
Press release

CLOUD COMPUTING

Cloud computing service providers and users: Arcep launches a public consultation on switching charges and egress fees for multicloud customers

Paris, 16 February 2025

Pursuant to the Law on securing and regulating cyberspace (SREN), Arcep is launching a public consultation on two sets of draft guidelines pertaining to:

- the costs that are likely to be taken into account when determining switching charges, other than egress (i.e. data transfer) fees;
- the costs that are likely to be taken into account when determining egress fees for customers using multiple cloud service providers at once (i.e. multicloud solutions).

The aim of this work is to remove any potential barriers to switching providers and adopting a multicloud approach, with the ultimate goal of giving businesses greater freedom of choice for cloud services. These are among the strategic objectives of Arcep's "Ambition 2030," and in line with the Authority's commitment to open digital ecosystems, as part of a pro-innovation action plan.

Facilitating vendor switching by capping charges other than egress fees, which are now set at zero euros

Following a public consultation held in late 2024, and pursuant to the SREN Law, on 20 February 2025 Arcep adopted a [Decision](#) proposing to set the maximum amount that customers could be charged in egress fees when switching cloud service providers at zero euros. Following the proposal from Arcep, France's Minister Delegate for Artificial Intelligence and Digital Affairs set this amount at zero euros, in her [Order dated 17 November 2025](#).

The Authority has continued its work on this matter, and its ongoing dialogue with stakeholders on switching charges other than those related to data transfers. Today, it is presenting draft guidelines on the costs that are likely to be taken into account when determining these charges. This document sets out the categories into which services (other than data transfer) directly related to the provider switching process might fall. It then analyses the costs associated with those categories that are likely to be billed as part of switching charges, up to 12 January 2027¹.

Facilitating the adoption of multicloud solutions by capping egress fees

Arcep is also launching a public consultation on draft guidelines on costs tied directly to data transfers for customers adopting a multicloud solution. This document proposes a breakdown of the costs that are likely, or unlikely, to be factored into egress fees for multicloud customers. This breakdown is based on the

¹ N.B. Article 29 of the Data Act stipulates that, starting on 11 January 2024 and up to 12 January 2027, cloud computing service providers can impose switching charges on their customers, but that these charges cannot exceed the costs assumed by the provider that are tied directly to the switching process. Starting on 12 January 2027, these switching charges are prohibited.

description of the infrastructure enabling data transfers (including those tied to multicloud solutions) which were set out in the public consultation held in late 2024, and confirmed by stakeholders' contributions².

Associated documents

- [Draft guidelines on the costs that are likely to be taken into account when determining cloud computing service provider switching charges, other than egress fees](#)
- [Draft guidelines on the costs that are likely to be taken into account when determining egress fees for customers adopting multicloud solutions](#)

Arcep at a glance

The Regulatory Authority for Electronic Communications, Postal Affairs and Press Distribution (Arcep), a neutral and expert arbitrator with the status of independent administrative authority (IAA), is the architect and guardian of internet, fixed and mobile electronic communications, postal and press distribution networks in France

² Since 12 September 2025, Article 34 of the Data Act has prohibited data processing service providers, when data processing services are used simultaneously, from charging egress fees that exceed the costs incurred by those data transfers.

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