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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

Subject:	Enhancing our product & service range
Enquiry:	Hosting Services
	Tel: (852) 2211 6447 or Email: hssales@hkex.com.hk
To:	All Subscribers

Across HKEX, we continue to improve our working processes by adopting the latest technologies and aligning with industry best practices. We are therefore pleased to let you know that within HKEX Hosting Services, we have recently expanded the scope of our rack power options, express provisioning and remote hands product and services in order to better support your business's daily operations.

We are delighted to share further details of our new offering:

1#. Providing your business with more rack power options:

In addition to the current half rack with 2kVA and 3kVA, and full rack with 4kVA and 6kVA power options, you can now subscribe for a new half rack with 4kVA and full rack with 8kVA power options for the following service fees:

Rack and power	One time fee (HK$)	Monthly fee (HK$)
Half rack with 4kVA power	15,000	34,510
Full rack with 8kVA power	30,000	69,020

The availability of a half rack with 4kVA and a full rack with 8kVA power options are subject to technical feasibility and will be confirmed upon the acceptance of your order.

2#. Launch of new express provisioning service:

By ordering our new express provisioning service, you can reduce the standard provisioning lead time from the existing 3 - 5 weeks to as little as 5 days. For example, if your order is received and accepted by Tuesday, the subscribed service will be handed-over on the following Saturday.

Express provisioning service	One time fee (HK$)
Full rack	15,000
Half rack	7,500

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HSN & HSTN	5,000
Cross Connect	1,000
Timing Service - NTP or PTP	2,500
Timing Service - NTP + PTP	5,000
HSN/HSTN port reconfiguration	2,500

This optional express provisioning service is subject to technical feasibility and will be confirmed upon acceptance of your order.

3#. Enhanced remote hand services scope:

The scope of our remote hands technical support services has been enhanced and now 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.

The lead time is dependent on the scope of works, and will be confirmed via the HKEX Hosting Services desk.

Your questions, answered.
We always welcome your suggestions and feedback on how we can further enhance our product and service range. Please do feel free to contact us on **(852) 2211 6447** or email: **hssales@hkex.com.hk** if you have any questions or would like to know more about the enhancements.

Thank you for your continued support.

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.