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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Internet of Things

Machine Learning

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

Security, Identity & Compliance

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	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 CodeBuild Full SLA](#)

Developer Tools

AWS CODECOMMIT

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 CodeCommit Full SLA](#)

Developer Tools

AWS CODEDEPLOY

Monthly Uptime Percentage	Service Credit Percentage

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%

[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](#)

Cloud Financial Management

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](#)

Analytics

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](#)

Migration & Transfer

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	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 MediaStore Full SLA

Media Services

AWS ELEMENTAL MEDIATAILOR

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 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%

[AWS Hybrid Storage and Data Transfer (including Storage Gateway, DataSync, Transfer) Full SLA](#)

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

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% |

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%

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%

Networking & Content Delivery

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

Security, Identity & Compliance

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

Developer Tools

ELASTICACHE FOR MEMCACHED CROSS-AZ CONFIGURATIONS AND ELASTICACHE FOR REDIS MULTI-AZ CONFIGURATIONS

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

Sign In to the Console

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?

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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

Business Applications

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	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 Athena Full SLA](#)

Analytics

AMAZON AURORA

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 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%

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

Networking & Content Delivery

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](#)

Databases

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](#)

Management & Governance

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

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	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 Interactive Video Service Full SLA

Media Services

AMAZON KENDRA

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 Kendra Full SLA

Machine Learning

AMAZON KEYSPACES 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

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 TEXTRACT

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	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 WorkDocs Full SLA](#)

Business Applications

AMAZON WORKLINK

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 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	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 Amplify Console Full SLA](#)

Front-End Web & Mobile

AWS APPLICATION MIGRATION SERVICE (MGN)

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 Application Migration Service (MGN) Full SLA](#)

Migration & Transfer

AWS APPSYNC

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 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	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 Client VPN Full SLA](#)

Compute

AWS CLOUD MAP

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 Cloud Map Full SLA](#)

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%

[AWS Cloud WAN Service Full SLA](#)

Networking & Content Delivery

Learn About AWS

What Is AWS?

What Is Cloud Computing?

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