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to reach a suitable cloud agreement keep these three principles in mind as you negotiate know your objectives what are you looking for in the contract most users focus on costs and the cloud service level agreement sla which stipulates the reliability of services being provided know your application

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aws service terms last updated may 7 2024 1 universal service terms applicable to all services the service terms below govern your use of the services capitalized terms used in these service terms but not defined below are defined in the aws customer agreement or other agreement with us governing your use of the services the agreement

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