Service Certificate – STACKIT Red Hat Enterprise Linux

Service Name
STACKIT Red Hat Enterprise Linux

High level service description
STACKIT Red Hat Enterprise Linux is based on the STACKIT Compute Engine and provides virtual machines ("**VM**") capable of running the Red Hat Enterprise Linux operating system. STACKIT offers ready to be used standard images (e.g. "Red Hat Enterprise Linux 9") from which customers can select the Red Hat Enterprise Linux variant suitable for their use case, all via the STACKIT Cloud Portal or via the STACKIT API.

Key Features
- Supported Operating system certified by leading software and hardware vendors.
- Delivers high performance, reliability, and security.
- Use of the service as self-service using a graphical interface within the STACKIT Portal or via 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
Red Hat Enterprise Linux can be configured in the operating system versions shown below.

Operating system version	Minimum RAM	Minimum vCPU	Minimum local disk	Red Hat support end date
Red Hat Enterprise Linux 8	1.5 GB	1 vCPU	20 GB	05/31/2032
Red Hat Enterprise Linux 9	1.5 GB	1 vCPU	20 GB	05/31/2035

When selecting the underlying STACKIT VMs by the customer, it must be ensured that the minimum requirements of the respective operating system version are met. If the customer selects STACKIT VMs that fall short of the minimum requirements shown, operating errors or failures may occur during the operation of the Red Hat Enterprise Linux; errors or failures that

occur due to an inadequate selection of underlying STACKIT VMs by the customer are not subject to any warranty (in particular no availability agreement) or any liability on the part of STACKIT; Section 15.1 of the Terms of Use remains unaffected.

The VMs for Red Hat Enterprise Linux can be selected in different availability classes:
- Single Availability Zone: Fixed assignment to an Availability Zone.
    - In case of a complete failure of the selected Availability Zone, the VM and its local disk will be unavailable.
- Metro Setup: Fixed assignment to a region, but no fixed assignment to an Availability Zone.
    - In case of a complete failure of an Availability Zone, STACKIT automatically restarts the VM in another Availability Zone.

Metric
- Red Hat Enterprise Linux is charged per VM created by the customer and per hour started. As soon as a VM is deleted by the customer, the calculation of the respective VM ends (Creation of the VM until deletion of the VM minus any shelving periods. Shelving corresponds to stopping the VM with cancellation of resource reservation.)
- 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 Certificates.

SLA Specifics
- The Red Hat Enterprise Linux is considered available when the VM on which it is running is available.
- For VMs which are provided in a Single Availability Zone (single VMs without a highly available system group with several VMs), an availability of 99.5% on a calendar month average is agreed.
- For VMs which are provided in a Metro Availability Zone, an availability of 99.8% on a calendar month average is agreed.
- For all system groups that have two VMs deployed in two different Single Availability Zones in the same region) it is agreed that at least one VM has 99.9% availability on a calendar month average.
- For all system groups that have three or more VMs deployed in three or more different Single Availability Zones in the same region, it is agreed that two of the VMs have 99.95% availability on a calendar month average.
- VMs that are waiting for access to their disk due to a Block Storage failure are rated as available.
- The availability information refers to the availability of the VMs that are in operation. Configuration-related or customer-related circumstances for unavailability (e.g. a shutdown of the VM) are not covered.

Backup
Backup and restore are the responsibility of the customer.

Additional Terms

- Management of the operating system is the sole responsibility of the customer. In particular, customer is responsible for updating the operating system, when and if Updates are available, pursuant to the Red Hat life cycle policies set forth at https://access.redhat.com/product-life-cycles/update_policies/.
- The customer may use VMs to install and run software licensed separately by customer.
- Management of 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.

Additional licensing rules

- The following additional licensing rules apply for Red Hat Enterprise Linux based on a standard image licensed and provided by STACKIT:
  - The license granted to the customer is also subject to the additional terms and conditions of the Cloud Services Subscription Agreement set forth at www.redhat.com/licenses/cloud_cssa/, which is concluded between the customer and Red Hat, Inc. by subscribing to the STACKIT Red Hat Enterprise Linux Service and which may be amended from time to time by Red Hat in its sole discretion ("End User Agreement"), as a condition to providing customer with access to the Software and/or Updates.

- Red Hat Enterprise Linux and the Red Hat Enterprise Linux Logo are protected trademarks of Red Hat.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data	Data stored by the customer in the created virtual disks (volumes) using Red Hat Enterprise Linux images.	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).
	Metadata of the Red Hat Enterprise Linux servers created using Red Hat Enterprise Linux images.	Yes	JSON	Server, volume and image metadata can be queried via IaaS API

User Accounts & Permissions	Access to STACKIT project	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)	No	-	We do not collect any performance parameters from the RHEL servers.
	Sizes and Capacities *Capacities of the available resources / instances*	Yes	JSON	The Image, Compute and Block Storage resources used can be queried via the IaaS API
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON	RHEL image and operating system version from which the servers are created can be accessed via IaaS API
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.*	No. Company confidential STACKIT.	-	
	Log Data (non personalized and personalized) to STACKIT IaaS API	Yes	JSON	All API-Calls to STACKIT IaaS API via STACKIT Audit Log

	Login/Logout of User, User activities			

Version and start of validity
Version 1.1, valid from 12.09.2025