



## Price List Cloud Avenue

### 1. Foreword

#### 1.1. Definitions

The definitions as per “Cloud Avenue” Service Description shall apply with respect to this Price List.

#### 1.2. Purpose of the document

The purpose of the present Price List is to define the prices of the “Cloud Avenue” Service, in application of the General Conditions and the Cloud Specific Terms.

#### 1.3. Minimum billing

At the creation of the Organization, a minimum billing is put in place, amounting to **360 euros** per month and per Organization, including support.

### 2. Virtual Datacenter

#### 2.1. vDC on a shared cluster

The different billing methods are explained in the Service Description, i.e. chapter "Methods of billing computing power".

For PAYG and DRaaS billing modes, the monthly prices are given as an indication.

CPU - Performance class	Availability class	Billing mode	WU	Price per month
Eco	One / Dual Room	PAYG and DRaaS	vCPU	12,32 €
Standard	One / Dual Room			17,39 €
Standard	HA Dual Room			29,56 €
High Performance	One / Dual Room			23,96 €
High Performance	HA Dual Room			40,74 €
Eco	One / Dual Room			Reserved
Standard	One / Dual Room	6,05 €		
Standard	HA Dual Room	10,28 €		
High Performance	One / Dual Room	8,33 €		
High Performance	HA Dual Room	14,18 €		
VOIP	One / Dual Room	11,60 €		



RAM - Performance class	Availability class	Billing mode	WU	Price per month
Eco	One / Dual Room	PAYG and DRaaS	GB	6,13 €
Standard	One / Dual Room			7,51 €
Standard	HA Dual Room			11,27 €
High Performance	One / Dual Room			8,73 €
High Performance	HA Dual Room			13,09 €
Eco	One / Dual Room	Reserved	GB	4,71 €
Standard	One / Dual Room			5,78 €
Standard	HA Dual Room			8,67 €
High Performance	One / Dual Room			6,71 €
High Performance	HA Dual Room			10,07 €
VOIP	One / Dual Room			7,00 €

## 2.2. vDC on dedicated cluster

Server Name	Server Type	Usage	Monthly Unit Price
M 16-256	Server 16 core 2.8 GHz/ 256 GB RAM	VMware cluster	1 800 €
M 16-512	Server 16 core 2.8 GHz/ 512 GB RAM		1 859 €
M 16-768	Server 16 core 2.8 GHz/ 768 GB RAM		1 918 €
M 32-512	Server 32 core 2.5 GHz/ 512 GB RAM		2 438 €
M 32-1024	Server 32 core 2.5 GHz/ 1024 GB RAM		2 561 €
M 32-1536	Server 32 core 2.5 GHz/ 1536 GB RAM		2 757 €
M 64-1024	Server 64 core 2.5 GHz/ 1024 GB RAM		3 812 €
M 64-1536	Server 64 core 2.5 GHz/ 1536 GB RAM		3 940 €
M 64-2048	Server 64 core 2.5 GHz/ 2048 GB RAM		4 068 €

## 3. vCenter On Demand

The prices in this section apply to the VCOD base infrastructure and the VMware feature licenses associated with this infrastructure.

To complete the service, VCOD offers many optional features from the Cloud Avenue services catalog (e.g. OS licenses, backup, additional storage, etc.).

For all these compatible services, the prices shown in the corresponding sections of this price list also apply to VCOD.

### 3.1. Physical servers

New Gen11 server configurations (available for sale):

Gen11 v2 servers	Starter pack (4 nodes) Monthly price	Additional node Monthly price
Server type 1A : 16 cores 2.8 GHz / 256 GB RAM	9 008 €	2 252 €
Server type 1B : 16 cores 2.8 GHz / 512 GB RAM	9 612 €	2 403 €
Server type 1C : 16 cores 2.8 GHz / 768 GB RAM	10 220 €	2 555 €
Server type 2A : 32 cores 2.5 GHz / 512 GB RAM	11 472 €	2 868 €
Server type 2B : 32 cores 2.5 GHz / 1024 GB RAM	12 584 €	3 146 €
Server type 2C : 32 cores 2.5 GHz / 1536 GB RAM	13 788 €	3 447 €
Server type 3A : 64 cores 2.5 GHz / 1024 GB RAM	16 784 €	4 196 €
Server type 3B : 64 cores 2.5 GHz / 1536 GB RAM	18 180 €	4 545 €
Server type 3C : 64 cores 2.5 GHz / 2048 GB RAM	19 460 €	4 865 €

Stockage vCenter On Demand	WU	Monthly price
SSD storage integrated into HCI servers (including VSAN licenses)	TB of storage	26,00 €

Additional licenses	Billing	Monthly price
NSX Advanced (including Distributed Firewall) + stateful perimeter firewall	per physical core	7,00 €
vCloud Director	per cluster	Offered
Witness server for stretched cluster	Per stretched cluster	1 129 €

Servers no longer available for sale:

Gen11 servers	Starter pack (4 nodes) Monthly price	Additional node Monthly price
Server type 1 : 12 cores 2.0 GHz / 256 GB RAM	8 784 €	2 196 €
Server type 2A : 32 cores 2.0 GHz / 512 GB RAM	11 960 €	2 990 €
Server type 2B : 32 cores 2.0 GHz / 1024 GB RAM	15 776 €	3 944 €
Server type 3 : 48 cores 2.0 GHz / 768 GB RAM	15 572 €	3 893 €

Gen10 servers	Starter pack (4 nodes) Monthly price	Additional node Monthly price
Server type 1 : 16 cores 2.3 GHz / 192 GB RAM	7 284 €	1 821 €
Server type 2A : 32 cores 2.3 GHz / 384 GB RAM	10 940 €	2 735 €
Server type 2B : 32 cores 2.3 GHz / 576 GB RAM	11 688 €	2 922 €
Server type 2C : 32 cores 2.3 GHz / 768 GB RAM	14 024 €	3 506 €

Server type 3A : 48 cores 3 GHz / 576 GB RAM	14 056 €	3 514 €
Server type 3B : 48 cores 3 GHz / 768 GB RAM	15 476 €	3 869 €

### 3.2. Stockage Bloc (datastore VSAN)

Stockage vCenter On Demand	WU	Monthly price
SSD storage integrated into HCI-type servers (including VSAN licenses)	TB of raw storage	26,00 €

### 3.3. Additional licenses, NSX features

Additional licenses	Billing	Monthly price
vRealize Automation for Type 1 server	Per node	174 €
vRealize Automation for Type 2 server		270 €
vRealize Automation for Type 3 server		365 €
vCloud Director	per cluster	No extra charge
Witness Server for stretched cluster	per stretched cluster	1 129 €
GW FW Medium – Single site or Dual site Active/Standby	per Edge node VM group	446 €
GW FW Medium – Dual site Active/Standby with BVPN	per Edge node VM group	669 €
GW FW Medium – Dual site Active/Active	per Edge node VM group	892 €
GW FW Large – Single site or Dual site Active/Standby	per Edge node VM group	892 €
GW FW Large – Dual site Active/Standby with BVPN	per Edge node VM group	1 338 €
GW FW Large – Dual site Active/Active	per Edge node VM group	1 784 €
Distributed FW	per physical core	7 €
GW FW Medium – Custom configuration	Per edge cluster	223 €
GW FW Large – Custom configuration	Per edge cluster	446 €

## 4. “Bare Metal” server

### 4.1. “Bare Metal” servers

Physical server for any use other than VMWare, invoiced per server per month, with no commitment.

Servers available for sale:

Gen11 servers	Configuration	RAM	Monthly price
bms.gen11.Xsmall-A	1x Intel Xeon Gold 6534 3.9-4.2 GHz (8c/16T)	256 GB	1 302,00 €
bms.gen11.Xsmall-B	1x Intel Xeon Gold 6534 3.9-4.2 GHz (8c/16T)	512 GB	1 362,00 €
bms.gen11.Xsmall-C	1x Intel Xeon Gold 6534 3.9-4.2 GHz (8c/16T)	768 GB	1 421,00 €
bms.gen11.small-A	1x Intel Xeon Gold 6526Y 2.8-3.9 GHz (16c/32T)	256 GB	1 244,00 €
bms.gen11.small-B	1x Intel Xeon Gold 6526Y 2.8-3.9 GHz (16c/32T)	512 GB	1 303,00 €
bms.gen11.small-C	1x Intel Xeon Gold 6526Y 2.8-3.9 GHz (16c/32T)	768 GB	1 362,00 €
bms.gen11.medium-A	1x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (32c/64T)	512 GB	1 448,00 €
bms.gen11.medium-B	1x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (32c/64T)	1024 GB	1 566,00 €
bms.gen11.medium-C	1x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (32c/64T)	1536 GB	1 755,00 €
bms.gen11.xl-A	2x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (64c/128T)	1024 GB	1 954,00 €
bms.gen11.xl-B	2x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (64c/128T)	1536 GB	2 072,00 €
bms.gen11.xl-C	2x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (64c/128T)	2048 GB	2 190,00 €
bms.gen11.xxl-A	2x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (64c/128T)	2048 GB	2 336,00 €
bms.gen11.xxl-B	2x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (64c/128T)	3072 GB	2 619,00 €
bms.gen11.xxl-C	2x Intel Xeon Gold 6548Y+ 2.5-4.1 GHz (64c/128T)	4096 GB	2 903,00 €

Servers no longer available for sale:

Server type	Configuration	RAM	Monthly price
bms.db1.xsmall-A	2x Intel Xeon Gold 5222 3.8-3.9GHz (4c/8T)	192 GB	888 €
bms.db1.xsmall-B	2x Intel Xeon Gold 5222 3.8-3.9GHz (4c/8T)	384 GB	905 €
bms.db1.xsmall-C	2x Intel Xeon Gold 5222 3.8-3.9GHz (4c/8T)	576 GB	921 €
bms.db1.small	1x Intel Xeon Gold 5218 2.3-3.9GHz (16c/32T)	192 GB	908 €
bms.hp1.medium-A	2x Intel Xeon Gold 5218 2.3-3.9GHz (16c/32T)	384 GB	949 €
bms.hp1.medium-B	2x Intel Xeon Gold 5218 2.3-3.9GHz (16c/32T)	576 GB	966 €
bms.hp1.medium-C	2x Intel Xeon Gold 5218 2.3-3.9GHz (16c/32T)	768 GB	982 €
bms.hc1.xlarge-A	2x Intel Xeon Gold 6248R 3.0-4.0 GHz (24c/48T)	576 GB	1 056 €
bms.hc1.xlarge-B	2x Intel Xeon Gold 6248R 3.0-4.0 GHz (24c/48T)	768 GB	1 072 €

### 4.2. “Bare Metal” server with GPU

These servers are invoiced monthly.

Operating systems supported on these servers are Ubuntu and Red Hat.

Server type	Configuration	RAM	Monthly price	Set up fees
BMS Server GPU 2*L40S	CPU- 2 x Intel Xeon Gold 6548Y 2,5 GHz (32c) GPU- 2 x NVIDIA L40s 48GB Local SSD NVMe 2 x 7.68 TB - RAID 1	1 TB	3 518,18 €	1 995,50 €
BMS Server GPU 4*L40S	CPU- 2 x Intel Xeon Gold 6548Y 2,5 GHz (32c) GPU- 4 x NVIDIA L40s 48GB Local SSD NVMe 2 x 7.68 TB - RAID 1	1 TB	4 332,93 €	2 950,08 €
BMS Server GPU 4*H100	CPU- 2 x Intel Xeon Gold 6548Y 2,5 GHz (32c) GPU- 4 x NVIDIA H100 NVL 94GB Local SSD NVMe 2 x 7.68 TB - RAID 1	1,5 TB	7 736,13 €	6 188,90 €
BMS Server CRAY 8*H100	CPU- 2 x Platinum 8452Y 2.00 GHZ (36c) GPU- 8 x NVIDIA H100 NVL 80GB via SXM 5 inter-GPU bus (NVLink protocol) Local SSD NVMe 2 x 7.68 TB - RAID 1	4 TB	20 397,45 €	16 317,96 €

### 4.3. LUN storage service on a “Bare Metal” server

Class of performance	Availability class	Monthly price per GB
Silver (600 IOPS / To)	One / Dual Room	0,0320 €
	HA Dual Room	0,0639 €
Gold (1.000 IOPS / To)	One / Dual Room	0,0551 €
	HA Dual Room	0,1101 €
Platinum (3.000 IOPS /To) – P3K	One / Dual Room	0,0948 €
	HA Dual Room	0,1894 €
Platinum (7.000 IOPS /To) – P7K	One / Dual Room	0,2634 €
	HA Dual Room	0,5268 €

## 5. Storage

### 5.1. Shared datastore storage profiles for VMDK, snapshot, and template storage

Class of performance	Availability class	Storage billing mode: PAYG	Storage billing mode: Subscription
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		Consumption: Price per month and per GB	Flat rate: Price per month and per GB
Silver (600 IOPS / TB)	One / Dual Room	0,0398 €	0,0378 €
Gold (1.000 IOPS / TB)	One / Dual Room	0,0685 €	0,0651 €
	HA Dual Room	0,1370 €	0,1301 €
Platinum (3.000 IOPS /TB) – P3K	One / Dual Room	0,1178 €	0,1119 €
	HA Dual Room	0,2355 €	0,2237 €
Platinum (7.000 IOPS /TB) – P7K	One / Dual Room	0,3276 €	0,3112 €
	HA Dual Room	0,6551 €	0,6224 €

## 5.2. Dedicated datastore storage profiles

Class of performance	Type of Datastore	Availability class	Monthly price per GB
Silver (600 IOPS / To)	vmdk	One / Dual Room	0,0320 €
		HA Dual Room	0,0639 €
Gold (1.000 IOPS / To)	vmdk	One / Dual Room	0,0551 €
		HA Dual Room	0,1101 €
Platinum (3.000 IOPS /To) – P3K	vmdk	One / Dual Room	0,0948 €
		HA Dual Room	0,1894 €
Platinum (7.000 IOPS /To) – P7K	vmdk	One / Dual Room	0,2634 €
		HA Dual Room	0,5268 €

The storage quantity considered is the average storage quantity reserved during the reference month.

Class of performance	Type of Datastore	Availability class	Monthly price per GB
Silver (600 IOPS/To)	NFS/CIFS	One Room	0,0400 €
		Dual Site Asynchronous	0,0800 €
Gold (1000 IOPS /To)		One Room	0,0689 €
		Dual Site Asynchronous	0,1378 €
Platinum (3000 IOPS/To) - P3K*		One Room	0,1184 €
		Dual Site Asynchronous	0,2368 €
Platinum (7000 IOPS/To) - P7K*		One Room	0,2634 €
		Dual Site Asynchronous	0,5268 €

The storage quantity considered is the average storage quantity reserved during the reference month.

\*Please be aware that above 5To, P7K is capped by the performance of the T0

## 5.3. Object storage (S3)

Object storage	GB per month
Until 5 GB	Free of charge
Until 50 TB	0,02538 €
Until 500 TB	0,02440 €
Beyond 500 TB	0,02245 €

The storage quantity considered is the average storage quantity used during the reference month.

The monthly amount of outgoing Internet bandwidth is limited to 5% of the average volume stored. The monthly amount of read and write API requests is limited to 50/average volume stored in GiB. Above these thresholds, a billing will be applicable (consult us for the rate).

## 6. Network connection

By default, the connection is billed by bandwidth. If you wish to be billed by volume, please contact your Orange Business contact.

### 6.1. Internet traffic – Bandwidth

Outgoing traffic is billed at the Organization's observed traffic rate (PAYG). Observed traffic is calculated at the 95th percentile.

Internet bandwidth	Monthly price per Mbps
Up to 10 Mbps	Offered
Up to 20 Mbps	3,00 €
Up to 50 Mbps	2,50 €
Up to 200 Mbps	1,50 €
Up to 500 Mbps	1,00 €
Above 500 Mbps	0,50 €

The first 10 Mbps free of charge is for the organization.

### 6.2. Internet traffic – Volume

Internet volume	Monthly price per GB
Up to 15 GB	Offered
Up to 1 To	0,080 €
Up to 5 To	0,070 €
Up to 10 To	0,060 €
Up to 100 To	0,055 €
Above 100 To	0,050 €

Volume billing is the sum of gigabytes per Organization transmitted during the month. Only outgoing traffic is counted.

The first 15 GB free of charge is for the organization.

### 6.3. BVPN connection Gallery

The connection of the Customer's vDC to its BVPN is provided as part of Cloud Avenue and charged according to the bandwidth subscribed for an organization.

### 6.4. Public IP address

Work unit	Daily price per IP address
Public IP address	0,12 €

## 6.5. NSX Edge gateway

Type of NSX-T gateway	Service class	Monthly price per gateway
T0 VRF	Standard	57,00 €
T0 VRF	Premium	103,00 €
Dedicated T0	Medium	367,00 €
Dedicated T0	Large	781,00 €
T1	Standard	57,00 €
T1	Premium	91,00 €
Dedicated T1	Medium	195,00 €
Dedicated T1	Large	333,00 €

NSX-T security context	Service class	Monthly price per vDC group
First vDC group	Standard	included in the connectivity purchase
Additional vDC group	Standard	64,50 €

Load Balancer NSX	Service class	WU	Monthly price
Advanced	Mutualized	Pack of 20 VIP	310,00 €
Advanced	Dedicated	Pack of 200 VIP	2 490,00 €

## 6.6. QoS appliance

Type	Monthly price per appliance
Small	58,00 €
Large	163,00 €
X-Large	256,00 €

The QoS Appliance is deployed between the T0 VRF and the BVPN Galerie access router.

## 7. Licenses

### 7.1. Free of charge licenses

OS license - virtual servers	Monthly price
Debian 32/64 bits US/FR	Included and no cost
Ubuntu 32/64 bits US/FR	
CentOS 32/64 bits US/FR	

### 7.2. Paid licenses

Paid licenses installed from a template in the catalogue provided by the Provider are automatically invoiced.

Licenses invoiced monthly are invoiced in proportion to their duration of use. The duration of use corresponds to the number of days the VM carrying the license has been used at least once.

#### 7.2.1. Windows Server licenses per VM

License Windows Server	Monthly price per vCPU	Daily price per vCPU
VM in an Eco class vDC	12,06 €	0,3931 €
VM in a Standard class vDC	18,43 €	0,6029 €
VM in a High Performance/ VOIP class vDC	47,12 €	1,5468 €

The price of the Windows Server license applies to all available versions and editions. Billing is based on the maximum value of vCPUs of a VM over a 24-hour period. The minimum billing unit is the 24-hour day.

The monthly price is given as an indication.

#### 7.2.2. Windows Server licenses to the physical server (dedicated clusters and VCOD)

Windows Server license	Monthly price per physical core
Windows Server « Datacenter » Edition	27,72 €

Billing is based on all physical cores present on the physical server (dedicated cluster and vCenter On Demand).

#### 7.2.3. Red Hat licenses

Red Hat Enterprise Linux license	WU	Monthly price
VM Small (VM 1 to 8 vCPU)	vCPU	8,00 €
VM Large (VM 9 to 127 vCPU)	vCPU	6,00 €

Licenses Red Hat Openshift	Environnement	WU	Billing	Price
Red Hat OpenShift	Virtual or BMS	par cluster	monthly	349,00 €
Red Hat OpenShift	Virtual or BMS	for 2 cores or 4 vCPU of VM worker node	monthly	109,00 €
Red Hat Advanced Cluster Management for Kubernetes	Virtual or BMS	for 2 cores or 4 vCPU of VM	monthly	56,00 €
Red Hat OpenShift Container Platform	BMS	1-2 sockets, till 64 cores	monthly	616,00 €
Red Hat Advanced Cluster Management for Kubernetes	BMS	1-2 sockets, till 64 cores	monthly	168,00 €
Red Hat OpenShift Platform Plus	BMS	1-2 sockets, till 64 cores	monthly	770,00 €

## 7.2.4. MS SQL Server licenses

SQL Server	Monthly price per vCPU	Daily price per vCPU
SQL Server Web Edition	7,56 €	0,248 €
SQL Server Standard Edition	115,92 €	3,812 €
SQL Server Enterprise Edition	441,00 €	14,499 €

The invoicing of the licenses subscribed per vCPU follows the rules below:

- Billing is based on the maximum value of vCPUs of a VM over a 24-hour period.
- Billing per VM, with a minimum of 4 vCPUs billed.
- The VM will be invoiced for an even number of vCPUs (rounded up).

The minimum billing unit is a 24-hour day.

The monthly price is given as an indication.

## 8. Backup

### 8.1. Backup VM

Description	Specification	W.U.	Unit Price
VM Small	VM size ≤ 50 GB	VM / month	4,60 €
VM Large	50 GB > VM size ≥ 500 GB	VM / month	8,70 €
VM size > 500 GB	VM size > 500 GB	500 GB / VM / month increment	8,70 €
Local protective storage	Same datacenter, different room	Used TB per month	4,60 €
Remote protective storage	Another datacenter	Used TB per month	6,40 €

## 8.2. Backup agent

Description	Specification	W.U.	Unit Price
Protected Volume	Protected Volume	GB/ month	0,0146 €
Local protective storage	Same datacenter, different room	Used TB per month	4,60 €
Remote protective storage	Another datacenter	Used TB per month	6,40 €

## 8.3. Backup NFS

Description	Specification	W.U.	Unit Price
Local or remote protection storage	Same datacenter, different room	GB consumed per month	0,0166 €
Local and remote backup storage	Another datacenter	GB consumed per month	0,0332 €

# 9. Activity Protection

## 9.1. VM replication between two Cloud Avenue sites

VM protection with vCloud Director Availability (VCDA)	W.U.	Unit price
VCDA monthly subscription (Cloud Avenue -> Cloud Avenue)	VM / month	13,00 €
Traffic consumed for replication between two Cloud Avenue organizations	Transferred GB / month	Free of charge

Replication policy	RPO	Retention	W.U.	Unit price
Bronze	24h	only the last replica	VM / month	free of charge
Silver	6h	only the last replica	VM / month	12,00 €
Silver +	6h	one replica kept 24h	VM / month	23,00 €
Gold	1h	only the last replica	VM / month	28,00 €
Gold +	1h	3 replicas kept sur 3 days	VM / month	39,00 €
Platinum	5 min	only the last replica	VM / month	49,00 €
Platinum +	5 min	7 replicas kept sur 7 days	VM / month	61,00 €

## 9.2. VM replication between a Cloud Avenue site and a customer site (DRaaS)

VM replication with vCloud Director Availability (VCDA)	W.U.	Unit price
VCDA monthly subscription for DRaaS	VM / month	13,00 €
VM migration (customer onboarding)	VM / month	free of charge

Replication policy	RPO	Retention	W.U.	Unit price
Bronze	24h	only the last replica	VM / month	free of charge
Silver	6h	only the last replica	VM / month	12,00 €
Silver +	6h	one replica kept 24h	VM / month	23,00 €
Gold	1h	only the last replica	VM / month	28,00 €
Gold +	1h	3 replicas kept sur 3 days	VM / month	39,00 €
Platinum	5 min	only the last replica	VM / month	49,00 €
Platinum +	5 min	7 replicas kept sur 7 days	VM / month	61,00 €

## 9.3. Replication of a VM between a Cloud Avenue VCOD site and a client site (VCOD without VCD)

VM Replication with vCloud Director Availability (VCDA)	W.U.	Unit Price
Monthly VCDA Subscription	VM / month	49,00 € *
VM Migration	VM / month	Included in the offer

\* Internet bandwidth cost not included

According to the chosen replication policy, the recommended storage class is detailed here : [Réplication de VM - Wiki Cloud Avenue - Orange Business](#)

## 10. Cross Connect

Work unit	One time charge	Monthly price
One 1 Gbps simple link	1 840,00 €	23,00 €
Two 1 Gbps links in active/passive	3 220,00 €	35,00 €
Two 1 Gbps links in active/active (LACP aggregation mode)	3 565,00 €	58,00 €
One 10 Gbps simple link	1 840,00 €	98,00 €
Two 10 Gbps links in active/passive	3 220,00 €	121,00 €
Two 10 Gbps links in active/active (LACP aggregation mode)	3 565,00 €	156,00 €

## 11. Shared Colocation Switch Option

Unit of Work	At implementation
Port connected to the switch	1000,00 € /physical port

## 12. Access to SMTP gateways

Accessible via NAT, the service is billed per matched IP and on the basis of usage, which is automatically recorded in tiers:

Billing tiers	
Number of emails sent per day and per matched IP	Monthly price
0 - 200	0 €
201 - 1000	7,50 €
> 1000	15,00 €

Exceeding a tier on a single day of the month switches the month to the corresponding tariff.

Note that several VMs can use the same matched IP and thus group their emails in the same account, sharing it. Conversely, several matched IPs can be used to benefit from several tariffs.

Work unit	Unit Price
IP address of the declared server	6 € / month

## 13. Support and coaching

### 13.1. Access to support

Support	Monthly price
Standard	Included
Bronze	5% of the amount of usage
Silver	5% of the amount of usage with a minimum billing of 390€
Managed tenant*	5% of the amount of usage
Gold	10% of the amount of usage with a minimum billing of 790€

\* Support level restricted to tenants managed by Orange Business

## 13.2. Accompanying services

Catalog	Price
<b>Guidance cloud avenue L1</b> <ul style="list-style-type: none"> <li>Introduces you to the platform's interface.</li> <li>Helps you get started with your Cloud Avenue tenant.</li> <li>Covers the basics: VM, network, and backup management.</li> </ul>	900,00 €
<b>Guidance cloud avenue L2</b> <ul style="list-style-type: none"> <li>Introduces advanced security and performance features.</li> <li>Covers object storage.</li> </ul>	900,00 €
<b>Guidance cloud avenue L1 &amp; L2</b> <ul style="list-style-type: none"> <li>Includes both levels of support at once.</li> </ul>	1 750,00 €
<b>Guidance cloud avenue API</b> <ul style="list-style-type: none"> <li>Supports you in using Cloud Avenue's two APIs: <ul style="list-style-type: none"> <li>vCloud Director API</li> <li>Cloud Avenue API</li> </ul> </li> </ul>	950,00 €
<b>Guidance vCenter On Demand</b> <ul style="list-style-type: none"> <li>Helps build and configure your vCenter On Demand (vCOD).</li> <li>Ensures customization to meet your needs.</li> </ul>	1700,00 €
<b>Expert Pack (4 hours)</b> <ul style="list-style-type: none"> <li>Access to experts for specific needs.</li> <li>Tailored discussions to define the right support package.</li> <li>Ad hoc expert consultations available.</li> </ul>	550,00 €
<b>Expert Pack (8 hours)</b> <ul style="list-style-type: none"> <li>Access to experts for specific needs.</li> <li>Tailored discussions to define the right support package.</li> <li>Ad hoc expert consultations available.</li> </ul>	1050,00 €
<b>Dedicated Tech Lead (monthly recurring)</b> <ul style="list-style-type: none"> <li>You benefit from a dedicated contact person responsible for responding to your requests and supporting you in the use of your solution.</li> <li>The first order of this service triggers a mandatory 3-month commitment period, during which cancellation is not possible.</li> <li>For subsequent orders, no commitment period is required: you are free to cancel the ordered days after the initial period.</li> <li>For any questions or additional requests, feel free to contact your Orange representative.</li> </ul>	1050,00 €/day/month
<b>DRaaS setup</b> <ul style="list-style-type: none"> <li>Implementation of Cloud Avenue's DRaaS (Disaster Recovery as a Service).</li> <li>Ensures rapid recovery of data and applications.</li> <li>Helps establish a secure, scalable infrastructure. Ad hoc expert consultations available.</li> </ul>	2100,00 €
<b>DRP Setup</b> <ul style="list-style-type: none"> <li>Implementation of a Disaster Recovery Plan (DRP) across data centers (Val-de-Reuil &amp; Chartres).</li> <li>Ensures service continuity in case of a major incident.</li> <li>Defines backup and restoration procedures to enhance operational resilience.</li> </ul>	3150,00 €

### 13.3. On-call operations

Type	Day	Plage horaire	Price
Planned works & On-call interventions	BH working week and Saturday	9H-18H (BH)	125€ / hour
	NBH working week and from Wednesday to Saturday	18H-9H (NBH)	215€ / hour
	BH Sunday	9H-18H	315€ / hour
	NBH from Saturday to Sunday	18H-9H	315€ / hour
	NBH from Sunday to Monday	18H-9H	315€ / hour
On-call duty	BH working week and Saturday	9H-18H (BH)	125€ / on-call
	NBH working week and from Wednesday to Saturday	18H-9H (NBH)	275€ / on-call
	BH Sunday	9H-18H	350€ / on-call
	NBH from Saturday to Sunday	18H-9H	350€ / on-call
	NBH from Sunday to Monday	18H-9H	350€ / on-call

## 14. Miscellaneous services

Services	From	Unit price
activate/deactivate the CSSA connection	Change request	included
activate/deactivate the INTERNET connection	Change request	included
enable/disable VPN connection	Change request	included
change the speed of the INTERNET bandwidth	Self service	included
ordering public IP addresses	Self service	included
delete public IP addresses	Self service	included
add, modify, delete a Virtual Data Center (vDC)	Self service	included
request reverse DNS	Change request	included
Vulnerability audit	Change request	on quotation