

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate – STACKIT Block Storage

Service Name

STACKIT Block Storage

High level service description

The STACKIT Block Storage (“Block Storage”) provides high performance storage systems to provide persistent data storage for virtual machines as disk volumes, as well as storage for snapshots. Block Storage is available for different use cases as well as in different service plans.

Key Features

- Storage provisioning for virtual machines (disk volumes) and snapshots.
- Provisioning the disk volume from an operating system image.
- Provisioning the disk volume from a snapshot.
- Long-term storage of data (e.g. application data).
- Provision in different performance classes.

Service Plans

Block Storage is offered in different availability classes, between which the customer can choose:

- Single Availability Zone (Single AZ): Fixed assignment to an Availability Zone.
 - Data in a Single AZ are not mirrored across different Availability Zones.
- Metro Setup: Fixed assignment to a region, but no fixed assignment to an Availability Zone.
 - Data in Metro Setup are automatically mirrored across two different Availability Zones.

Block Storage is offered in the following performance classes, regardless of the availability class selected:

Performance class	Premium system name	Max. IOPS	Max. Throughput
Performance class 0	storage_premium_perf0	120	25 Mbyte/s
Performance class 1	storage_premium_perf1	500	50 Mbyte/s
Performance class 2	storage_premium_perf2	1.000	100 Mbyte/s
Performance class 4	storage_premium_perf4	2.000	150 Mbyte/s
Performance class 6	storage_premium_perf6	5.000	200 Mbyte/s
Performance class 8	storage_premium_perf8	10.000	250 Mbyte/s
Performance class 10	storage_premium_perf10	15.000	300 Mbyte/s
Performance class 12	storage_premium_perf12	20.000	350 Mbyte/s
Performance class 14	storage_premium_perf14	25.000	400 Mbyte/s
Performance class 16	storage_premium_perf16	30.000	450 Mbyte/s
Performance class 18	storage_premium_perf18	35.000	500 Mbyte/s
Performance class 20	storage_premium_perf20	40.000	550 Mbyte/s

Metric

- Billing per hour or part thereof per reserved gigabyte for disk volumes and snapshots.
- For disk volumes, depending on the selected performance class, there is an additional charge per hour or part thereof. This occurs even if the disk volume is not connected to a virtual machine.

SLA Specifics

- Availability is defined as the percentage of time that the system remains operational and the data (esp. disk volumes and snapshots) in the system can be accessed. This does

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not include customer configurations or other customer-related characteristics for unavailability.

- Durability is defined as the percentage of time that the system functions correctly and the integrity of the data stored in it is maintained. Durability is calculated based on the probability of data loss, i. e. an error event in the system that can lead to data corruption or permanent loss of data access.
 - The durability of the Block Storage is 99.9% on a calendar month average.

Backup

Backup and recovery of block storage (both disk volumes and snapshots) are the responsibility of the customer and are not included in the service.

The customer has the option to use the separately available Backup Storage for this purpose (see [Service Level Agreement – STACKIT Backup Storage](#)). Read accesses to create backups with the separately available Backup Storage are handled with the same performance class as the backed up volume of the Block Storage.

Additional Terms

- The creation and restoration of backups are the responsibility of the customer.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data	<i>Created virtual disks (volumes)</i>	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).
	<i>Metadata of the volumes</i>	Yes	JSON / Text	E.g. Volume-ID ((unique identifier)) or Name of the volumes
User Accounts & Permissions	Access to STACKIT project	Yes	JSON / Text	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)	Sizes and Capacities <i>Capacities of the available resources / instances</i>	Yes	JSON / Text	The resources used / remaining can be queried via quotas (resource limits) via the API or the STACKIT Portal
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No. Company confidential STACKIT.	-	-
Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT.	-	-
	Log Data (non personalized and personalized)	No. Company confidential STACKIT.	-	-

	<i>System-status, technical events, etc.</i>			
	Log Data (non personalized and personalized) to STACKIT IaaS API <i>Login/Logout of User, User activities</i>	Yes	JSON / Text	All API-Calls to STACKIT IaaS API via STACKIT Audit Log

Version and start of validity

Version 1.3, valid from 12.09.2025

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