

HKEX HOSTING SERVICES LIMITED

(A wholly-owned member of the Hong Kong Exchanges and Clearing Limited Group)

Expanding the scope of our remote hands service

Across HKEX, we continue to improve our working processes by adopting the latest technologies and aligning with industry best practices. We are pleased to therefore let you know that we have recently expanded the scope of our remote hands service in order to better support your daily operations.

Who is eligible for the expanded remote hands facility?

All Hosting Service subscribers are eligible for the new remote hands facility.

What services are now included in remote hands?

The scope of the remote hands technical support services includes, but is not limited to:

- Equipment power cycling (router, server, switch);
- Checking equipment LEDs for activity;
- Visual inspections of equipment;
- Site access log and power consumption report;
- Equipment and component installation, replacement and removal;
- Weekday staging service (include unpacking, parts verification, mandatory power test and asset move-in registration);
- In-rack packaging materials disposal;
- In-rack cable patching and tracing;
- Equipment and cable labelling.

What are the costs associated with the expanded remote hands service?

Description	Charging Unit	Service Fee (HK\$)
Remote Hands Service	Minimum charge is one half hour	\$1,500 per hour

Your questions, answered.

We always welcome suggestions and feedback on our services. Please do feel free to contact us on (852) 2211 6447 or email: hssales@hkex.com.hk if you would like to know more about the enhancements.

Thank you for your continued support.