



## ORANGE BUSINESS POLICY

### for charges applied when switching from a Cloud service

#### **Switching Charges**

Orange Business will apply the following charges when a Customer is switching from a Cloud Service provided by Orange Business to another provider of data processing services, this also applies to an on-premises migration (within Customer's facilities) ("Switching Charges").

Other service fees as well as early termination fees will continue to apply in accordance with the agreement between Orange Business and Customer.

For certain Cloud Services provided by Orange Business, other Switching Charges will apply due to their specific nature or switching complexity, including but not limited to: custom-built services, small scale services and trial/test version. The applicable Switching Charges will be indicated on a case-by-case basis.

#### **Switching charges for each service**

Flexible Recovery: No charge

Flexible Workspace User Experience [Citrix]: No charge

Flexible Workspace User Experience [AVD]: No charge

Domain name: No charge

Flexible Engine: Outgoing traffic charges are cancelled at customer's request.

An extensive procedure can be found at: <https://cloud.orange-business.com/en/contractual-documents-applicable-in-france/>

[Flexible Engine insert]

No other charge

Cloud Avenue Dynamic: Outgoing traffic charges are cancelled at customer's request.

An extensive procedure can be found at: <https://cloud.orange-business.com/en/contractual-documents-applicable-in-france/>

[Cloud Avenue Dynamic insert]

No other charge

Cloud Avenue Ready: No charge

### **Jurisdictions**

The infrastructure deployed for processing the data is subject to the jurisdiction of its location, as indicated in the corresponding Service Description.

### **Specific provisions when Orange Business acts as a reseller of Cloud Services**

When Orange Business resells a Cloud Service of a third-party, the Switching Charges and applicable jurisdictions will be in accordance with the terms and conditions of this third-party provider.

MultiCloud Ready: At customer's request, Multicloud Ready support team will assist in the outgoing traffic charges cancelation request to the third-party Provider, which can be:

- Microsoft Azure
- Google Cloud
- Amazon Web Services

An extensive procedure can be found at: <https://cloud.orange-business.com/en/contractual-documents-applicable-in-france/>

[MultiCloud Ready insert]

No other charge