

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 Software upgrade for Data Hall B – Readiness Test and Post Release Test

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

To: All Hall B PTP Subscribers

HKEX Hosting Services (“HKEX-Hosting”) plans to upgrade the software of the network switches used for Precision Time Protocol (“PTP”) Timing Service for Data Hall B as part of a regular activity under HKEX’s software life cycle management policy. This network switch software upgrade also aims to enhance device security.

The PTP Timing Service Switches Software Upgrade 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 and to align with PTP switches in Data Hall A & E. These include:

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

To ensure the reliability of new software, a Readiness Test will be arranged on Saturday, **28 June 2025 8:00 a.m. – 1:00 p.m.**. To prevent any unforeseen issues and ensure stability after the upgrade, PTP subscribers of Hall B are strongly recommended to participate in the Readiness Test.

After the Readiness Test, PTP will fall back to the original software version and PTP messages frequencies. All PTP subscribers of Hall B are recommended to verify the connections to ensure proper connectivity. Subscribers are required to advise the result of Readiness Test through **Result Confirmation Form** immediately or latest within two business days.

Subject to successful completion of Readiness Test on 28 June 2025, the Post Release Test will be arranged on 5 July 2025, in which PTP switches software will be upgraded to the new version and

PTP messages frequencies updated. To ensure smooth transition and proper PTP connectivity for the next trading day, all PTP subscribers of Hall B are strongly encouraged to participate in the Post Release Test.

PTP subscribers are reminded of the following:

1. Hall B PTP Subscribers are required to complete the [Online Reply Form](#) on or before 13 June 2025 to indicate whether participating the Readiness Test and Post Release Test and to provide two contact person for communication purpose during the test.
2. A detailed activity rundown of the Readiness Test and Post Release Test will be provided to the registered Subscribers one week before the Test. Subscribers are highly recommended to always 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 during the Test.
3. 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 Test, the software upgrade rollout as well as the 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 Test, the Test will be terminated 15 minutes thereafter.
 - In case Black Rainstorm Warning is issued after the start of Test, all scheduled activities of the Test will continue until completion.
4. Important Notes
 - Due to the preparation work for PTP Tests, there would be service interruption on the PTP connections between 5:00 a.m. to 8:00 a.m. on 28 June 2025 and 5 July 2025.
 - The software upgrade of the PTP Switches will not affect the service of NTP and PTP service in Data Hall A & E.

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.