



**Cloud service provider disclosure**

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, the public Cloud Service Provider shall indicate accordingly with remarks.

**Cloud Service Provider Contact Information**

Company name: Orange Business Services  
 Primary address: Orange Cloud for Business  
 1 place des droits de l'homme  
 93210 Saint-Denis France  
 Web address: <https://cloud.orange-business.com>  
 Contact name: PERRAULT OLIVIER  
 Contact number: +33 2 23 06 41 29  
 MTCS certificate number: MTCS 683778

**Orange Cloud For Business**  
 1, Place des Droits de l'Homme  
 93210 ST DENIS LA PLAINE  
 RCS 501 615 280

Company stamp:

Signature of company representative:

**Certification Body Contact Information**

Company name: BSI Group Singapore Pte Ltd  
 Primary address: 77 Robinson Road, #28-03, Robinson 77, Singapore 068896  
 Web address: <https://www.bsigroup.com/en-SG/>  
 Contact name: Mary Ann de Jesus (Head of Operations, Compliance & Risk), Dr. Graham Gee (MTCS Lead Auditor)  
 Contact number: +65 6270 0777  
 Contact email: [maryann.dejesus@bsigroup.com](mailto:maryann.dejesus@bsigroup.com)



Company stamp:

Signature of lead auditor: Graham Gee

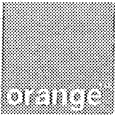
**Cloud Service Provider Background**

Overview of service offering:

Public Cloud offering comprising compute services, storage and backup services, analytics & big data services, database services. The services are provided either as a IAAS/PAAS or as managed services

Service model:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards



# Business Services

Deployment model:

- Private cloud
- Community cloud
- Hybrid cloud
- Public cloud

Tier:

- Level 1
- Level 2
- Level 3

No.	Criteria	Description	Remarks
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Legal & Compliance

1	Right to audit	<p>The user has the right to audit:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Virtual machine instances owned by the user</li> <li><input type="checkbox"/> Network facilities</li> <li><input checked="" type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input checked="" type="checkbox"/> Policies and governance</li> <li><input checked="" type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others</li> <li><input type="checkbox"/> None</li> </ul> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the user</li> <li><input type="checkbox"/> Network facilities</li> <li><input type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input type="checkbox"/> Policies and governance</li> <li><input type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others</li> <li><input type="checkbox"/> None</li> </ul> <p>Audit / assessment reports that can be made available on request:</p>	<p>In order to check physical and logical security measures implemented by Orange Business Services under the Contract, the Customer may, maximum once every contractual year and at its expense, carry out a technical audit of the conditions of all or part of the services provided by Orange Business Services within the framework of the Contract. Before each audit, all the parties involved shall sign a memorandum of understanding in order to define the conditions on which the audit shall be conducted (confidentiality rules, working hours, deadlines, fees for the intervention of Orange Business Services).</p> <p>Customer can also request permission to conduct scans of their cloud infrastructure as long as they're limited to their own instances and after have been formally approved by Orange representative in a</p>
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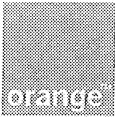
## Business Services

		<input type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment <input type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	memorandum of understanding. Customer can request the reports and certifications produced by our third- party auditors that attest to the design and operating effectiveness of the Orange environment. Report and certification requests can be made through an Orange account representative under a Non-Disclosure Agreement.
2	Compliance	The following guidelines / standards / regulations are adhered to: <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO / IEC 27001 <input checked="" type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO / IEC 20000 <input type="checkbox"/> CSA Open Certification Framework <input type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others SOCI (ISAE 3402 type II), Multi-Tier Cloud Computing Security (MTCS)	Flexible Engine also adheres to the French and EU regulations such as : - General Data Protection Regulation (GDPR) - Network and Information Security (NIS) directive
Data Control			
3	Data ownership	All data on the cloud service is owned by the cloud user except for: none  The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others	
4	Data retention	Data deleted by the user is retained as follows: <input type="checkbox"/> Minimum data retention period is: <input type="checkbox"/> Maximum data retention period is: _____ <input checked="" type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows: _____ <input type="checkbox"/> Maximum data retention period is: _____	



# Business Services

		<p><input type="checkbox"/> Not retained</p> <p>User data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud user:</p> <p><input type="checkbox"/> Log data</p> <p><input type="checkbox"/> Other</p>	
5	Data sovereignty	<p>The primary data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific</p> <p><input checked="" type="checkbox"/> Europe Paris, Amsterdam</p> <p><input checked="" type="checkbox"/> United States</p> <p><input type="checkbox"/> Other</p> <p>The backup data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific</p> <p><input checked="" type="checkbox"/> Europe Paris</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other</p> <p>No. of countries in which data centres are operated: 4</p> <p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No</p> <p>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p>	



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		<input type="checkbox"/> No  <i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i>	
6	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7	Availability	<p>The committed network uptime is:</p> <input type="checkbox"/> _____ % <input type="checkbox"/> Varies according to price plan <p>The committed system uptime is:</p> <input type="checkbox"/> _____ % <input type="checkbox"/> Varies according to price plan <p>The cloud environment has the following single points of failure:</p> <input type="checkbox"/> _____ <input checked="" type="checkbox"/> None	<p>see <a href="https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Level-Agreement-1.pdf">https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Level-Agreement-1.pdf</a></p>
8	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO 1mn <input checked="" type="checkbox"/> RTP <1h <input type="checkbox"/> Others, please specify:	
9	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure Liability: _____ <input checked="" type="checkbox"/> Infrastructure failure Liability: _____	<p>see <a href="https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Level-Agreement-1.pdf">https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Level-Agreement-1.pdf</a></p> <p>see <a href="https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Level-Agreement-1.pdf">https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Level-Agreement-1.pdf</a></p>



# Business Services

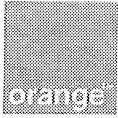
content/uploads/Managed-Applications-Service-Level-Agreement-1.pdf

		<input checked="" type="checkbox"/> Virtual machine instance failure Liability: _____ <input type="checkbox"/> Migrations Liability: _____ <input type="checkbox"/> Unscheduled downtime Liability: _____ <input checked="" type="checkbox"/> Database failure Liability: in case of managed applicatons or DBaaS service <input checked="" type="checkbox"/> Monitoring failure Liability: in case of managed applications	
Service Support			
10	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services: <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact	
11	Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided: <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input checked="" type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input type="checkbox"/> Others:	
12	Incident and problem management	Delivery mode of support: <input checked="" type="checkbox"/> Access via email <input checked="" type="checkbox"/> Access via portal	Concerning availability of L2 support in Cairo: -During BHs 9:00 -18:00 CLT -Out of BHs : On-call



# Business Services

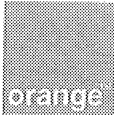
		<input checked="" type="checkbox"/> Access via phone support <input type="checkbox"/> Direct access to support engineers Availability of support: <input checked="" type="checkbox"/> 24 x 7 <input type="checkbox"/> During office hours support, please specify the hours of operations: _____ <input type="checkbox"/> After office hours support, please specify the hours of operations: _____ Service response time: _____ The following are available to users upon request: <input checked="" type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance Incident response time: _____ Mean time to repair on detection of faults: _____	For Incident management SLA, service description document (section 5.3.1 Support Plans for Flexible Engine)
13	Billing	The following billing modes are available (please elaborate granularity of charges and measurements) <input checked="" type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS) <input checked="" type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14	Data portability	Importable VM formats: see list in service description Downloadable formats: see list in service description Supported operating systems: see list in service description Language versions of supported operating systems: see list in service description Supported database formats: see list in service description API: <input checked="" type="checkbox"/> Common _____ <input type="checkbox"/> Customised _____ Upon service termination, data is available through: <input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above	see <a href="https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Description-5.pdf">https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Description-5.pdf</a>



## Business Services

		<input type="checkbox"/> Other methods	
15	Access	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link) <input type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods  Public access speed (shared bandwidth) in Mbps: different for each region/DC	
16	User management	<input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input checked="" type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others	
17	Lifecycle	The cloud user may select the following for service upgrades and changes: <input checked="" type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> User customisable provisioning	some customisation possible for managed customers
Security configuration			
18	Security configuration enforcement checks	Security configuration enforcement checks are performed: <input checked="" type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools  How often are enforcement checks being performed to ensure all security configurations are applied?	Security configuration is managed by Orange Cyberdefense, one of major private CERT in France and Europe. Enforcement is done either automatically or manually following internal CERT advice
19	Multi-tenancy	<input checked="" type="checkbox"/> Distinct physical hosts <input type="checkbox"/> Distinct physical network infrastructure <input checked="" type="checkbox"/> Virtual instance grouping <input checked="" type="checkbox"/> User definable security domains <input checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies	see <a href="https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Description-5.pdf">https://cloud.orange-business.com/wp-content/uploads/Flexible-Engine-Service-Description-5.pdf</a>





## Business Services

Service Elasticity			
20	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Programmatic interface to scale up or down</li><li><input type="checkbox"/> Mean time to start and end new virtual instances _____</li><li><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</li><li><input type="checkbox"/> Minimum performance during peak periods</li><li><input type="checkbox"/> Minimum duration to scale up computing resources _____</li><li><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)</li></ul>	<p>Auto Scaling (AS) uses preset AS policies to automatically scale service resources up and down based on service requirements. The User can configure scheduled and periodic scaling tasks, monitoring policies, and AS group capacity thresholds to enable AS to automatically increase or decrease the number of Elastic Cloud Server (ECS) instances. In addition, AS can work with Elastic Load Balance (ELB) to automatically scale load balancers members</p>
21	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Redundant Internet connectivity links</li><li><input checked="" type="checkbox"/> Redundant Internal connectivity</li><li><input checked="" type="checkbox"/> Selectable bandwidth up to 10Gbps</li><li><input checked="" type="checkbox"/> Maximum usable IPs no maximum</li><li><input checked="" type="checkbox"/> Load balancing ports Layer 4 (TCP) and layer 7 (Http/Https) load balancing</li><li><input checked="" type="checkbox"/> Load balancing protocols Layer 4 (TCP) and layer 7 (Http/Https) load balancing</li><li><input checked="" type="checkbox"/> Anti-DDOS protection systems or services Defence-in-depth mechanisms, please specify: DDOS</li><li><input checked="" type="checkbox"/> Network traffic isolation, please specify: VXLAN</li><li><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: all internal network traffic is shared, internet traffic is dedicated per customer based on subscription</li><li><input checked="" type="checkbox"/> QoS traffic control services</li><li><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</li><li><input type="checkbox"/> Minimum performance during peak periods</li><li><input type="checkbox"/> Minimum period to scale up network throughput _____</li></ul>	
22	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre</li></ul>	

- Redundant storage connectivity links between data centres belonging to the same cloud
- Storage traffic isolation, please specify: \_\_\_\_\_  
storage network are on different POD with separated, isolated and dedicated switches
- Shared or dedicated storage network bandwidth, please specify:
- Quality of service storage traffic control services
- Maximum storage capacity for entire cloud, please specify:  
We use object storage with no known capacity limitation
- Maximum storage capacity for single user, please specify:  
No limit for any user. It will be depending on his usage and technical limitations (Windows support 64 Tb, Linux 400 Tb etc)
- Maximum expandable storage, please specify:
- Alerts to be sent for unusual high usage
- Minimum storage I / O performance during peak periods
- Minimum period to scale up storage I / O throughput