

Press release

CLOUD COMPUTING

Freedom of choice in cloud services for enterprise customers: Arcep adopts guidelines on provider switching charges and egress fees for users of multi-cloud solutions

Paris, 2 July 2026

The Law on Securing and Regulating Cyberspace (SREN Act) entrusts Arcep with the responsibility of crafting a pricing and technical framework for lifting a number of obstacles to switching providers and to adopting multi-cloud solutions (i.e. the simultaneous use of multiple cloud computing service providers). Arcep's [Ambition 2030](#) strategy includes the goal of “fostering greater freedom of choice in cloud services”. The adopted guidelines are part of this goal¹, and in keeping with the Authority's commitment to safeguarding an open digital ecosystem and innovation.

Two documents were adopted:

- **Guidelines on the “costs that are likely to be taken into account when determining cloud provider switching charges other than egress fees”**: they classify the different services that are directly associated with the vendor switching process and the possible charges involved. These costs are likely to be charged up to 12 January 2027 when switching cloud providers. N.B. switching charges are prohibited as of 12 January 2027².
- **Guidelines on the “costs that are likely to be taken into account when determining egress fees when adopting a multi-cloud solution”**: they propose a breakdown of costs, notably with respect to the infrastructure enabling data transfers (including for multi-cloud solutions).

When drafting these guidelines Arcep drew on discussions with stakeholders, and responses to the two public consultations on the matter, the first in late 2024, and the second from 16 February to 27 March 2026.

As a reminder, on 20 February 2025, Arcep adopted a Decision pursuant to the SREN Act³: Decision No. 2025-03, proposing to set the maximum amount that customers could be charged in egress fees when switching cloud service providers at zero euros. In accordance with 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, which was published on 30 November 2025.

Associated documents

- [Guidelines on the costs that are likely to be taken into account when determining cloud computing provider switching charges, other than egress fees](#)
- [Guidelines on the costs that are likely to be taken into account when determining egress fees, when adopting a multi-cloud solution](#)
- [Responses to the public consultations on the guidelines](#)

¹ In accordance with Title VI of Article 27 of the SREN Act.

² In accordance with Article 29 of the Data Act.

³ In accordance with Title V of Article 27 of the SREN Act.

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

Press liaison

Victor Schmitt

victor.schmitt@arcep.fr

Tel.: 01 40 47 71 84

Follow ARCEP

 www.arcep.fr

 LinkedIn /  Bluesky /  Mastodon

 Instagram

Subscribe

RSS feed

e-Newsletter

Mailing lists