

AWS Service Level Agreements (SLAs)

▼ Technology Categories

- Analytics
- Application Integration
- Blockchain
- Cloud Financial Management
- Compute
- Containers
- Databases
- Developer Tools
- End-user Computing
- Front-End Web & Mobile
- Internet of Things
- Machine Learning
- Management & Governance
- Media Services
- Migration & Transfer

AWS Service Level Agreements (SLAs)

▼ Technology Categories

- Analytics
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- Management & Governance
- Media Services
- Migration & Transfer

- Networking & Content Delivery
- Robotics
- Security, Identity, & Compliance
- Storage
- Satellite
- Serverless

AWS commits to offer Service Level Agreements (SLAs) and publish Service Level Objectives (SLOs) for all paid, generally available services. We encourage customers to visit our [well architected documentation](#) for further details regarding SLOs.

Note - The percentages below are provided for illustration only and subject to the applicable full SLA terms.

Search all service names

101-162 (162)

Service name (A-Z)

AWS CLOUDHSM

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[AWS CloudHSM Full SLA](#)

AWS CLOUDTRAIL

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS CloudTrail Full SLA](#)

Management & Governance

AWS CODEARTIFACT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS CodeArtifact Full SLA](#)

Developer Tools

AWS CODEBUILD

Monthly Uptime Percentage

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS CodeBuild Full SLA](#)

Developer Tools

AWS CODECOMMIT

Monthly Uptime Percentage

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS CodeCommit Full SLA](#)

Developer Tools

AWS CODEDEPLOY

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS CodeDeploy Full SLA](#)

Developer Tools

AWS CODEPIPELINE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS CodePipeline Full SLA](#)

Developer Tools

AWS COMPUTE OPTIMIZER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%

Less than 95.0%	100%
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[AWS Compute Optimizer Full SLA](#)

Compute

AWS CONFIG

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Config Full SLA](#)

Management & Governance

AWS COST EXPLORER API

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Cost Explorer Full SLA](#)

AWS DATA PIPELINE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Data Pipeline Full SLA](#)

AWS DATABASE MIGRATION SERVICE (DMS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Database Migration Service \(DMS\) Full SLA](#)

AWS DEVICE FARM

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Device Farm Full SLA](#)

Developer Tools | Front-End Web & Mobile

AWS DIRECT CONNECT (UPTIME TARGET 99.9%)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Direct Connect \(Uptime Target 99.9%\) Full SLA](#)

Networking & Content Delivery

AWS DIRECT CONNECT (UPTIME TARGET 99.99%)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.99% but greater than or equal to 99.0%

10%

Less than 99.0% but greater than or equal to 95.0%

25%

Less than 95.0%

100%

[AWS Direct Connect \(Uptime Target 99.99%\) Full SLA](#)

Networking & Content Delivery

AWS DIRECTORY SERVICE (INCLUDING FOR MICROSOFT ACTIVE DIRECTORY, AD CONNECTOR & SIMPLE AD)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[AWS Directory Service Full SLA](#)

Security, Identity & Compliance

AWS ELASTIC DISASTER RECOVERY (DRS)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%
AWS Elastic Disaster Recovery (DRS) Full SLA	
Storage	

AWS ELEMENTAL MEDIACONNECT	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
AWS Elemental MediaConnect Full SLA	
Media Services	

AWS ELEMENTAL MEDIACONVERT	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Elemental MediaConvert Full SLA](#)

Media Services

AWS ELEMENTAL MEDIALIVE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Elemental MediaLive Full SLA](#)

Media Services

AWS ELEMENTAL MEDIAPACKAGE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Elemental MediaPackage Full SLA](#)

Media Services

AWS ELEMENTAL MEDIASTORE**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS Elemental MediaStore Full SLA](#)

Media Services

AWS ELEMENTAL MEDIATAILOR**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS Elemental MediaTailor Full SLA](#)

Media Services

AWS FARGATE AND AMAZON ELASTIC CONTAINER SERVICE (MULTI-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Fargate and Amazon Elastic Container Service \(Multi-AZ\) Full SLA](#)

Containers

AWS FARGATE AND AMAZON ELASTIC CONTAINER SERVICE (TASK/PODS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Fargate and Amazon Elastic Container Service \(Task/Pods\) Full SLA](#)

Containers

AWS FIREWALL MANAGER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Firewall Manager Full SLA](#)

Security, Identity & Compliance

AWS GLOBAL ACCELERATOR

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[AWS Global Accelerator Full SLA](#)

Networking & Content Delivery

AWS GLUE (INCLUDING STUDIO, CRAWLERS, DATA CATALOG, SCHEMA REGISTRY, ETL & DATABREW)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
AWS Glue Full SLA	
Analytics	

AWS GROUND STATION	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
AWS Ground Station Full SLA	
Satellite	

AWS HYBRID STORAGE AND DATA TRANSFER (INCLUDING STORAGE GATEWAY, DATASYNC & TRANSFER)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

Migration & Transfer

AWS IOT 1-CLICK

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS IoT 1-Click Full SLA](#)

IoT

AWS IOT ANALYTICS

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS IoT Analytics Full SLA](#)

IoT

AWS IOT CORE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS IoT Core Full SLA](#)

IoT

AWS IOT DEVICE DEFENDER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS IoT Device Defender Full SLA](#)

IoT

AWS IOT DEVICE MANAGEMENT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS IoT Device Management Full SLA](#)

IoT

AWS IOT EVENTS

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS IoT Events Full SLA](#)

IoT

AWS IOT GREENGRASS

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[AWS IoT Greengrass Full SLA](#)

IoT

AWS IOT SITEWISE

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[AWS IoT SiteWise Full SLA](#)

IoT

AWS IOT THINGS GRAPH

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
AWS IoT Things Graph Full SLA	
IoT	

AWS IOT TWINMAKER	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%
AWS IoT TwinMaker Full SLA	
IoT	

AWS KEY MANAGEMENT SERVICE (KMS)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.999% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Key Management Service \(KMS\) Full SLA](#)

Security, Identity & Compliance

AWS LAMBDA

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Lambda Full SLA](#)

Compute | Serverless

AWS MAINFRAME MODERNIZATION

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Mainframe Modernization Full SLA](#)

Migration & Transfer

AWS MIGRATION HUB REFACTOR SPACES

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
"Less than 95.0%	100%

[AWS Migration Hub Refactor Spaces Full SLA](#)

Migration & Transfer

AWS NETWORK FIREWALL

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Network Firewall Full SLA](#)

Security, Identity & Compliance

AWS OPSWORKS

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS OpsWorks Full SLA](#)

Management & Governance

AWS PRIVATELINK SERVICE (MULTI-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS PrivateLink Service \(Multi-AZ\) Full SLA](#)

Networking & Content Delivery

AWS PRIVATELINK SERVICE (SINGLE-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS PrivateLink Service \(Single-AZ\) Full SLA](#)

Networking & Content Delivery

AWS RESILIENCE HUB

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Resilience Hub Full SLA](#)

Management & Governance

AWS ROBOMAKER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS RoboMaker Full SLA](#)

Robotics

AWS SECRETS MANAGER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Secrets Manager Full SLA](#)

Security, Identity & Compliance

AWS SECURITY HUB

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Security Hub Full SLA](#)

Security, Identity & Compliance

AWS SERVICE CATALOG

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Service Catalog Full SLA](#)

Management & Governance

AWS SHIELD ADVANCED

[AWS Shield Advanced Full SLA](#)

Security, Identity & Compliance

AWS SITE-TO-SITE VPN

Monthly Uptime Percentage	Service Credit Percentage
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Less than 99.95% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Full SLA](#)

Compute

AWS STEP FUNCTIONS

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Step Functions Full SLA](#)

Application Integration | Serverless

AWS SYSTEMS MANAGER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%

Less than 95.0%	100%
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[AWS Systems Manager Full SLA](#)

Management & Governance

AWS TRANSIT GATEWAY (MULTI-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Transit Gateway \(Multi-AZ\) Full SLA](#)

Networking & Content Delivery

AWS TRANSIT GATEWAY (SINGLE-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Transit Gateway \(Single-AZ\) Full SLA](#)

AWS WAF

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS WAF Full SLA](#)

AWS X-RAY

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS X-Ray Full SLA](#)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[Amazon ElastiCache Full SLA](#)

Databases

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Learn About AWS

- What Is AWS?
- What Is Cloud Computing?
- AWS Diversity, Equity & Inclusion
- What Is DevOps?
- What Is a Container?
- What Is a Data Lake?
- AWS Cloud Security

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Language

- | عربي
- Bahasa Indonesia |
- Deutsch |
- English |
- Español |
- Français |
- Italiano |
- Português |
- Tiếng Việt |
- Türkçe |
- Русский |
- ไทย |
- 日本語 |
- 한국어 |
- 中文 (简体) |
- 中文 (繁體)

Privacy

|

Site Terms

|

- Networking & Content Delivery
- Robotics
- Security, Identity, & Compliance
- Storage
- Satellite
- Serverless

AWS commits to offer Service Level Agreements (SLAs) and publish Service Level Objectives (SLOs) for all paid, generally available services. We encourage customers to visit our [well architected documentation](#) for further details regarding SLOs.

Note - The percentages below are provided for illustration only and subject to the applicable full SLA terms.

Search all service names

1-100 (162)

Service name (A-Z)

ALEXA FOR BUSINESS

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Alexa for Business Full SLA](#)

AMAZON API GATEWAY

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon API Gateway Full SLA](#)

Front-End Web & Mobile | Networking & Content Delivery | Serverless

AMAZON APPSTREAM 2.0

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon AppStream 2.0 Full SLA](#)

End-User Computing (EUC)

AMAZON ATHENA

Monthly Uptime Percentage

- Less than 99.9% but greater than or equal to 99.0%
- Less than 99.0% but equal to or greater than 95.0%
- Less than 95.0%

Service Credit Percentage

- 10%
- 25%
- 100%

[Amazon Athena Full SLA](#)

Analytics

AMAZON AURORA

Monthly Uptime Percentage

- Less than 99.9% but equal to or greater than 99.0%
- Less than 99.0% but equal to or greater than 95.0%
- Less than 95.0%

Service Credit Percentage

- 10%
- 30%
- 100%

[Amazon Aurora Full SLA](#)

Databases

AMAZON BRAKET

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Braket Full SLA](#)

Quantum Technologies

AMAZON CHIME

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Chime Full SLA](#)

Business Applications

AMAZON CHIME VOICE CONNECTOR

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%

Less than 95.0%	100%
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[Amazon Chime Full SLA](#)

Business Applications

AMAZON CLOUD DIRECTORY

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon Cloud Directory Full SLA](#)

Databases

AMAZON CLOUDFRONT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon CloudFront Full SLA](#)

AMAZON CLOUDSEARCH

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon CloudSearch Full SLA](#)

AMAZON CLOUDWATCH (INCLUDING METRICS API, LOGS DATA INGESTION API & ALARMS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon CloudWatch Full SLA](#)

AMAZON COGNITO

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Cognito Full SLA](#)

Security, Identity & Compliance

AMAZON CONNECT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	5%
Less than 99.0% but equal to or greater than 95.0%	15%
Less than 95.0%	100%

[Amazon Connect Full SLA](#)

Customer Engagement

AMAZON DETECTIVE

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[Amazon Detective Full SLA](#)

Security, Identity & Compliance

AMAZON DEVOPS GURU

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but greater than or equal to 95.0%

25%

Less than 95.0%

100%

[Amazon DevOps Guru Full SLA](#)

Machine Learning

AMAZON DOCUMENTDB (WITH MONGODB COMPATIBILITY)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but equal to or greater than 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Amazon DocumentDB (with MongoDB compatibility) Full SLA	
Databases	

AMAZON DYNAMODB (GLOBAL TABLES SLA)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.999% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Amazon DynamoDB (Global SLA) Full SLA	
Databases	

AMAZON DYNAMODB (STANDARD SLA)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon DynamoDB \(Standard SLA\) Full SLA](#)

Databases

AMAZON ECS ANYWHERE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon ECS Anywhere Full SLA](#)

Containers

AMAZON ELASTIC FILE SYSTEM (EFS) ONE ZONE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon EFS \(One Zone\) Full SLA](#)

Storage

AMAZON ELASTIC FILE SYSTEM (EFS) STANDARD

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon EFS \(Standard\) Full SLA](#)

Storage

AMAZON ELASTIC BLOCK STORE (REGION LEVEL)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

[Amazon Elastic Block Store \(Region Level\) Full SLA](#)

Storage

AMAZON ELASTIC BLOCK STORE (VOLUME LEVEL)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

[Amazon Elastic Block Store \(Volume Level\) Full SLA](#)

Storage

AMAZON ELASTIC COMPUTE CLOUD (EC2)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[Amazon Compute Full SLA](#)

Compute | Containers

AMAZON ELASTIC COMPUTE CLOUD (EC2) (INSTANCE LEVEL)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[Amazon Compute Full SLA](#)

Compute | Containers

AMAZON ELASTIC CONTAINER REGISTRY (ECR)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Elastic Container Registry \(ECR\) Full SLA](#)

Containers

AMAZON ELASTIC CONTAINER SERVICE FOR KUBERNETES (EKS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but greater than or equal to 99.0%	10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Amazon Elastic Kubernetes Service (EKS) Full SLA	
Containers	

AMAZON ELASTIC LOAD BALANCING SERVICE (MULTI-AZ)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%
Amazon Elastic Load Balancing Service (Multi-AZ) Full SLA	
Networking & Content Delivery	

AMAZON ELASTIC LOAD BALANCING SERVICE (SINGLE-AZ)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

Amazon Elastic Load Balancing Service (Single-AZ) Full SLA

Networking & Content Delivery

AMAZON ELASTIC TRANSCODER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Amazon Elastic Transcoder Full SLA

Media Services

AMAZON EMR

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Amazon EMR Full SLA

Analytics

AMAZON EVENTBRIDGE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon EventBridge Full SLA](#)

Application Integration | Serverless

AMAZON FINSPACE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon FinSpace Full SLA](#)

Analytics

AMAZON FORECAST

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Forecast Full SLA](#)

Machine Learning

AMAZON FRAUD DETECTOR

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Fraud Detector Full SLA](#)

Machine Learning

AMAZON FSX

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon FSx Full SLA](#)

Storage

AMAZON FSX (SINGLE AZ FOR AMAZON FSX FOR NETAPP ONTAP)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

[Amazon FSx \(Single AZ for Amazon FSx for NetApp ONTAP\) Full SLA](#)

Storage

AMAZON FSX (SINGLE AZ FOR AMAZON FSX FOR WINDOWS FILE SERVER, AMAZON FSX FOR OPENZFS, AND AMAZON FSX FOR LUSTRE)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%

Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

[Amazon FSx \(Single AZ for Amazon FSx for Windows File Server, Amazon FSx for OpenZFS, and Amazon FSx for Lustre\) Full SLA](#)

Storage

AMAZON GAMELIFT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon GameLift Full SLA](#)

Game Tech

AMAZON GUARDDUTY

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon GuardDuty Full SLA](#)

Security, Identity & Compliance

AMAZON HEALTHLAKE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon HealthLake Full SLA](#)

Machine Learning

AMAZON INSPECTOR

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Inspector Full SLA](#)

Security, Identity & Compliance

AMAZON INTERACTIVE VIDEO SERVICE**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[Amazon Interactive Video Service Full SLA](#)

Media Services

AMAZON KENDRA**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[Amazon Kendra Full SLA](#)

Machine Learning

AMAZON KEYSAPACES FOR APACHE CASSANDRA

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Keyspaces For Apache Cassandra Full SLA](#)

Databases

AMAZON KINESIS (INCLUDING DATA ANALYTICS, DATA FIREHOUSE, DATA STREAMS & VIDEO STREAMS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Kinesis Full SLA](#)

Analytics

AMAZON LIGHTSAIL (VOLUME-LEVEL)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but greater than or equal to 95.0%

30%

Less than 95.0%

100%

[Amazon Lightsail \(Volume-Level\) Full SLA](#)

Compute

AMAZON LIGHTSAIL INSTANCE AND BLOCK STORAGE

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.99% but equal to or greater than 95.0%

10%

Less than 95.0%

100%

[Amazon Lightsail Instance and Block Storage Full SLA](#)

Compute

AMAZON LIGHTSAIL MANAGED

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.95% but greater than or equal to 95.0%

10%

Less than 95.0%

100%

Amazon Lightsail Managed Full SLA

Compute

AMAZON LOCATION

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

Amazon Location Full SLA

Front-End Web & Mobile

AMAZON LOOKOUT FOR EQUIPMENT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

Amazon Lookout for Equipment Full SLA

Machine Learning

AMAZON MACHINE LEARNING LANGUAGE (INCLUDING COMPREHEND, COMPREHEND MEDICAL, LEX, POLLY, TRANSCRIBE, TRANSCRIBE MEDICAL & TRANSLATE)**Monthly Uptime Percentage****Service Credit Percentage**

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[Amazon Machine Learning Language \(including Comprehend, Comprehend Medical, Lex, Polly, Transcribe, Transcribe Medical Translate\) Full SLA](#)

Machine Learning

AMAZON MACIE**Monthly Uptime Percentage****Service Credit Percentage**

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[Amazon Macie Full SLA](#)

Security, Identity & Compliance

AMAZON MANAGED BLOCKCHAIN

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Managed Blockchain Full SLA](#)

Blockchain

AMAZON MANAGED GRAFANA

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon Managed Grafana Full SLA](#)

Management & Governance

AMAZON MANAGED STREAMING FOR APACHE KAFKA (MSK)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[Amazon Managed Streaming for Apache Kafka \(MSK\) Full SLA](#)

Analytics

AMAZON MANAGED WORKFLOWS FOR APACHE AIRFLOW (MWAA)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[Amazon MWAA Full SLA](#)

Application Integration

AMAZON MEMORYDB FOR REDIS

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.5% but greater than or equal to 99.0%

10%

Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

[Amazon MemoryDB for Redis Full SLA](#)

Databases

AMAZON MESSAGING (SQS, SNS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Messaging \(SQS, SNS\) Full SLA](#)

Compute

AMAZON MONITRON

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon Monitron Full SLA](#)

Machine Learning

AMAZON MQ

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon MQ Full SLA](#)

Application Integration

AMAZON NEPTUNE (MULTI-AZ CLUSTERS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[Amazon Neptune Full SLA](#)

Databases

AMAZON NIMBLE STUDIO

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[Amazon Nimble Studio Full SLA](#)

Media Services

AMAZON OPENSEARCH (SINGLE AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

[Amazon OpenSearch \(Single AZ\) Full SLA](#)

Analytics

AMAZON OPENSEARCH SERVICE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon OpenSearch Service Full SLA](#)

Analytics

AMAZON PERSONALIZE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Personalize Full SLA](#)

Machine Learning

AMAZON QUANTUM LEDGER DATABASE (QLDB)

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but equal to or greater than 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

30%

Less than 95.0%

100%

[Amazon Quantum Ledger Database \(QLDB\) Full SLA](#)

Databases

AMAZON QUICKSIGHT

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.9% but greater than or equal to 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%

25%

Less than 95.0%

100%

[Amazon QuickSight Full SLA](#)

Analytics

AMAZON RDS PROXY

Monthly Uptime Percentage

Service Credit Percentage

Less than 99.99% but equal to or greater than 99.0%

10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Amazon RDS Proxy Full SLA	
Databases	

AMAZON REDSHIFT	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%
Amazon Redshift Full SLA	
Analytics	

AMAZON REKOGNITION	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Rekognition Full SLA](#)

Machine Learning

AMAZON RELATIONAL DATABASE SERVICE (AMAZON RDS) (MULTI-AZ CLUSTERS)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

[Amazon Relational Database Service \(RDS\) Full SLA](#)

Databases

AMAZON ROUTE 53

Duration Amount Route 53 was not 100% Available	Service Credit
5 - 30 minutes	1 day Service Credit
31 minutes - 4 hours	7 days Service Credit
More than 4 hours	30 days Service Credit

[Amazon Route 53 Full SLA](#)

Networking & Content Delivery

AMAZON S3 REPLICATION TIME CONTROL FEATURE

Monthly 15-minute Replication Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 98.0%	10%
Less than 98.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[Amazon S3 Replication Time Control Feature Full SLA](#)

Storage

AMAZON SAGEMAKER (BATCH TRANSFORM)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon SageMaker \(Batch Transform\) Full SLA](#)

Machine Learning

AMAZON SAGEMAKER (ONLINE INFERENCE)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon SageMaker \(Online Inference\) Full SLA](#)

Machine Learning

AMAZON SIMPLE STORAGE SERVICE (S3)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Simple Storage Service \(S3\) Full SLA](#)

Serverless | Storage

AMAZON SIMPLE WORKFLOW

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon Simple Workflow Full SLA](#)

Compute

AMAZON SIMPLEDB

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon SimpleDB Full SLA](#)

Databases

AMAZON TEXTTRACT

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Amazon Textract Full SLA	
Machine Learning	

AMAZON TIMESTREAM	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Amazon Timestream Full SLA	
Databases	

AMAZON USER ENGAGEMENT (INCLUDING PINPOINT & SES)	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Amazon User Engagement (including Pinpoint SES) Full SLA

Customer Engagement

AMAZON VPC IP ADDRESS MANAGER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	30%
Less than 95.0%	100%

Amazon VPC IP Address Manager Full SLA

Networking & Content Delivery

AMAZON VPC NAT GATEWAY

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Amazon VPC NAT Gateway Full SLA

Networking & Content Delivery

AMAZON WORKDOCS**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[Amazon WorkDocs Full SLA](#)

Business Applications

AMAZON WORKLINK**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[Amazon WorkLink Full SLA](#)

End-User Computing (EUC)

AMAZON WORKMAIL

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon WorkMail Full SLA](#)

Business Applications

AMAZON WORKSPACES

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[Amazon WorkSpaces Full SLA](#)

End-User Computing (EUC)

AWS AMPLIFY CONSOLE

Monthly Uptime Percentage

Less than 99.95% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS Amplify Console Full SLA](#)

Front-End Web & Mobile

AWS APPLICATION MIGRATION SERVICE (MGN)

Monthly Uptime Percentage

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but greater than or equal to 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS Application Migration Service \(MGN\) Full SLA](#)

Migration & Transfer

AWS APPSYNC

Monthly Uptime Percentage

Less than 99.95% but greater than or equal to 99.0%

Service Credit Percentage

10%

Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS AppSync Full SLA](#)

Front-End Web & Mobile | Serverless

AWS AUDIT MANAGER

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Audit Manager Full SLA](#)

Security, Identity & Compliance

AWS BACKUP

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Backup Full SLA](#)

Storage

AWS BUDGETS

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Budgets Full SLA](#)

Cloud Financial Management

AWS CERTIFICATE MANAGER PRIVATE CERTIFICATE AUTHORITY

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

[AWS Certificate Manager Full SLA](#)

Security, Identity & Compliance

AWS CLIENT VPN**Monthly Uptime Percentage**

Less than 99.9% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

[AWS Client VPN Full SLA](#)

Compute

AWS CLOUD MAP**Monthly Uptime Percentage**

Less than 99.95% but greater than or equal to 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

Service Credit Percentage

10%

25%

100%

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Networking & Content Delivery

AWS CLOUD WAN SERVICE (MULTI-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

[AWS Cloud WAN Service Full SLA](#)

Networking & Content Delivery

AWS CLOUD WAN SERVICE (SINGLE-AZ)

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%

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