



香港交易所

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)

編號  
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Date: 23/04/2024

## 客戶通告 SUBSCRIBER NOTICE

Subject: HKEX Service Network (“HSN”) Failure Rehearsal on 18 May 2024 (Saturday)

Enquiry: Hosting Service Desk Hotline

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

To: All Subscribers

The HSN failure rehearsal (the “Rehearsal”) for Hosting Services Subscriber (“Subscriber”) will be conducted on Saturday, 18 May 2024 1:00 p.m. – 4:30 p.m.

The objective of the Rehearsal is to provide Subscribers and related parties with an opportunity to familiarise themselves with the contingency procedures and related operational matters upon simulated service outage of HSN while HKEX’s systems (including OTP-C, OTP-CSC, HKATS, DCASS, OMD-C, OMD-D, OMD-CC and IIS) and SDNet/2 continue operating normally at the HKEX primary data centre.

Subscribers are strongly recommended to participate in the Rehearsal. During the Rehearsal, connectivity to all HKEX systems via HSN will be temporarily suspended in order to simulate the failure. Subscribers should connect to HKEX’s systems using their disaster recovery setup, such as SDNet/2, installed **outside** HKEX Hosting Services Data Centre for respective activities. After the Rehearsal, HSN will be resumed at 5:05 p.m., Hosting Services strongly encourage Subscribers to perform health check on its HSN.

Please be reminded that pursuant to Clause 4.3 (b) of signed Hosting Services Subscription Agreement, Subscriber shall be solely responsible for ensuring adequate business continuity and disaster recovery arrangements are in place in relation to the Subscribed Services.

All Subscribers are required to complete the [Online Reply Form](#) on or before 3 May 2024 to indicate your participation of the Rehearsal and your business continuity arrangement.

A detailed activity rundown of the Rehearsal will be provided to the registered Subscribers. Subscribers are highly recommended to coordinate with their IT teams and/or vendors for necessary planning and preparation and secure sufficient operation staff and support from their IT teams and/or vendors at all times during the Rehearsal.

For those Subscribers who will participate in the Rehearsal, please complete the [Online Evaluation Form](#) after completion of the Rehearsal on or before 21 May 2024.

Should you have any questions, please feel free to contact our Service Desk hotline at (852) 2211 6080.

Service Desk  
HKEX Hosting Services

*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.*