

<b>Provider</b>	<b>SLA</b>	<b>Penalties</b>	<b>On-demand pricing</b>
<b>Amazon AWS</b>	Exceptions: performance issues that result from any actions or inactions of a client or from client's equipment and software or arising from suspension and termination of client's right to use Amazon AWS	Equal to or greater than 99.0% but less than 99.9% - 10% Less than 99.0% - 25%	Around \$97.36 /month
<b>Google Compute</b>	Exceptions: features designated Alpha or Beta or excluded from the SLA, errors that resulted from customer's software or hardware or from abuses or other behaviors that violate the agreement	Between 99.00% and 99.99% - 10% Between 95.00% and 99.00% - 25% Less than 95.00% - 50%	Around \$78.55 /month
<b>Microsoft Azure</b>	Exceptions: factors outside of Microsoft's reasonable control, use of services, hardware, or software not provided by Microsoft, problems during or with respect to preview, pre-release, beta or trial versions of a service, problems due to client's unauthorized action or faulty input	Less than 99.99% - 10% Less than 99% - 25% Less than 95% - 100%	Around \$85.41 /month
<b>IBM Cloud</b>	Exceptions: client caused security incidents, client errors, use of non-IBM build packs or unsupported system configurations, problems with client or community provided content, client infrastructure failures or administration actions	Less than 99.95% - 10% Less than 99.90% - 25%	Around \$74.32 /month

99.999% - "five 9s" - desired time availability of cloud services with up to 5.39 minutes of total downtime per year.