Free outgoing data transfer principle

at Cloud Avenue contract end

Customer satisfaction is our priority, and we are committed to making your transition from Cloud Avenue as smooth as possible. To benefit from the free data transfer, please complete the following information before terminating your contract.

Please note: If you have a dedicated contact within the Cloud Avenue sales team, we recommend reaching out to them before filling out and submitting this form. If you acquired Cloud Avenue through a reseller or cloud partner, we invite you to ask that contact to complete this form on your behalf.

To calculate and apply the credit that will be allocated to you, it is necessary to know the reversibility dates and the volume of data you plan to transfer. Please provide us with this information at least 60 days prior to the migration date.

**Steps to follow to benefit from the free outbound data transfer program when migrating your data from Cloud Avenue to another cloud provider:**

1. Send a request to the Cloud Avenue support team indicating that you wish to take advantage of the free outbound data transfer due to the planned migration of your data out of Cloud Avenue. The support team will open a ticket, confirm receipt of your request, and send you the Cloud Avenue Data Exit Form to complete.
2. Fill out the Cloud Avenue Data Exit Form and return it to the Cloud Avenue support team.
3. The Cloud Avenue support team will review your request and send you a notification confirming that you are now authorized to begin the migration of your data. You will have 60 days from the notification by our team to finalize the migration.
4. Once you have received the notification from the Cloud Aveue support team, your upcoming invoices will include a credit representing the cost of the data transfer related to the migration of your workloads and data from Cloud Avenue to the new platform at the time of submitting the form.
5. After completing the migration out of Cloud Avenue, you will need to terminate your Cloud Avenue contract in accordance with the terms of the agreement.

Orange Business reserves the right to conduct audits of customer data transfer activities to ensure compliance with this process.

Free data transfer

request form

|  |  |
| --- | --- |
| **Applicant information** | |
| Customer name |  |
| E-mail |  |
| Cloud tenants ID (OCBXXXX)  List of tenants to migrate |  |
| Expected date of migration from Cloud Avenue |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Data Volume (TB) to be migrated per tenant** | | | | | |
|  | Tenant ID | Tenant ID | Tenant ID | Tenant ID | Tenant ID |
| Bloc storage |  |  |  |  |  |
| NFS |  |  |  |  |  |

By submitting this form, you confirm the accuracy of the information above.

Submission date: