

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate – STACKIT Load Balancer

Service Name

STACKIT Load Balancer

High level service description

The STACKIT Load Balancer (“Load Balancer”) provides a compact and integrated load balancer. This enables customers to distribute the load of incoming requests to different STACKIT compute engines (virtual machines) and can thus increase their overall availability.

The provision of the service is ensured in the form of a deployment of two virtual machines (VMs) in the customer project by the STACKIT Load Balancer API, which also takes care of the management of the load balancer instances.

Key Features

- Increase the availability of customer services within the project
- Performance optimization by distributing data traffic to target systems

Service Plans

Plan	Type	vCPU	Memory (GB)	Region
Essential-Network-Load-Balancer-10-EU01	High Availability (HA) (Active / Passive) (2 VMs)	1	1	EU01
Essential-Network-Load-Balancer-50-EU01	High Availability (HA) (Active / Passive) (2 VMs)	4	4	EU01
Essential-Network-Load-Balancer-250-EU01	High Availability (HA) (Active / Passive) (2 VMs)	8	8	EU01
Essential-Network-Load-Balancer-750-EU01	High Availability (HA) (Active / Passive) (2 VMs)	16	16	EU01

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Amtsgericht Stuttgart HRA 741347
USt-IdNr. DE368560082

Commerzbank AG
DE55 6004 0071 0521 9928 00
SWIFT/BIC: COBADEFFXXX

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

Metric

- The billing of the STACKIT Load Balancer takes place per managed load balancer per commenced hour until the respective load balancer is deleted
- STACKIT cloud services procured by the customer within the project (e.g. VMs, storage, network) that are required to operate the load balancer are additionally billed separately under the conditions specified in the respective cloud service and are not included in the price of the STACKIT Load Balancer services included
- Der Load Balancer Service setzt sich demnach aus folgenden STACKIT Cloud Services zusammen, die gesondert in Rechnung gestellt werden:
 - STACKIT Load Balancer
 - Two Compute Engines as active-passive deployment for high availability
 - Optional: A public IP if the load balancer is deployed as an external load balancer
- STACKIT Load Balancers are billed per hour or part there of

SLA Specifics

- Availability is defined as the percentage of time that the STACKIT Load Balancer Service is able to distribute traffic
- The availability of the STACKIT Load Balancer Service is linked to the availability of the underlying virtual machines
- Manual intervention by the customer to the virtual machines can have a negative impact on the availability of the STACKIT Load Balancer Service
- The customer is responsible for configuring the STACKIT Load Balancer. Incorrect configurations can lead to reduced availability

Backup

- The customer is responsible for performing load balancer configuration backups and restoring them
- STACKIT bietet dem Kunden die Möglichkeit, über die STACKIT Load Balancer API auf seine aktuelle STACKIT Load Balancer Konfiguration zuzugreifen, siehe hierzu: API DOCS
 - The STACKIT Load Balancer Service does not secure any secrets of the customer, for example access data for a STACKIT ARGUS integration to which the customer has subscribed. After a disaster recovery, these must be recreated by the customer

Additional Terms

- The following conditions also apply to the use of the STACKIT Load Balancer Service
 - Debian: https://www.debian.org/social_contract#guidelines
 - Envoy: <https://github.com/envoyproxy/envoy/blob/main/LICENSE>

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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	-	-	We do not store any customer data.
User Accounts & Permissions	<i>Information about users and their permissions</i>	No	-	We do not store any accounts or permissions. Authentication and authorization happens via STACKIT IAM.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	No	-	Not collected by us directly. The customer can configure their own Observability instance to which performance data can be sent. However, this is under the control of the customer.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No	-	The data can be viewed in the portal and via the API, e.g., recently created load balancers. These can be transferred manually.
Product / service-related data (product properties)	Configuration data and source code <i>Configuration of IT-Systems/rudimentary IT, Settings, Customizing, IP's, VLAN, Interfaces, Software Code, Scripts</i>	No. Company confidential STACKIT.	-	-
	Log Data (non personalized and personalized)	No. Company	-	

	<i>System-status, Technical-events, etc.</i>	confidential STACKIT.		
	Log Data (non personalized and personalized) <i>Login/Logout of User, User activities</i>	Yes	JS O N	All API-Calls to LB API via STACKIT Audit Log Changes on organizations, folders and projects and respective cloud resources are logged and collected in the audit log.

Version and start of validity

Version 1.4, valid from 12.09.2025

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