

香港交易所設備託管服務有限公司

(香港交易及結算所有限公司集團全資附屬成員機構)

**HKEX HOSTING SERVICES LIMITED**

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

## 客戶通告 SUBSCRIBER NOTICE

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Subject: Network Switches Replacement for NTP on 9 November 2019

Enquiry: HKEX Hosting Service Desk Hotline

Tel: (852) 2211 6080 or Email: [hsservicedesk@hkex.com.hk](mailto:hsservicedesk@hkex.com.hk)

To: All Subscribers

Reference is made to the Subscriber Notice (ref: [HDS/19/1016](#)) dated 21 October 2019. HKEX Hosting Services (“HKEX-Hosting”) plans to replace the network switches for Timing Service – Network Time Protocol (“NTP”).

Following the successful completion of NTP Readiness Test on 2 November 2019, the replacement of network switches for NTP will be taken place on 9 November 2019.

NTP subscribers are reminded on the following:

1. NTP Verification

- NTP subscribers are encouraged to perform health check to the NTP connectivity between 9:00 a.m. to 10:00 a.m. on 9 November 2019 to ensure proper connectivity after the completion of replacement of network switches for NTP.

2. After completion of NTP Verification, please submit the completed Attachment 1 “**NTP Test Result Confirmation Form**” by fax or email **at or before 1:00p.m. on 9 November 2019** to HKEX Hosting Service Desk (Fax No.: (852) 2462 0722 Email: [hsservicedesk@hkex.com.hk](mailto:hsservicedesk@hkex.com.hk)).

3. Arrangement of unplanned disruptions

- Typhoon, Extreme Conditions and Rainstorm Arrangements on 9 November 2019

When Tropical Storm Warning Signal No. 8 (or above) or the Black Rainstorm Warning Signal is hoisted or Extreme Conditions is announced, the following arrangements will apply:

Condition	Arrangement
If Tropical Storm Warning Signal No. 8 or above or Extreme Conditions or Black Rainstorm Warning is issued/ announced or continues to be in force anytime from 7:00a.m. to before 9:00a.m.	NTP Verification will be cancelled and will not be resumed for the rest of the day.
If Tropical Storm Warning Signal No. 8 or above or Extreme Conditions is issued on or after 9:00a.m.	NTP Verification will be terminated 15 minutes thereafter.
If Black Rainstorm Warning Signal is issued on or after 9:00a.m.	NTP Verification will continue until completion.

- Under exceptional circumstances, such as severe transportation incident...etc., HKEX-Hosting will inform the contact(s) as provided by NTP subscribers in their submitted "Participation Form of NTP Readiness Test and Verification Test" by email and/or SMS as soon as possible if the NTP Verification would be cancelled.

For any enquiries, please contact the Hosting Service Desk at (852) 2211 6080 or email [hsservicedesk@hkex.com.hk](mailto:hsservicedesk@hkex.com.hk).

#### 4. Important Reminder

- Due to the preparation work for replacement of network switches for NTP, there would be service interruption on the NTP connections between 6:00 a.m. to 8:00 a.m. on 9 November 2019.
- The replacement of the network switches for NTP will not affect the service of Timing Service – Precision Time Protocol (PTP).

NTP subscribers are highly recommended to coordinate with your IT teams and/or system vendors for necessary preparation. For any enquiries, please contact the Hosting Service Desk at (852) 2211 6080 or email [hsservicedesk@hkex.com.hk](mailto:hsservicedesk@hkex.com.hk).

Hosting Services

Information Technology Division

*This circular has been issued in the English language with a separate Chinese language translation. If there is any conflict in the circulars between the meaning of Chinese words or terms in the Chinese language version and English words in the English language version, the meaning of the English words shall prevail.*