

## Cloud Services Market Investigation

### Response to the Provisional Decision Report

I welcome your comments on egress charges, although would like to see more actions.

However I do have an additional comment with respect to MS reservations which I think you call "committed spend agreements". I had a request which I raised with Microsoft when my agreement came to an end around 1st Jan. I was told I would have to buy support in order to be able to find out how to renew my reservation for a MySQL database. I had paid for 3 years and wanted to sign up for another 3 years but was told it was not available any more. I refused to pay given I was a customer already looking to spend (for me) a lot of money. I raised a comment on their forum:

[Unable to renew MySQL Reservation - Microsoft Q&A](#)

I got a bit of generic help, but had to do all the work myself, switch my database to something I hoped would work, and you can see my final comment: "In the end I just chanced it and bought the reservation and it worked. It does feel like I was given little guidance, apart from the advice on here which was helpful. I actually wanted to spend money but was told I had to buy support (2412010050000792). It appears the recommendation system for reservations doesn't work that well so you just have to plump for the one you think you want and hope it fits. It can always be cancelled."

I feel many people would be forced to either buy support or have to pay the unreserved rates for extended periods. As a very small business I wanted guidance which the site itself was supposed to provide, telling me which reservations matched my usage over recent time intervals. but didn't.

Rob Sedgwick