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Service Certificate – STACKIT Windows Server

Service Name

STACKIT Windows Server

High level service description

Microsoft Windows Server (“**Windows Server**”) is based on the STACKIT Compute Engine and provides virtual machines (“**VM**”) capable of running the Microsoft Windows operating system. STACKIT offers Standard images (e.g. “Windows Server 2022 Standard”) and customers can select the Windows Server variant suitable for their use case from the predefined variants in the STACKIT Cloud Portal or via the STACKIT API.

Service Plans

Windows Servers can be configured in the operating system versions shown below.

Operating System Version	Minimum RAM	Minimum vCPU	Minimum Local Disk	Microsoft support end date
Windows Server 2016	2 GB	1 vCPU	32 GB	01/12/2027
Windows Server 2019	2 GB	1 vCPU	32 GB	01/09/2029
Windows Server 2022	2 GB	1 vCPU	32 GB	10/14/2031

When selecting the underlying STACKIT VMs by the customer, it must be ensured that the minimum requirements of the respective operating system version are met. If the customer selects STACKIT VMs that fall short of the minimum requirements shown, operating errors or failures may occur during the operation of the Windows Server; errors or failures that occur due to an inadequate selection of underlying STACKIT VMs by the customer are not subject to any guarantee (in particular no availability agreement) or liability on the part of STACKIT; Section 15.1 of the Terms of Use remains unaffected.

The VMs for Windows Server can be selected in different availability classes:

- Single Availability Zone: Fixed assignment to an Availability Zone.
 - In case of a complete failure of the selected Availability Zone, the VM and its local disk will be unavailable.

- Metro Setup: Fixed assignment to a region, but no fixed assignment to an Availability Zone.
 - In case of a complete failure of an Availability Zone, STACKIT automatically restarts the VM in another Availability Zone

Metric

- Windows Server is charged per VM created by the customer and per hour started. As soon as a VM is deleted by the customer, the calculation of the respective VM ends (Creation of the VM until deletion of the VM minus any shelving periods. Shelving corresponds to stopping the VM with cancellation of resource reservation).
- If the customer uses a Standard image provided by STACKIT, for each of customers Windows users with access to the Windows Server an additional Remote Desktop Service User Subscriber Access License (SAL) fee will be charged per calendar month.
- For other resources used by the customer in conjunction with a VM, such as Block Storage and Backup Storage, a separate charge is made according to the conditions specified in the respective Service Certificates.

SLA Specifics

- The Windows Server is considered available when the VM on which it is running is available.
- For VMs which are provided in a Single Availability Zone (single VMs without a highly available system group with several VMs), an availability of 99.5% on a calendar month average is agreed.
- For VMs which are provided in a Metro Availability Zone, an availability of 99.8% on a calendar month average is agreed.
- For all system groups that have two VMs deployed in two different Single Availability Zones in the same region) it is agreed that at least one VM has 99.9% availability on a calendar month average.
- For all system groups that have three or more VMs deployed in three or more different Single Availability Zones in the same region, it is agreed that two of the VMs have 99.95% availability on a calendar month average.
- VMs that are waiting for access to their disk due to a Block Storage failure are rated as available.
- The availability information refers to the availability of the VMs that are in operation. Configuration-related or customer-related circumstances for unavailability (e.g. a shutdown of the VM) are not covered.

Backup

- Backup and restore are the responsibility of the customer.

Customer responsibility / additional terms

- The following conditions also apply to the use of Windows Server:
 - Cloudbase-Init: [cloudbase-init/LICENSE at master · cloudbase/cloudbase-init · GitHub](#) (Apache 2 License) Installation source: [Releases · cloudbase/cloudbase-init \(github.com\)](#)
 - Virtio-win.iso: License (virtio-win_license.txt) can be found in the root folder of the ISO source file Installation source: <https://fedorapeople.org/groups/virt/virtio-win/direct-downloads/archive-virtio/>

Additional licensing rules

- The following additional licensing rules apply for Windows Servers based on a Standard image licensed and provided by STACKIT:
 - The customer is charged one Remote Desktop Service User Subscriber Access License (“Subscriber Access License”) for each Windows user who has access to the Windows Server. STACKIT monitors the number of Subscriber Access Licenses required for the customer and invoices the Subscriber Access Licenses separately accordingly.
 - STACKIT is responsible for notifying Microsoft of the customer’s monthly license usage. For this purpose, a scanning agent is installed on each Windows Server which scans the installed Microsoft products once a day. The customer must ensure that the scanning agent is not uninstalled and that the scanning activities are not deactivated, changed or removed. Upon being requested by STACKIT, the customer shall cooperate with STACKIT to resolve problems with the scanning agent or grant STACKIT temporary access to the affected Windows Servers to resolve any problems that arise.
 - If STACKIT becomes aware of insufficiently licensed products of the customer in connection with the use of the Windows Server, STACKIT will inform the customer and, in accordance with this, request the customer either to uninstall the affected product or to acquire a sufficient license. If the customer does not respond within a reasonable period of time specified in the information and the above measures are not implemented, STACKIT has the right to extraordinarily terminate the customer’s affected Windows Servers.
 - Furthermore, STACKIT is entitled to verify the customer’s license compliance by means of a separate verification (“audit”) or to have it verified by external independent auditors. The customer shall provide STACKIT or the independent auditor with necessary information reasonably requested to verify license compliance (including proof of licenses for products used by the customer) and grant STACKIT or the independent auditor access to all Windows Servers on which these products are used as part of the audit.
 - The license granted to the customer is also subject to the additional terms and conditions of the End User License Agreement ([EULA](#)) of Microsoft.
- Microsoft Windows and the Microsoft Windows Logo are protected trademarks of Microsoft.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data	Data stored by the customer in the created virtual disks (volumes) using Windows Server images.	Yes	various, depending on the customer data	The data of the volume can be exported. For this purpose, the virtual disk can for example be attached to a VM and the customer data can be accessed (using the operating system or additional applications, e.g. ssh).
	Metadata of the Windows Servers created using Windows Server images.	Yes	JSON	Server, volume and image metadata can be queried via IaaS API
	Data for the created servers, installed software and users who has access to the OS is stored in the licensing reporting system.	Yes	xlsx/csv	This customer's data can be exported from the licensing reporting system only by STACKIT
User Accounts & Permissions	Access to STACKIT project	Yes	JSON	General access to the STACKIT project can be seen in the "IAM and Management" section in the STACKIT Portal.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	No	-	We do not collect any performance parameters from the Windows Servers.
	Sizes and Capacities <i>Capacities of the available</i>	Yes	JSON	The Image, Compute and Block Storage resources used can be queried via the IaaS API

	<i>resources / instances</i>			
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON	Windows Server image and operating system version from which the servers are created can be accessed via IaaS API
Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT.	-	
	Log Data (non personalized and personalized) <i>System-status, Technical-events, etc.</i>	No. Company confidential STACKIT.	-	
	Log Data (non personalized and personalized) to STACKIT IaaS API <i>Login/Logout of User, User activities</i>	Yes	JSON	All API-Calls to STACKIT IaaS API via STACKIT Audit Log

Version and start of validity

Version 1.2, valid from 12.09.2025