

**STACKIT GmbH & Co. KG**  
Stiftsbergstraße 1 | 74172 Neckarsulm

## Service Certificate – STACKIT Observability

### Service Name

STACKIT Observability

### High level service description

STACKIT Observability (“Observability”) is a managed service, which provides the customer with a high-performance observability toolset. It can observe Targets that provide data in an OpenTelemetry format. Telemetry data (metrics, logs and traces) can be sent to Observability. For metrics, retrieval is also possible. All telemetry data can be visualized and seen by the customer in an adapted dashboard using different types of diagrams. An alarm system is also integrated; the system can notify user groups via various communication channels as soon as a threshold value, defined by the customer, is exceeded.

### Key Features

- Customer systems and applications for monitoring can be added via a user-friendly configuration screen and API
- All dashboards are easy to create and use and are highly adaptable
- Long-term storage (see service plans) for metrics
- As soon as user-defined alarms are triggered, the customer can be notified via several pre-determined communication channels
- Pre-configured auto-update functions keep components up-to-date

## Service Plans

The customer has the option to choose from various configurations of the service when placing the order. These differ primarily in their performance and storage capacity.

Plan	Frontend	Metrics Endpoint	Monitoring						Observability			
	Starter	100k	Starter	Basic	Medium	Large	XL	XXL	Starter	Basic	Medium	Large
Metric Limits												
Metric values per minute	0	100.000	5.000	30.000	100.000	300.000	1.500.000	3.000.000	5.000	30.000	100.000	300.000
Storage retention	0 Minutes	1 Minute	Up to 780 days									
Alerting Limits												
Notification Rules	0	0	10	50	100	200	400	800	10	50	100	200
Receivers <sup>1</sup>	0	0	5	10	50	100	100	100	5	10	50	100
Matchers <sup>2</sup>	0	0	5	10	50	100	100	100	5	10	50	100
Frontend Limits												
Users	5	0	5	30	100	100	200	200	5	30	100	100
Logs Limits												
Size (GB)	0	0	0	0	0	0	0	0	50	200	400	1.000
Retention in days	0	0	0	0	0	0	0	0	30			
Traces Limits												
Size (GB)	0	0	0	0	0	0	0	0	50	200	400	1.000
Retention in days	0	0	0	0	0	0	0	0	30			

<sup>1</sup>Receiver: A Receiver is a communication channel for an alarm. Different communication channels, such as Webhook, email, Microsoft Teams and Atlassian Opsgenie, can be configured.

<sup>2</sup>Matcher: A Matcher determines to which Receiver an alarm is transmitted

## Metric

- Billing per Observability service customer commissioned by the customer and per hour commenced

## SLA Specifics

- Observability is considered available as long as the Frontend and the telemetry data (metrics, logs and traces) are accessible for the Observability service at the service transfer point.

## Backup

There is no backup of the telemetry data (metrics, logs and traces). Configuration files and dashboards of are backed up automatically according to a schedule specified by STACKIT in line with the STACKIT Cloud general service description. This schedule cannot be changed by the customer. However, customers can restore from backups.

## Additional Terms

- The customer is responsible for the configuration of Observability (in particular the management of accounts, visibilities and alerts)
- The following conditions also apply:
  - <https://github.com/grafana/grafana/blob/main/LICENSE> (GNU Affero General Public License v3.0)
  - <https://github.com/prometheus/prometheus/blob/main/LICENSE> (Apache License 2.0)
  - <https://github.com/prometheus/alertmanager/blob/main/LICENSE> (Apache License 2.0)
  - <https://github.com/thanos-io/thanos/blob/main/LICENSE> (Apache License 2.0)
  - <https://github.com/grafana/loki/blob/main/LICENSE> (GNU Affero General Public License v3.0)
  - <https://github.com/grafana/tempo/blob/main/LICENSE> (GNU Affero General Public License v3.0)

## Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Database Content)	Instance configurations (Alertconfigs, Scrapeconfigs ...)	Yes	JSON	Can be exported by the Observability API.
	Telemetrydata (metrics, logs, traces)	No	-	This data is not exportable due to the proprietary system architecture and is solely intended for visualization within Grafana.
User Accounts & Permissions	Grafana User	No	-	User management can be done directly in Grafana. No dedicated export function.
	Observability API Credentials	Yes	JSON	Username, ID, and description are managed, but not the password.
	STACKIT Identity & Access Management (IAM) User	Yes	JSON	via the portal – maps an IAM-user to a Grafana-user.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	No. Company confidential STACKIT.	-	-
	Sizes and Capacities	Yes	CSV	A dedicated Grafana dashboard is available to monitor usage for all key quotas (e.g.,

	Capacities of the available resources / instances			samples, targets, storage). Data can be exported in CSV format.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No	-	The Grafana version is visible within the application itself. All other relevant version information is available in the official product documentation.
Product / service-related data (product properties)	Configuration data and source code  Configuration of IT-Systems/rudimentary IT, Settings, Customizing, VLAN, Interfaces, Software Code, Scripts	No. Company confidential STACKIT.	-	-
	Observability Cluster IP Ranges	Yes	TXT	The required Cluster IPs for setting up Access Control Lists (ACLs) are available in our documentation.
	Log Data (non personalized and personalized )  System-status, Technical-events, etc.	No. Company confidential STACKIT.	-	-

	Log Data (non personalized and personalized )  Login/Logout of User, User activities	Yes	JSON	Instance events can be exported by the STACKIT Audit Log API .
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### Version and start of validity

Version 1.4, valid from 12.09.2025

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