

# Cloud services market study

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Final report – terms of reference

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# Terms of reference

The Office of Communications (Ofcom) in the exercise of its powers under sections 131 and 133 of the Enterprise Act 2002 (EA02) as provided for by section 370(3A)(b) of the Communications Act 2003 (CA03) read together with section 130A EA02 hereby makes a reference to the Chair of the Competition and Markets Authority (CMA) for the constitution of a group under Schedule 4 to the Enterprise and Regulatory Reform Act 2013 for an investigation in relation to public cloud infrastructure services in the United Kingdom.

Ofcom has reasonable grounds to suspect that a feature or a combination of features of the markets for the supply of those goods and services in the United Kingdom prevents, restricts or distorts competition. In particular, conduct which may create barriers to switching and multi-cloud.

For the purposes of this reference:

- 'Cloud infrastructure services' means services that provide access to processing, storage, networking, and other raw computing resources (often referred to as infrastructure as a service, IaaS) as well as services that can be used to develop, test, run and manage applications in the cloud (often referred to as platform as a service, PaaS).
- 'Public cloud computing' means a cloud deployment model where cloud services are open to all customers willing to pay, and computing resources are shared between them.
- 'Multi-Cloud' means a cloud deployment model involving the use of more than one public cloud provider by a single customer, where multiple clouds may or may not be integrated with each other.