

Our Ref.: JLL/CYBT/2024/C/1655

13th May 2024

**Notice to
All Tenants at The Cyberport**

Dear Sir/Madam,

Cyberport – Notification of Scheduled Maintenance for Network Enhancement

As part of our continuous improvement efforts to ensure the performance of Cyberport's IT&T network infrastructure, our network operation contractor NOC has arranged a maintenance window to enhance Cyberport Infrastructure with details as follows:

Affected period:

18th May 2024 (Saturday) 21:00hrs to 03:00hrs (the following day)
(There will be intermittent interruptions of a few minutes during this period)

Affected services:

The users may experience service interruption on Wi-Fi accesses will be affected.

All Wi-Fi access via Cyberport

Location:

Cyberport 1 – Smart-Space 1

Cyberport 2 – Smart-Space 2

Cyberport 3 – Smart-Space 3C, 3C+, 3F, EC5, Fin-Tech, IT Street

Smart-Space 8 at CDW Building

Smart-Space PropTech Fanling

All Public Area at Cyberport 1 - 4 including Carpark, The Podium, The Arcade and The Annex

We apologize for any inconvenience that may have caused and thank you for your kind support to make Cyberport a better place. Should you have any enquiries, please feel free to contact our network operation contractor NOC at 8100 9503.

Yours faithfully,

Cyberport Facilities Management Office

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Welcome to use Cyberport Customer Service Portal!

<https://service.cyberport.hk/csp>



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