

Chapter 2

Terms of service

2.1 Service agreement

Cloud Providers will offer their services as part of a service agreement, which specifies a number of promises, limitations and obligations:

Promises are guarantees by the cloud provider of things it will do for the customer.

Limitations limit the scope of the promises that a cloud provider makes to a customer.

Obligations specify rules that a customer must comply with when using the cloud service.

2.2 Costs

Metered costs for cloud usage depend on the particular service under discussion. Broadly, these will break down into:

Charge type	Common units	Remarks
Setup/teardown	Per resource unit	
Time-based	Days / hours / mins / seconds	Often for IaaS components
Usage-based	Requests / invocations	Often for PaaS components
Data Storage	MB / GB / TB etc	Data at rest
Data Transfer	MB / GB / TB etc	Inbound, outbound, internal may differ

Table 2.1: Cloud charge types