

Update on Cloud actions

Covering March-October 2026

16 October 2026

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Summary

1. Cloud computing has become core infrastructure for the UK economy. It underpins digital services central to daily life – from banking to streaming, e-commerce and public services. For many UK firms, cloud is now an essential foundation for running services, storing and processing data, maintaining resilience, and innovating. It also provides the computational power required for emerging AI systems, advanced analytics and research.
2. It is vital that competition works well as UK businesses and public organisations grow their usage of cloud services. Customers benefit most when they have the bargaining power to negotiate good deals and combine services from different providers. Enabling access to the most innovative technology at competitive prices can drive down the cost of doing business and unlock productivity gains by supporting diffusion of cloud technology across the economy. Effective competition could also help the UK manage strategic dependencies by ensuring customer choice and sustaining a more diverse supplier base.
3. In July 2025, the CMA's Cloud Market Investigation (**Cloud MI**) found evidence that there were limits to effective competition, with Amazon and Microsoft having positions of significant market power. The investigation highlighted three areas for potential action to make it easier for customers to switch or use more than one cloud ('multi-cloud'): (1) reducing the cost of moving data between clouds by tackling egress fees; (2) improving the interoperability of Amazon and Microsoft's clouds; and (3) addressing Microsoft's licensing practices with respect to certain of its business software. Taking such action could improve competition and enable better market outcomes in cloud services, including more competitive prices, as well as further improvements in quality and innovation.
4. In consultation with the CMA, Amazon and Microsoft announced several steps to lower egress fees and improve interoperability of their clouds in March 2026. They also committed to continue engaging with the CMA to look for further opportunities to reduce barriers to switching and multi-cloud, and support customer choice. Alongside this, the CMA Board decided to launch a strategic market status (**SMS**) investigation into Microsoft's Business Software Ecosystem,¹ in which the CMA is currently proposing to designate Microsoft.

¹ See [Microsoft's business software ecosystem - GOV.UK](#).

Should the CMA decide to designate Microsoft, this would provide a route to considering action with respect to Microsoft's cloud licensing practices.

5. We have been engaging closely with Amazon and Microsoft to drive changes to reduce barriers to switching and multi-cloud. This has been informed by participative dialogue with both, as well as discussions with competitors, UK customers and our international counterparts. **We have found that Amazon and Microsoft have taken several steps to lower the barriers customers face, but that further actions can be taken.**
6. For example, Amazon and Microsoft have rolled out schemes to reduce the cost of moving data between clouds, and they are building connections between their data centres and those of rivals. Both operate an interoperability request process for customers and challengers to use, and they have taken steps to facilitate the management of workloads across clouds. Given their novelty, the uptake of these schemes has been limited so far, and we expect Amazon and Microsoft to do more to promote them to allow more customers to realise the benefits. Whilst Amazon and Microsoft plan to mirror EU cloud standards that are beneficial for UK customers, these standards are still under development.
7. Whilst the steps taken are positive, some actions announced in March remain outstanding, and it is important they are implemented promptly. We also continue to hear that customers face material barriers to multi-cloud or switching workloads between clouds. AI migration tools can help reduce the technical effort to do so, but they are not a panacea. We are clear that more can be done and have therefore been actively engaging with Amazon and Microsoft on what further steps they could take to support choice of cloud provider for UK customers.
8. Following that engagement, today we are announcing the areas we intend to focus on next, jointly with Microsoft, Amazon, customers and competitors: making it easier to connect Identity and Access Management (**IAM**) across clouds; and reducing frictions to the portability of Kubernetes containers. Our work suggests that developments in these areas could materially increase customers' ability to move between providers and improve competition.
9. These are technically challenging objectives to achieve, and progress may require other industry stakeholders to engage actively. We therefore invite views on how we should best focus this work, and what potential solutions we should consider. The CMA Board will consider the progress that has been made on these areas and others in the spring of 2027 – and it will assess whether the voluntary dialogue with Amazon and Microsoft is creating

sufficient momentum towards achieving better outcomes for UK cloud customers.

10. Alongside this work, the CMA is actively engaging with the UK Government to assess how its National Cloud Infrastructure Programme can help enhance competition in the wider market.²

² See [Public procurement in the national interest: Reflections from the CMA - GOV.UK](#).

Context

1. The Cloud MI found that Amazon and Microsoft have positions of significant market power in relation to their cloud services: Amazon Web Services (AWS) and Microsoft Azure. The investigation identified limits to customer choice as a result of: data egress fees and barriers to interoperability restricting switching and multi-cloud, as well as licensing of Microsoft's key business software on the cloud.
2. Since the investigation closed in July 2025, the CMA engaged participatively with UK customers, Amazon, Microsoft and their competitors on these issues. In consultation with the CMA, both firms announced material steps to lower egress fees and improve interoperability of their clouds. This included (i) changes they had already made (ii) changes they had announced they would make and (iii) a proposal to continue the participative dialogue with the CMA to drive further changes.
3. In March 2026, the CMA Board considered whether to prioritise SMS investigations into Amazon's and Microsoft's cloud services, alongside other areas. As part of this decision, it considered the findings of the Cloud MI, engagement with stakeholders following the conclusion of the Cloud MI, and the steps set out by Amazon and Microsoft.
4. The CMA can achieve impact through a mix of approaches. Some are legally binding, like SMS designations, conduct requirements and pro-competition interventions. Others draw on proactive steps firms take, enabled by our participative engagement with a range of stakeholders. Where, in the interest of speed to impact, the CMA takes the latter approach, it retains the option to return to the more formal alternative if necessary. The flexibility of this approach is a novel and deliberate feature of the UK digital markets competition regime, which is already proving its worth in terms of both speed to impact and resilience to future developments in this fast-moving area.
5. The Board decided to take a range of actions to address, in aggregate, issues across cloud services and business software:
 - (a) Launch an SMS investigation into Microsoft's business software ecosystem.³ An SMS finding would allow the CMA to take action in respect of Microsoft's use of software licensing that affects competition in cloud.

³ The provisional decision on which is published 16 October 2026. See [Microsoft's business software ecosystem - GOV.UK](#).

- (b) Continue active engagement with Microsoft and Amazon to ensure they are taking the steps they had set out in March 2026, and to work participatively to identify further meaningful steps to promote choice for UK cloud customers.
- 6. This update reports on the progress made as part of the CMA's ongoing engagement with Amazon and Microsoft since March 2026. To inform our work, we have been engaging with UK customers, other cloud providers and our international counterparts. We have analysed internal data from Amazon and Microsoft, and reviewed available product documentation, customer guidance and discussions on technical forums and other channels.

Progress to date

- 7. We have been engaging with Amazon and Microsoft to ensure progress on the actions they announced in March 2026 to support greater choice for UK cloud customers.
- 8. Below we summarise the steps Amazon and Microsoft have taken since March, with a detailed overview included in the Annex.
 - (a) **Directly connecting data centres:** Directly connecting different providers' data centres could reduce the engineering effort for customers to manage the network component of a multi-cloud architecture, allowing them to operate across those providers' infrastructures more easily. Amazon and Google have launched their interconnect product and Amazon launched a free tier. In addition, Amazon and Oracle have established an interconnect product in the US, though at this stage is considering the case for UK roll-out pending demand for it. The direct connection of Amazon and Microsoft's data centres is ongoing, though plans are for this to become available in UK data centres in the next few months. Microsoft and Google's interconnect product is due to go into preview in the coming months. Neither Amazon nor Microsoft has extended the interconnect product to cloud providers other than Google and Oracle.
 - (b) **Removing or reducing egress fees:** Reducing the cost of moving data between clouds by tackling egress fees could make it easier for cloud customers to use multiple providers and access the best products at the most competitive prices. Amazon and Microsoft have updated contracts so that UK customers can transfer data for free when switching cloud provider, and both have extended the cases in which they can qualify for these policies (e.g. the switching window was extended from 90 to 180 days, and egress refunds are now given when customers multi-cloud

during the switching process). Amazon and Microsoft have also put in place policies to reduce egress fees for multi-cloud, including on Microsoft's premium network.

- (c) **Interoperability feature requests:** Mechanisms to request interoperability features could allow cloud customers and competitors to receive information and technical support to interoperate with Amazon and Microsoft effectively. Microsoft set up its dedicated interoperability request process in June 2026⁴ and the AWS Builder Center has been available since July 2025.⁵
- (d) **Cross-cloud tooling:** Measures that make it easier to control applications across multiple clouds, for example through a single interface, could reduce the engineering effort required to operate a multi-cloud environment. Control plane products such as Azure Arc⁶ and AWS Security Hub⁷ have been extended to connect to other clouds. They primarily enable monitoring and management of external resources, though at this stage are limited in allowing customers to set up cloud resources or deploy native services within other cloud environments.
- (e) **AI standards and interoperability:** AI coding agents can reduce the engineering effort needed to switch or multi-cloud, at least to a degree. Adopting standards for AI agents to connect to Amazon and Microsoft's cloud products, such as Model Context Protocol (**MCP**)⁸ and Agent to agent framework (**A2A**),⁹ may in time increase the ability to connect applications across clouds or to switch between clouds. In March, both Amazon and Microsoft announced they would continue to support MCP and A2A. Amazon has since taken further steps to make it easier for AI coding agents to interact with its cloud services¹⁰ and to reduce the cost and complexity of developing and using agentic systems that incorporate

⁴ See [How to Request Azure Interoperability - Azure | Microsoft Learn](#).

⁵ See [Introducing AWS Builder Center: A new home for the AWS builder community | AWS News Blog](#) and [AWS Builder Center](#).

⁶ See [Expanding Azure Arc for Hybrid and Multicloud Management | Microsoft Community Hub](#).

⁷ See [AWS Security Hub extends unified security management to Microsoft Azure - AWS](#).

⁸ Model context protocol (MCP) is an open-source standard for connecting AI applications to external systems. Using MCP, AI applications like Claude or ChatGPT can connect to data sources (e.g. local files, databases), tools (e.g. search engines, calculators) and workflows (e.g. specialized prompts), enabling them to access key information and perform tasks. [What is the Model Context Protocol \(MCP\)? - Model Context Protocol](#).

⁹ Agent to agent framework (A2A) is an open-source standard designed to enable communication and collaboration between AI agents. A2A provides a common language for agent interoperability where agents are built using diverse frameworks and by different AI vendors. [A2A Protocol](#).

¹⁰ Building on its existing AWS MCP Server, Amazon launched the [AWS Agent Toolkit for AWS](#) which provides AI coding agents with AWS-specific skills and access to up-to-date information about AWS services.

third-party models and tools.¹¹

The impact of these types of developments on the barriers to switching and multi-cloud is unclear. Whilst customers acknowledge that AI coding agents can reduce the engineering effort involved in translating or adapting code from one cloud provider to another, they have told us that significant work remains to adapt workloads to the target cloud (including addressing cloud-specific dependencies) and to test that AI-generated code is secure before deployment.

- (f) **Standards:** Adopting common standards could reduce technical barriers to switching and multi-cloud. Amazon and Microsoft will implement (where relevant) any standards adopted under the EU Data Act in the UK, once published in the EU repository and referenced in the Official Journal. The EU standards under the Data Act are forthcoming, at which point we will work with Amazon and Microsoft to ensure that UK cloud customers can benefit from them.
9. Overall, we consider that Amazon and Microsoft are making good progress in rolling out the actions they set out in March. Where actions remain outstanding, there are plans in place for these to be completed in the next few months. It is important that these remaining steps are taken promptly, and we will continue to review this closely in the coming months.
10. Separately, we will be doing further work to assess the uptake and impact of these measures. This includes working with both providers to identify opportunities to raise the visibility and awareness of their actions with UK customers.¹² While uptake of new products and policies is emerging, we anticipate that it will take some time for the full impact of these actions to materialise. Many of the new schemes and products have only just been rolled out and are not yet mature. Furthermore, choosing a cloud provider is a long-term strategic decision for many UK businesses, and contracts are frequently multi-year. With that in mind, we would expect more customers to realise the benefits of these new policies and products over time as more contracts come up for renewal and as customers add new workloads.

¹¹ For example, Amazon has also continued to [develop OpenSearch](#) (an open-source data search and analytics suite) by introducing tooling for monitoring and managing agentic applications that are built using different models and frameworks. Amazon released the Strands open-source multi-agent framework in July 2025 and has since introduced [Strands Labs on GitHub](#) to support experimentation with new agent capabilities.

¹² See, for example, [Continuing to deliver good outcomes for UK customers - About Amazon UK](#) and [Working constructively with the UK CMA to support customer choice and cloud competition - Microsoft On the Issues](#).

11. Importantly, we expect that some customers could benefit from these steps even if they do not ultimately switch – any changes that strengthen customers' bargaining positions would allow them to secure better deals from their existing providers. We will therefore consider impact looking both at uptake metrics and other market outcomes.

Areas to focus on next

12. Since March, we have continued engaging with UK customers and challengers to understand their perspectives on the changes outlined above, and whether further actions could support better outcomes in the market.
13. Customers have pointed to a range of areas where greater interoperability of Amazon and Microsoft's clouds could make it easier to switch and multi-cloud. That said, customers also have told us that they value the product innovation that AWS and Azure offer, and that the CMA should seek solutions which preserve these benefits.
14. We are clear that more can be done, and having shared these reflections with Amazon and Microsoft, we have agreed to work together on two areas where there is scope to lower barriers while allowing customers to use the services they value.

Identity and access management (IAM)

15. Differences in IAM across clouds have been consistently raised by customers and other providers as one of the major challenges to switching between clouds and operating across different clouds.¹³ There have been positive developments in relation to IAM interoperability since the Cloud Market Investigation. For example, we have seen increasing adoption of identity federation tools by Amazon and Microsoft customers, which could make it easier for customers to authenticate users across different cloud.
16. However, we continue to hear that differences in cloud providers' IAM languages and models create material costs to customers when they switch or multi-cloud due to the need to translate authorisation logic between clouds. While some of the customers we spoke with suggested that fine-grained authorisation is an important innovation, the different ways cloud providers implement these fine-grained controls complicates cross-cloud authorisation. These customers saw value in 'harmonising' the core elements of IAM

¹³ This was raised in both the Cloud MI (CMA (2025), Cloud Market Investigation [Final Decision Report](#), paras 6.192-6.194), and our subsequent engagement with customers and challengers.

policies (for example, actions and resources) to enable portable cross-cloud authorisation.

17. We have discussed potential options for reducing these challenges with stakeholders, and we acknowledge this is technically challenging and may require some degree of industry-wide collaboration. However, we are clear that it is worth pursuing. Amazon and Microsoft have agreed to work with us on this topic. We have not yet settled on the best way to alleviate these challenges, but will work with the providers, customers and competitors to identify and develop potential solutions.

Portability of containerised applications

18. Kubernetes provides a common framework for deploying and managing containerised applications, and is valued for supporting portability across clouds. However, we have heard from customers that, in practice, Kubernetes deployments can rely on cloud-specific services and integrations which can create dependencies that make it harder to move workloads between clouds or operate them across multiple clouds. Differences in IAM are one source of these dependencies (as above), but customers have also identified others, including networking services.
19. This is an area we will focus on next, and Amazon and Microsoft have agreed to work with us on diagnosing the challenges that some customers face with regards to Kubernetes portability, and to identify ways in which to address those challenges. This would include, but is not necessarily limited to, ensuring their Kubernetes documentation supports portability once built on AWS or Azure.

Public procurement

20. The CMA has been advising the UK government on how national cloud procurement can be used as a market-shaping lever, rather than solely a mechanism for securing the lowest short-term price. Our advice has focused on how pro-competitive public procurement approaches could help advance a set of wider strategic objectives. These might include: greater technological sovereignty, resilience and security; economic growth; and more effective competition in cloud services markets.
21. In September 2026, the CMA published reflections on how public procurement can work in the national interest, including in cloud.¹⁴ In

¹⁴ [Public procurement in the national interest: Reflections from the CMA - GOV.UK](#)

particular, we believe there is value in considering how public procurement could be used not only to secure better value for money over time, but also to support greater choice, resilience and innovation in cloud markets. By shaping the conditions for more effective competition, these benefits could extend beyond the public sector to the many UK businesses that increasingly rely on cloud services as a critical input into their operations.

22. As part of our work, we will continue to engage with the UK Government as it is developing the National Cloud Infrastructure Programme, a strategic initiative to coordinate how the public sector buys cloud services. The programme will use the collective buying power of the whole of the public sector to secure better value for taxpayers, strengthen digital resilience, and create new opportunities for British businesses.

Conclusion

23. Overall, we conclude that Amazon and Microsoft are making progress in implementing the actions they set out in March to support choice of cloud for UK businesses and public sector organisations. However, we are clear that there should be further changes to come. We will therefore continue our participative dialogue to review the progress and impact of the actions set out by both companies, and to identify further steps to make it easier for UK customers to switch and multi-cloud.
24. Whilst we will continue to discuss a range of areas with Amazon and Microsoft (including open standards and the role of conformance testing), IAM, in particular authorisation, and the portability of Kubernetes workloads will be our focus for identifying concrete further steps. These are complex areas that are likely to take time to address. As such, we do not have ready-made solutions or timelines for when these issues will be addressed. Nonetheless, our ongoing work with Amazon and Microsoft establishes a foundation to develop a programme of engagement and collaboration across the industry to improve IAM interoperability and Kubernetes portability. Our next step is to agree a clear process to move from problem statement to solution – including how the wider industry can participate in developing these solutions.
25. As these are technically challenging objectives to achieve, progress may require other industry stakeholders to engage actively. We are inviting views on how we should best focus this work, and what potential solutions we should consider. The CMA Board will consider the progress that has been made on these areas and others in the spring of 2027 – and it will assess whether the voluntary dialogue with Amazon and Microsoft is creating sufficient momentum towards achieving better outcomes for UK customers.

26. We are conscious of regulatory developments elsewhere – including the European Commission’s preliminary finding that Amazon and Microsoft should be designated as gatekeepers under the Digital Markets Act for their cloud services,¹⁵ and the Spanish Competition Authority (CNMC)’s market study.¹⁶ The findings of this work are consistent with the Cloud MI’s assessment that Amazon and Microsoft hold significant market power, and that a variety of factors make it difficult for customers to switch or multi-cloud. Whilst different regulatory frameworks may lead to different responses, we observe more commonality than divergence in the competition concerns being identified across jurisdictions. We will also continue to monitor changes proposed in the context of the European Data Act, to ensure relevant benefits are available to UK customers.
27. We will continue to engage with a wide variety of stakeholders and welcome feedback on the update we have published today via emails to cloud.dmu@cma.gov.uk.

¹⁵ See [Commission reaches preliminary position that Amazon's and Microsoft's market leading cloud services should be designated under the DMA | Shaping Europe's digital future](#).

¹⁶ See CNMC (2026), [Study on Cloud Services E/CNMC/001/23](#) (English version).

Annex 1: Progress on Microsoft actions since March 2026

Topic	Microsoft action	Impact	Status
Egress – Free switching programme	Removed egress charges where customers switch away from Azure	Lowers cloud switching costs All customers	Available since March 2024¹⁷
Egress – Extended at-cost multi-cloud programme to the UK	Reduced egress to at-cost for multi-cloud data transfers	Lowers multi-cloud costs UK customers	Available since September 2025¹⁸
Egress – Contractual rights	Amend UK customer contracts to put egress policies regarding free switching and at-cost multi-cloud on a legal footing	Makes free and at-cost egress a contractual right UK customers	Implemented¹⁹
Egress – free switching on premium network	Extend free switching to cover transfers using Microsoft's premium network (MGN)	Removes egress charges where customers use Microsoft's premium network for switching UK customers using Azure services in UK data centres	Implemented²⁰
Egress – extended switching window	Extend the free-egress switching window from 60 days to 180 days	Gives complex migrations longer to complete without losing free-egress eligibility UK customers using Azure services in UK data centres	Implemented²¹

¹⁷ See [Azure updates | Microsoft Azure](#) and [Cancel and delete your Azure subscription - Microsoft Cost Management | Microsoft Learn](#).

¹⁸ See [Azure data transfer fees - Microsoft Cost Management | Microsoft Learn](#).

¹⁹ See [Working constructively with the UK CMA to support customer choice and cloud competition - Microsoft On the Issues](#) and [Licensing Documents](#), United Kingdom, Microsoft Customer Agreement, p. 3-4. The UK Addendum is included by default for new UK Enterprise Agreement customers and for new and existing UK Microsoft Customer Agreement customers. The UK Addendum is available to existing UK Enterprise Agreement customers upon request.

²⁰ See [Fact sheet: Working constructively with the UK CMA to support customer choice and cloud competition](#) and [Cancel and delete your Azure subscription - Microsoft Cost Management | Microsoft Learn](#).

²¹ See [Fact sheet: Working constructively with the UK CMA to support customer choice and cloud competition](#) and [Cancel and delete your Azure subscription - Microsoft Cost Management | Microsoft Learn](#).

Topic	Microsoft action	Impact	Status
Egress – broaden the definition of “switching”	Expand the switching scenarios that qualify for free egress to include: (a) exiting Azure entirely; and (b) exiting a single Azure service.	Allows partial switching to benefit from free egress UK customers using Azure services in UK data centres	Implemented²²
Egress – at-cost multi-cloud on premium network	Allow at-cost egress for multi-cloud on MGN from UK data centres	Extends ‘at-cost’ egress to premium network pathways UK multi-cloud use cases from UK data centres	Implemented²³
Interoperability – Directly connect with data centres of AWS and GCP	Connect Azure data centres to AWS and GCP data centres	Reduces the engineering effort for customers to manage the network component of a multi-cloud architecture Globally based on data centre availability	AWS – Outstanding AWS public preview announced in August 2026 ²⁴ Availability of Azure and AWS interconnect in UK regions is expected in the next few months GCP – Outstanding Public preview expected in the coming months ²⁵
Interoperability – Directly connect with data centres of other cloud providers	To be assessed based on requests made via Microsoft’s new interoperability request mechanism	Supports multi-cloud – including for alternative clouds Globally based on data centre availability	Ongoing
Interoperability – EU standards extended to the UK	Implement in the UK any standards Microsoft adopts under the EU Data Act (once published in the EU repository & referenced in the Official Journal)	Supports multi-cloud, UK customers benefit from the same standards Microsoft deploys for the EU UK customers	Ongoing When a relevant standard is adopted/implemented in the EU

²² See [Fact sheet: Working constructively with the UK CMA to support customer choice and cloud competition](#) and [Cancel and delete your Azure subscription - Microsoft Cost Management | Microsoft Learn](#).

²³ See [Fact sheet: Working constructively with the UK CMA to support customer choice and cloud competition](#) and [Azure data transfer fees - Microsoft Cost Management | Microsoft Learn](#).

²⁴ See [Introducing Azure Multicloud Interconnect for AWS | Microsoft Azure Blog](#) but not yet available in UK regions.

²⁵ See [Simpler, private connectivity between Azure and AWS with Azure Multicloud Interconnect | Microsoft Community Hub](#).

Topic	Microsoft action	Impact	Status
		using Azure services in UK and EU data centres	
Interoperability – Dedicated request mechanism	Create a new interoperability request mechanism for competing clouds / cloud independent software vendors (ISVs)	Creates a formal route to submit interoperability requests and get structured responses Competing cloud providers and cloud ISVs	Implemented²⁶
Interoperability – Control panel for multi-cloud deployments	Expanded features in Azure Arc (e.g. support for Google Cloud and more active Kubernetes management)	Supports multi-cloud All customers	Ongoing Multi-cloud connector support for GCP announced in preview November 2025 ²⁷ Azure Arc-enabled Kubernetes general availability announced March 2026 ²⁸ Azure Arc Multi-cloud Connector Arc for Kubernetes clusters announced in preview for AWS and GCP in October 2026 ²⁹
Dialogue – information sharing and further steps	Microsoft will engage in an ongoing dialogue with the CMA, to assess the impact of steps taken, and to identify further steps to support switching and multi-cloud. Microsoft will share information with the CMA on the uptake of new schemes, products and processes that can	Enables the CMA to assess the uptake and impact of actions targeted at improving switching and multi-clouding, and what further steps can support choice for UK customers. The CMA will supplement this with evidence from direct customer and	Ongoing

²⁶ See [How to Request Azure Interoperability - Azure | Microsoft Learn](#).

²⁷ See [Public Preview: Multicloud connector support for Google Cloud | Microsoft Community Hub](#).

²⁸ See [Announcing the General Availability of the Azure Arc Gateway for Arc-enabled Kubernetes! | Microsoft Community Hub](#).

²⁹ See [Public Preview: Onboard Kubernetes Clusters to Azure Arc with the Multicloud Connector | Microsoft Community Hub](#).

Topic	Microsoft action	Impact	Status
	support switching and multi-cloud – alongside information on interoperability requests received by Azure, including via its new process	competitor engagement	

Annex 2: Progress on Amazon actions since March 2026

Topic	Amazon action	Impact	Status
Egress – Free switching	Removed egress charges where customers switch away from AWS	Lowers cloud switching costs All customers	Available since March 2024³⁰
Egress – Free multi-cloud to facilitate switching	Clarified that customers can request credits for multi-cloud data transfers during the period of switching	Lowers cloud switching costs All customers	Implemented October 2025
Egress – Contractual rights	Publish a UK Customer Switching and Portability Addendum that applies automatically, to put egress policies regarding free switching and at-cost multi-cloud on a legal footing	Makes switching, portability and multi-cloud egress process a contractual right for UK customers UK customers	Implemented Automatically rolled out to UK contracts ³¹
Egress – At-cost multi-cloud	Reduced egress to at-cost for multi-cloud data transfers	Lowers multi-cloud costs UK customers	Implemented³²
Egress – Extended switching window	Extend the free-egress switching window from 90 days to 180 days	Gives complex migrations longer to complete without losing free-egress eligibility UK customers	Implemented³³
Interoperability – Directly connect with data centres of Microsoft and GCP, with a free tier	AWS Interconnect product with Google and Azure, including with a free tier to allow customers to transfer data directly between data centres at no charge	Reduces the engineering effort for customers to manage the network component of a multi-cloud architecture, and lower the cost of moving data	GCP – Implemented Interconnect – multi-cloud with GCP reached general availability April 2026 ³⁴ Available in the UK and regions across the globe

³⁰ See [Free data transfer out to internet when moving out of AWS | AWS News Blog](#) and [Amazon EC2 FAQs – AWS](#).

³¹ See [Continuing to support flexibility and control for UK customers | Networking & Content Delivery](#) and [aws-uk-customer-switching-addendum.pdf](#).

³² See [Continuing to support flexibility and control for UK customers | Networking & Content Delivery](#) and [aws-uk-customer-switching-addendum.pdf](#).

³³ See [Free data transfer out to internet when moving out of AWS | AWS News Blog](#) and [aws-uk-customer-switching-addendum.pdf](#).

³⁴ See [AWS announces general availability of AWS Interconnect - multicloud - AWS](#).

Topic	Amazon action	Impact	Status
			Microsoft – Outstanding AWS Interconnect - multicloud with Microsoft Azure was released in public preview in August 2026³⁵ Availability of Azure and AWS interconnect in UK region is expected in the next few months Free Tier – Implemented Free tier launched in May 2026³⁶
Interoperability – Directly connect with data centres of other cloud providers	Explore the potential to extend to additional partners	Supports multi-cloud – including for alternative clouds	Further action ongoing AWS Interconnect - multicloud with Oracle Cloud Infrastructure (OCI) reached general availability July 2026³⁷ Only available in US region, but UK customers can select the US region, with additional region availability expected, pending customer and provider demand
Interoperability – EU Standards extended to the UK	Work with the CMA so UK customers benefit from EU interoperability standards as they develop	UK alignment with EU outcomes where relevant, supports multi-cloud UK customers	Ongoing When a relevant standard is adopted/implemented in the EU

³⁵ See [AWS announces AWS Interconnect - multicloud connectivity with Microsoft Azure in preview - AWS and AWS and Microsoft Azure collaborate to expand multicloud networking | Networking & Content Delivery](#).

³⁶ See [Interconnect multicloud Pricing](#).

³⁷ See [AWS announces AWS Interconnect - multicloud connectivity with Oracle Cloud Infrastructure in GA - AWS](#).

Topic	Amazon action	Impact	Status
Interoperability – Support open authentication standards on AWS MCP server	Allow alternative authentication to be more compatible with third-party AI tools	Supports multi-cloud Those using third-party developer tools to build with AWS	Implemented OAuth 2.0 support for the AWS MCP Server launched July 2026 ³⁸
Interoperability – Multi-cloud security	Improve the customer security experience when working across clouds	Supports multi-cloud All customers	Implemented / further action upcoming AWS Security Hub support for Azure launched July 2026 ³⁹ AWS Security Hub support for GCP expected by the end of 2026 and other providers expected during 2027, pending provider and customer demand
Interoperability – Simplified management of multi-cloud deployments	Continue to develop an AWS multi-cloud management interface	Supports multi-cloud All customers	Implemented / further action upcoming AWS DevOps Agent launched March 2026 ⁴⁰ Amazon CloudWatch native support for OpenTelemetry metrics launched June 2026 ⁴¹ Amazon CloudWatch Omni (dedicated multicloud operations web interface) launched September 2026, with managed integration for Azure virtual machines and Azure Kubernetes Service ⁴² Amazon CloudWatch Omni managed

³⁸ See [OAuth support for the AWS MCP Server - AWS](#).

³⁹ See [AWS Security Hub extends unified security management to Microsoft Azure - AWS](#).

⁴⁰ See [AWS DevOps Agent is now generally available - AWS](#).

⁴¹ See [Amazon CloudWatch introduces native OpenTelemetry metrics with PromQL querying and per-GB pricing - AWS](#).

⁴² See [Amazon CloudWatch Omni: AI-first observability for agents and applications - AWS](#).

Topic	Amazon action	Impact	Status
			integration for GCP expected by the end of 2026 and Oracle and other providers expected during 2027, pending provider and customer demand AWS Systems Manager automatic integration with Azure Virtual Machines launched in July 2026⁴³ AWS Systems Manager automatic integration for GCP expected by the end of 2026 and other providers expected during 2027, pending provider and customer demand
Interoperability – documentation	Continue to make improvements to the structure, clarity and discoverability of AWS documentation to ensure that it is helpful to customers and easy to navigate across AWS services	Allow customers to more easily develop with portability in mind, and switch existing services All customers	Implemented / further action ongoing Markdown content delivery April 2026⁴⁴ AWS Documentation MCP server launched May 2026⁴⁵ Agent Toolkit for AWS published in May 2026⁴⁶
Dialogue – information sharing and further steps	AWS will engage in an ongoing dialogue with the CMA, to assess the impact of steps taken, and to identify further steps to support switching and multi-cloud. AWS will share information with the CMA on the uptake of new schemes, products and processes that can	Enables the CMA to assess the uptake and impact of actions targeted at improving switching and multi-clouding, and what further steps can support choice for UK customers. The CMA will supplement this with evidence from direct	Ongoing

⁴³ See <https://aws.amazon.com/about-aws/whats-new/2026/06/aws-systems-manager-multicloud-vm/>

⁴⁴ [AWS documentation now serves Markdown — save tokens, time, and your sanity | AWS Builder Center.](#)

⁴⁵ See [The AWS MCP Server is now generally available - AWS.](#)

⁴⁶ See [Announcing Agent Toolkit for AWS — help AI coding agents build effectively on AWS.](#)

Topic	Amazon action	Impact	Status
	support switching and multi-cloud – alongside information on interoperability requests received by AWS from customers and other third parties	customer and competitor engagement	