

Our Ref.: JLL/CYBT/2024/C/1589

26th April 2024

**Notice to
All Tenants at Cyberport**

Dear Sir/Madam,

Cyberport – Important Notice: Retirement of Cyberport Community Cloud on 28th May 2024

I hope this message finds you well. We are writing to inform you of an important update regarding the Cyberport Community Cloud service for development purposes.

****Service Retirement Announcement****

As technology evolves, it occasionally becomes necessary to retire older services to make way for new and improved solutions. After evaluation, we have decided to retire the Cyberport Community Cloud on 28th May 2024. This decision has been made due to the aging technology on which this service is based and our commitment to providing the most effective and secure cloud solutions.

****Actions may be required****

To ensure a smooth transition and to avoid any disruption to your ongoing projects, we strongly encourage you to begin planning the transfer of your data and applications from the Community Cloud as soon as possible. Here are a few recommendations for you:

1. Data Transfer: Please transfer all your data if need before 28th May 2024. After this date, access to the data stored on the Cyberport Community Cloud will no longer be available and data retention will be 6 months.
2. Transfer Planning: Consider seeking for another cloud platform to maintain your applications and services for testing and development purposes.

We apologize for any inconvenience this may cause and thank you for your understanding and cooperation. Please feel free to contact our network operation contractor NOC at noc@cyberport.com.hk if you need further information regarding this announcement.

Yours faithfully,

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