

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate - MariaDB

Service Name

STACKIT MariaDB

High level service description

The STACKIT MariaDB Service ("MariaDB") provides fully managed instances of the relational open source database management system (DBMS) MariaDB. Customers can provision instances of MariaDB in various sizes and use them in applications. MariaDB instances are deployed on dedicated virtual machines to ensure isolation and high performance. 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 through in-place upgrades to larger instances (service plans). Smoke tests, service guards and the option of automated backups via Backup Manager ensure the secure operation of MariaDB's Service Instances as well as the stored data.

Key Features

- 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.

| Service Plan | High availability | Number of nodes | vCPU per node | RAM (GB) per node | Disk (GB) per node |
|------------------------|-------------------|-----------------|---------------|-------------------|--------------------|
| MariaDB-1.2.10-Replica | yes | 3 | 1 | 2 | 10 |
| MariaDB-1.4.10-Replica | yes | 3 | 1 | 4 | 10 |
| MariaDB-1.4.50-Replica | yes | 3 | 1 | 4 | 50 |
| MariaDB-2.4.10-Replica | yes | 3 | 2 | 4 | 10 |
| MariaDB-2.4.50-Replica | yes | 3 | 2 | 4 | 50 |

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SWIFT/BIC: COBADEFFXXX

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 (GB) per node |
|---------------------------------|-------------------|-----------------|----------------|-------------------|--------------------|
| MariaDB-2.8.10-Replica | yes | 3 | 2 | 8 | 10 |
| MariaDB-2.8.50-Replica | yes | 3 | 2 | 8 | 50 |
| MariaDB-2.8.100-Replica | yes | 3 | 2 | 8 | 100 |
| MariaDB-2.8.250-Replica | yes | 3 | 2 | 8 | 250 |
| MariaDB-4.8.10-Replica | yes | 3 | 4 | 8 | 10 |
| MariaDB-4.8.50-Replica | yes | 3 | 4 | 8 | 50 |
| MariaDB-4.8.100-Replica | yes | 3 | 4 | 8 | 100 |
| MariaDB-4.8.250-Replica | yes | 3 | 4 | 8 | 250 |
| MariaDB-4.16.50-Replica | yes | 3 | 4 | 16 | 50 |
| MariaDB-4.16.100-Replica | yes | 3 | 4 | 16 | 100 |
| MariaDB-4.16.250-Replica | yes | 3 | 4 | 16 | 250 |
| MariaDB-4.16.500-Replica | yes | 3 | 4 | 16 | 500 |
| MariaDB-8.16.50-Replica | yes | 3 | 8 | 16 | 50 |
| MariaDB-8.16.100-Replica | yes | 3 | 8 | 16 | 100 |
| MariaDB-8.16.250-Replica | yes | 3 | 8 | 16 | 250 |
| MariaDB-8.16.500-Replica | yes | 3 | 8 | 16 | 500 |
| MariaDB-8.32.100-Replica | yes | 3 | 8 | 32 | 100 |
| MariaDB-8.32.250-Replica | yes | 3 | 8 | 32 | 250 |
| MariaDB-8.32.500-Replica | yes | 3 | 8 | 32 | 500 |
| MariaDB-8.32.1000-Replica | yes | 3 | 8 | 32 | 1000 |
| MariaDB-16.32.100-Replica | yes | 3 | 16 | 32 | 100 |
| MariaDB-16.32.250-Replica | yes | 3 | 16 | 32 | 250 |
| MariaDB-16.32.500-Replica | yes | 3 | 16 | 32 | 500 |
| MariaDB-16.32.1000-Replica | yes | 3 | 16 | 32 | 1000 |
| MariaDB-16.64.500-Replica | yes | 3 | 16 | 64 | 500 |
| MariaDB-16.64.1000-Replica | yes | 3 | 16 | 64 | 1000 |
| MariaDB-1.4.10-Single | no | 1 | 1 | 4 | 10 |
| MariaDB-2.4.10-Single | no | 1 | 2 | 4 | 10 |
| MariaDB-2.8.50-Single | no | 1 | 2 | 8 | 50 |
| MariaDB-4.8.50-Single | no | 1 | 4 | 8 | 50 |
| MariaDB-4.8.250-replica-HiPerf | yes | 3 | 4 ¹ | 8 | 250 |
| MariaDB-4.16.500-replica-HiPerf | yes | 3 | 4 ¹ | 16 | 500 |

| Service Plan | High availability | Number of nodes | vCPU per node | RAM (GB) per node | Disk (GB) per node |
|-----------------------------------|-------------------|-----------------|-----------------|-------------------|--------------------|
| MariaDB-8.16.500-replica-HiPerf | yes | 3 | 8 ¹ | 16 | 500 |
| MariaDB-8.32.1000-replica-HiPerf | yes | 3 | 8 ¹ | 32 | 1000 |
| MariaDB-16.32.1000-replica-HiPerf | yes | 3 | 16 ¹ | 32 | 1000 |
| MariaDB-16.64.1000-replica-HiPerf | yes | 3 | 16 ¹ | 64 | 1000 |

¹dedicated CPU for highest performance

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

Metric

- Billing per hour or part thereof per commissioned MariaDB instance.

SLA Specifics

- A booked instance of MariaDB 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 MariaDB instances.
- To achieve the highest possible availability of MariaDB (for example, for use in production environments), the use of replicas (3 nodes) is strongly recommended.
- When using MariaDB with Single Instance Service Plans, a (temporary) unavailability of MariaDB 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 MariaDB 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 MariaDB will not be taken into account with regard to the actually achieved availability of MariaDB. The customer is advised that the instance and the associated data may be lost if MariaDB is set up and used incorrectly.

Backup

- Instances of MariaDB are backed up automatically according to a schedule specified by STACKIT in line with the STACKIT Cloud general service description. 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 MariaDB 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 | Database Dump | The export is provided in MariaDB SQL format. |
| User Accounts & Permissions | DB 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 API 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 API docs. |
| | Sizes and Capacities Capacities of the available resources / instances | Yes | JSON | Data can be configured and exported via API. Further information in our API 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 API docs. |
| Product / service-related data (product properties) | Configuration data and source code | 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 1.4, valid from 12.09.2025

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