

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: PTP Timing Service Switches Replacement for Data Hall A & E – Readiness Test and respective migration schedules

Enquiry: HKEX Hosting Service Desk Hotline
Tel: (852) 2211 6080 or Email: hsservicedesk@hkex.com.hk

To: All Hall A & E PTP Subscribers

HKEX Hosting Services (“HKEX-Hosting”) plans to replace the network switches used for Precision Time Protocol (“PTP”) Timing Service to new models for Data Hall A & E as part of a regular activity under HKEX’s hardware life cycle management policy. This network switch replacement also aims to improve the current PTP Timing Service network design with better scalability, resiliency and manageability.

The PTP Timing Service Switches Replacement in this project is transparent to subscribers with highlights as follows:

- There is no need for subscribers to perform cable patching in subscriber’s rack.
- There is no need to change the network parameters used to connect to PTP, including IP address.

HKEX will also take this opportunity to update the PTP messages frequencies in each network port for better PTP service performance. These include:

- Announce Message: 1 packet/1s
- Sync Message: 8 packet/1s
- Delay Request Message: 8 packet/1s

To ensure the reliability of new PTP switches, a Readiness Test will be arranged on Saturday, **29 March 2025 8:00 a.m. – 1:00 p.m.**. To prevent any unforeseen issues and ensure stability after the replacement, PTP subscribers of both Hall A & E are strongly recommended to participate in the Readiness Test.

After the PTP Readiness Test, PTP will fallback to the original switches. PTP subscribers of Hall A & E are recommended to verify the connections to ensure proper connectivity. Subscribers are

required to advise the result of Readiness Test through [Result Confirmation Form](#) on or before 2 April 2025.

Subject to successful completion of PTP Readiness Test on 29 March 2025, Subscribers are required to migrate to new PTP switches and migration options are available as below,

- 1.) 12 April 2025 (for those who joined Readiness Test only),
- 2.) 26 April 2025, and
- 3.) 3 May 2025.

Hall A & E PTP subscribers are required to verify their PTP connections after the migration.

PTP subscribers are reminded on the following:

1. Hall A & E PTP Subscribers are required to complete the [Online Reply Form](#) on or before 14 March 2025 to indicate the participation of the Readiness Test or not and preferred migration schedule.
2. After 14 March 2025, any Subscriber not indicating the preferred migration schedule, HKEX-Hosting will assist to assign the migration schedule, an email notification will be sent to Subscriber's Primary Point of Contact(s) and Emergency Contact(s) one week before the migration.
3. A detailed activity rundown of the Readiness Test will be provided to the registered Subscribers one week before the Readiness Test. 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 Readiness Test.
4. Typhoon, Extreme Conditions and Black Rainstorm Warning Arrangements
 - If Typhoon Signal No. 8 (or above) or Extreme Conditions or Black Rainstorm Warning is issued two hours before the start of Readiness Test, the software upgrade rollout as well as the Readiness Test will be cancelled and will not be resumed for the rest of the day.
 - In case Typhoon Signal No. 8 (or above) or Extreme Conditions is issued after the start of Readiness Test, the Readiness Test will be terminated 15 minutes thereafter.
 - In case Black Rainstorm Warning is issued after the start of Readiness Test, all scheduled activities of the Readiness Test will continue until completion.

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

5. Important Reminder

- Due to the preparation work for PTP Readiness Test, there would be service interruption on the PTP connections between 5:00 a.m. to 8:00 a.m. on 29 March 2025.

- The replacement of the PTP Switches will not affect the service of NTP.
- Hall B PTP messages frequencies will be adjusted accordingly after this project. Separate subscriber notice will be issued in due course.

PTP 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.

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.