Service Certificate – STACKIT LogMe

Service Name
STACKIT LogMe

High level service description
The STACKIT LogMe Service ("LogMe") provides fully managed instances based on OpenSearch and FluentD. Both service and application logs can be searched and visualized on a scalable level using LogMe. Customers can commission LogMe instances in different sizes and use them in their applications. The LogMe instances are provided on dedicated virtual machines to ensure isolation and a high performance level. Customers can choose between replica plans that offer resilient operation with a low level of downtime for use in productive environments and single instances, which we do not recommend for use in productive environments. The customer can meet increasing demand by upgrading to larger instances (service plans). Smoke Tests, Service Guards, and automated backups using Backup Manager guarantee secure operation of LogMe instances as well as saved data.

Key Features
- Scalable searching and visualization of applications and service logs.
- On-demand provisioning: Easy and fast provisioning of new service instances of different sizes
- Service Instance Insulation: Deployment on dedicated virtual machines (Bad Neighborhood Protection)
- Easy capacity upgrades via service plan upgrades
- High availability: Possibility of using replicas for increased resilience and fail-safety
- Logging and monitoring: Communication of logging and monitoring information to defined end points
- Backup: Automatic creation and restoration of backups over a period of up to 14 days

Service Plans
Within the framework of the order, the customer has the option to choose from different service configurations. These mainly differ in their performance capabilities or storage capacity.

LogMe based on OpenSearch and FluentD

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

Service Plan	High availability	Number of nodes	vCPU per node	RAM (GB) per node	Disk per node
LogMe2-1.2.50-Replica	yes	3	1	2	50
LogMe2-1.4.50-Replica	yes	3	1	4	50
LogMe2-1.4.100-Replica	yes	3	1	4	100
LogMe2-2.8.50-Replica	yes	3	2	8	50
LogMe2-2.8.100-Replica	yes	3	2	8	100
LogMe2-2.8.250-Replica	yes	3	2	8	250
LogMe2-2.8.500-Replica	yes	3	2	8	500
LogMe2-4.16.100-Replica	yes	3	4	16	100
LogMe2-4.16.250-Replica	yes	3	4	16	250

Service Plan	High availability	Number of nodes	vCPU per node	RAM (GB) per node	Disk per node
LogMe2-4.16.500-Replica	yes	3	4	16	500
LogMe2-4.16.1000-Replica	yes	3	4	16	1000
LogMe2-4.16.2500-Replica	yes	3	4	16	2500
LogMe2-4.16.5000-Replica	yes	3	4	16	5000
LogMe2-8.32.250-Replica	yes	3	8	32	250
LogMe2-8.32.500-Replica	yes	3	8	32	500
LogMe2-8.32.1000-Replica	yes	3	8	32	1000
LogMe2-8.32.2500-Replica	yes	3	8	32	2500
LogMe2-8.32.5000-Replica	yes	3	8	32	5000

Service Plan	High availability	Number of nodes	vCPU per node	RAM (GB) per node	Disk per node
LogMe2-16.64.1000-Replica	yes	3	16	64	1000
LogMe2-16.64.2500-Replica	yes	3	16	64	2500
LogMe2-16.64.5000-Replica	yes	3	16	64	5000
LogMe2-1.4.10-Single	no	1	1	4	10
LogMe2-2.8.50-Single	no	1	2	8	50

A subsequent downgrade of the service plan initially selected by the customer is not possible.

Metric
- Billing per hour or part thereof per commissioned LogMe instance.

SLA Specifics
- A booked LogMe instance is considered available if it can be accessed at the service delivery point.
- The provisions of the STACKIT Cloud general service description apply to the availability of LogMe instances.
- To achieve the highest possible availability of LogMe instances (for example, for use in production environments), the use of replicas (3 nodes) is highly recommended.
- When using LogMe with Single Instance Service Plans, a (temporary) unavailability of LogMe instances may occur, especially during maintenance work (e.g. updates), which STACKIT performs on the underlying platform as well as on the selected Service Plans. Maintenance work is considered an excluded event within the meaning of section 2.4 of the STACKIT Cloud service description and is therefore not considered as downtime in

the context of availability. The use of LogMe with Single Instance Service Plans in production environments is strongly discouraged.
- Incorrect use of the STACKIT Cloud Portal by the customer with regard to the settings made in self-service and a resulting unavailability of LogMe will not be taken into account with regard to the actually achieved availability of LogMe. The customer is advised that incorrect setting and use of LogMe may lead to a loss of the instance and the related data.

Backup

LogMe instances are automatically saved according to a schedule stipulated by STACKIT in line with the general service description for STACKIT Cloud. This schedule cannot be changed by the customer. However, customers have the ability to create manual backups through the service dashboard and to restore automatic and manual backups.

Additional Terms
- Creating manual backups, as well as restoring backups of LogMe instances, is the responsibility of the customer.

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	OpenSearch (LogMe) export	-
User Accounts & Permissions	Database or instance users are configurable via the portal or API by the respective customer	Yes	JSON	Data can be configured and exported via API. Further information in our docs.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	Graphite Metrics	It must first be configured by the customer. A Graphite endpoint must be provided by the customer. Further information in our docs.
	Sizes and Capacities Capacities of the available resources / instances	Yes	JSON	Data can be configured and exported via API. Further information in our docs.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON	Data can be configured and exported via API. Further information in our docs.

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.	Yes	Syslog	It must first be configured by the customer. A Syslog endpoint must be provided by the customer. Further information in our API docs.
	Log Data (non personalized and personalized) Login/Logout of User, User activities	Yes	JSON	STACKIT Audit Log. Further information in our docs.

Version and start of validity
Version 1.5, valid from 12.09.2025