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Service Certificate – STACKIT Confidential Server

Service Name
STACKIT Confidential Server

High level service description
STACKIT Confidential Server (“Confidential Server”) provides virtual machines (“VM”) consisting of a combination of processor (“vCPU”) and memory (“RAM”). With Confidential Server, customers have the opportunity to secure their VMs leveraging modern (hardware-based) security technologies, like AMD SEV-ES. The customer can select the optimal VM for his application from various pre-packaged variants (”Flavors“). The provision, management, and deletion of the VM is carried out by the customer himself. The STACKIT API can be used for deploying Confidential Server flavors.

Key Features
- VMs can be secured by customers with modern (hardware-based) security technologies from processor manufacturers to implement Confidential Computing scenarios.
- Creation, usage and deletion of VMs according to individual requirements.
- Use of the service in self-service using the STACKIT API.
- One or more Availability Zones (AZ) for provisioning VMs in different availability classes.
    - Each Availability Zone is separated in power supply, cooling, and local network connectivity from the other Availability Zones.
    - Several Availability Zones can be located in the same building.

Service Plans
During the order process, the customer has the option to choose from different configurations (“flavors”). They mainly differ in their performance capabilities or storage capacity. The current list can be viewed via STACKIT API. The version is marked accordingly in the flavor (e.g. “m1a.8cd“). The hardware on which the VM is based (e.g. processor type) is specified and described in the additional documentation (STACKIT knowledgebase) and can be viewed there by the customer.

Metric
- Billing per VM per hour or part thereof.
- Calculated Period: Creation of the VM until deletion of the VM minus.
- 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 certificate.

SLA Specifics

- An availability of 99.5% on a calendar month average is agreed.
- VMs that are waiting for access to their disk due to a Block Storage failure still count as available.
- The availability data refers to the availability of the VMs that are in operation. It does not include configuration or customer-related properties for non-availability (e.g. a shutdown of the VM).

Backup

- Backup and restore are sole responsibility of the customer. In particular:
    - The defintion (properties configured by the customer) of the VM itself.
    - The data of the possible local disk.
    - The data of a disk when using the Block Storage

Additional Terms

- The customer may use VMs of the Confidential Server to install and run software licensed separately by customer.
- STACKIT doesnt provide public operating system images for Confidential Servers.
- Management of the operating system and other software on the VMs is the sole responsibility of the customer. This includes, but is not limited to, installation, operation, the import of updates and patches, maintenance, backup and support.
- The customer is responsible for the security of its virtual machine.
- The following additional Third Party Terms apply to the use of Openstack's Web Console
    - noVNC/LICENSE.txt at master novnc/noVNC GitHub

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	No	-	We do not save customer data in the product.
User Accounts & Permissions	*Information about users and their permissions*	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)	Yes	JSON	Selected machine types can be exported via API. Performance parameters (e.g. CPU usage, memory usage) from the virtual machine must be evaluated by the customer (this can be evaluated, for example, using operating system tools).
	Sizes and Capacities *Capacities of the available resources / instances*	Yes	JSON	The resources used / remaining can be queried via quotas (limits for resources) via the API (IaaS-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 *Configuration of IT-Systems/rudimental IT, Settings, Customizing, IP's, VLAN, Interfaces,*	No. Company confidential STACKIT.	-	Generally no - some components we use are open source. In the backend we use e.g. OpenStack which is publicly accesible. Yaook is a public open source project for OpenStack lifecycle management which was

	Software Code, Scripts			founded by STACKIT, besides others. https://github.com/openvswitch/ovs https://github.com/ovn-org/ovn https://wiki.openstack.org/wiki/Getting_The_Code https://gitlab.com/yaook
	Other service-related information	-	-	No other service-related information available
	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	Audit Logs

Version and start of validity
Version 1.1, valid from 12.09.2025