not assessed a late fee.

New Registrations

I need to register a vehicle that requires an emissions test; how do I complete the vehicle registration process?

The DMV has made temporary provisions to allow new registrations for vehicles without the required vehicle emissions test. Please note that once the system is restored, your vehicle will be required to meet Connecticut's emissions compliance standards.

Registration Renewals

Can I renew my vehicle registration during the systems outage?

The DMV implemented a workaround that allows motorists to renew their vehicle registrations either by mail or online; the emissions compliance will be verified after the system is restored.

VIN Verifications

What if I need a VIN verification for a vehicle new to Connecticut?

The DMV implemented a workaround that allows Test Centers and VIN verification locations to continue to complete the verifications during the outage. The DMV AE-81 VIN Verification Form, customarily reserved for an out-of-state law enforcement authority, will be used as a substitute for the vehicle registration process.

Local Enforcement

Will I receive a citation if my vehicle's emissions requirement is not in compliance?

The Connecticut DMV notified local law enforcement to ask for their cooperation not to cite motorists whose vehicles have an expired emissions test during this outage.

If you have further questions, please contact Applus at: PublicRelations@CTEmissions.com