

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate - STACKIT DNS

Service Name
STACKIT DNS

High level service description

STACKIT DNS („DNS“) is a managed service and offers fast response times and geographical reliability through Anycast DNS. This ensures that the DNS resolution is available in the best possible way. Through integration in the STACKIT cloud, DNS zones can be managed together with other cloud services in one place.

Key Features

- Management of DNS zones and DNS records via STACKIT Cloud
- Anycast addressing for global availability and short response times
- Enhanced security thanks to protection against overload and DoS attacks
- Integration as a secondary provider adding an extra safeguard for external DNS services
- Use with own domains or STACKIT subdomains free of charge
- DNS records that have been accidentally deleted can be restored with ease

Service Plans

When ordering, customers can choose between various service configurations that differ primarily in terms of performance and storage capacity. The configuration is automatically selected based on the number of DNS records the customer actually creates.

Metric

- Billing per DNS zone provided by the customer per hour (or part thereof)
- The DNS zone is determined based on the number of DNS records created by the customer, in other words exceeding or falling short of the number of DNS records listed in the portal triggers automatic classification to the next larger or smaller DNS zone.

SLA Specifics

The provisions of the STACKIT Cloud general service description apply to the availability of STACKIT DNS. STACKIT DNS is considered available when the DNS resolution for a test record succeeds.

Backup

DNS zones are automatically backed up to the STACKIT Cloud at intervals set by STACKIT in accordance with the general STACKIT Cloud service description. The customer cannot change the timing of backups.

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SWIFT/BIC: COBADEFFXXX

Komplementärin: STACKIT Beteiligungs-GmbH | Sitz: Neckarsulm | Registergericht: Stuttgart, HRB 795936
Geschäftsführer: Christian Müller, Robin Hermann

As an additional option, customers can back up or restore their zones manually via the portal or the API.

Additional Terms

- STACKIT may modify the technical setup, in particular the anycast locations and nameserver software without the customer's consent, to the extent this does not adversely affect the quality of the STACKIT DNS service.
- STACKIT may deny the customer use of all or part of the STACKIT DNS service for as long and to the extent the customer's zones seriously compromise service stability. If the problem is limited to a specific customer zone, STACKIT will only restrict or cease service provision for this zone.
- Customers using the STACKIT DNS service are responsible for all of the zones they create or transfer. This concerns in particular the customer's configuration and the data contained in the zones.
- In the case of attacks against the customer that jeopardize or could jeopardize the stability of the services offered by STACKIT, the customer is required to take all possible and reasonable action to end or at least mitigate the effects of the attack on STACKIT. In the case of errors or issues that do not fall under the preceding bullet point, the customer is also required to respond within three hours following notification from STACKIT so that any adverse effects on the services offered by STACKIT can be stopped or at least mitigated. If the customer fails to respond or lacks the expertise to do so, STACKIT may temporarily deny use of the affected STACKIT DNS services, either in full or in part. During configuration of the STACKIT DNS service (in particular the administration of DNS zones and the records they contain), STACKIT GmbH & Co. KG processes personal data on behalf of the customer. As such, the customer acts as controller within the meaning of Article 4(7) of the EU General Data Protection Regulation (GDPR). Consequently, the customer must note that DNS data configured in STACKIT DNS is publicly available for lookup in the public DNS namespace. If the customer provides an optional e-mail address, this will also be made available in the public DNS namespace. STACKIT is also authorized to disclose customer data to third parties if they can demonstrate to STACKIT that they have a legitimate interest in such disclosure (in particular a violation of their rights by the customer) and that STACKIT has a legitimate interest in disclosing the customer data, for example to defend against legal claims of the third party against STACKIT or where STACKIT is legally obligated to disclose the data to the third party. STACKIT will not disclose other customer data. Please also note our privacy policy, which can be found here: [data privacy \(stackit.de\)](https://stackit.de/data-privacy).

If the customer uses one or multiple STACKIT subdomains provided by STACKIT, the following additional provisions shall also apply:

- The customer selects the STACKIT subdomains, which must be assigned by STACKIT. The customer has no claim to have certain character sequences assigned as a STACKIT subdomain. STACKIT reserves the right not to assign certain character sequences as a STACKIT subdomain at all, or only if special requirements are met.

- STACKIT shall provide the customer with technical addresses within the STACKIT subdomain (i.e., for the purpose of establishing the technical accessibility of services offered by the customer thereunder) in accordance with the specific contractual agreements. STACKIT assumes no obligation to assess or warrant the permissibility of using the STACKIT subdomains for the customer's purposes, in particular the lawfulness of using the STACKIT subdomains for the customer's services. It shall be incumbent upon the customer to assess the lawfulness of its use of the STACKIT subdomains (including the second-level domain "stackit" contained therein).
- The customer is advised that "STACKIT" is a word/figurative mark of STACKIT GmbH & Co. KG (here also referred to as "STACKIT") that is registered in a number of countries, including the territory of the European Union. By assigning STACKIT subdomains, STACKIT merely grants permission to use them as contractually agreed for the term of the STACKIT DNS service subscription; it does not involve licensing the "STACKIT" brand to the customer.
- The customer shall ensure (particularly by selecting the STACKIT subdomains and structuring the services offered by it thereunder), that the character sequence "stackit" contained in STACKIT subdomains is not perceived as a reference to its company or the goods or services offered by it under STACKIT subdomains. In particular, the customer shall not use the character sequence "STACKIT" and/or "STACK IT" in connection with the services offered by it under STACKIT subdomains as a company identifier or identifier of goods or services offered by it.
- The customer shall not make accessible to the public, offer or otherwise disseminate (to the public) any illegal, in particular criminal content via STACKIT subdomains or any website(s) or services operated by the customer in connection therewith.
- If third parties can show that the customer is acting illegally in using the STACKIT subdomains (particularly in violation of its rights) or if there are objective indications that a violation of third party rights, legal provisions or a breach of contractual provisions relating to STACKIT subdomains is probable, STACKIT shall be entitled to (temporarily) deny the customer access to the STACKIT subdomain/STACKIT DNS service and, to the extent technically feasible, block/disconnect the services available under the relevant STACKIT subdomain until such time as the customer can refute that suspicion. For the duration of the denial of access or blocking/disconnection, no remuneration shall be owed by the customer for the STACKIT DNS unless STACKIT can demonstrate that the customer did in fact violate the rights of third parties, legal provisions or breach contractual obligations relating to STACKIT subdomains. If the customer fails to sufficiently refute the suspicion within a reasonable period or remedy the complaint, STACKIT shall be entitled to terminate without notice the STACKIT DNS subscription and any other subscriptions of the customer for STACKIT Cloud services and the associated user account without prejudice to any further claims. Any further rights of termination on the part of STACKIT, in particular the statutory right of termination for good cause, shall remain unaffected.
- Provided that the Customer has acted willfully or negligently with regard to any violation of third-party rights in connection with the use of STACKIT subdomains and STACKIT informs the Customer without undue delay about any claims asserted by third parties for an alleged violation of their rights, the Customer shall indemnify STACKIT against any such third-party claims asserted in this context, including reasonable legal defense costs.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Database Content)	Data stored by the customer in the database (if available) or within the product/service	Yes	JSON / BIND / CSV	via DNS API
User Accounts & Permissions	Information about users and their permissions	-	-	The service does not store user accounts and authorization data
System Metrics (Instances / Resources in Use)	Sizes and Capacities Capacities of the available resources / instances	Yes	JSON	Number of records per Zone Number of zones (per Project/overall) via Observability
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON / Grafana (via Observability)	Usage stats of the zone(s)
Product / service-related data (product properties)	Configuration data and source code Configuration of IT-Systems/rudimental IT, Settings, Customizing, IP's, VLAN, Interfaces, Software Code, Scripts	No. Company confidential STACKIT.	-	-
	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	Via STACKIT Auditlog
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Version and start of validity

Version 1.4, valid from 12.09.2025

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