

STACKIT GmbH & Co. KG
 Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate – STACKIT Windows Server

Service name

STACKIT Windows Server

High level service description

STACKIT offers Standard images (e.g. “Windows Server 2025 Standard”), which can run on the STACKIT Compute Engine (see separate Service Certificate for [STACKIT Compute Engine](#)) and are based on the Microsoft Windows Server operating system. Customers can select the operating system image suitable for their use case from the predefined variants in the STACKIT Cloud Portal or via the STACKIT API.

Service Plans

The current operating system versions STACKIT provides are shown below:

Operating system version	Minimum RAM	Minimum vCPU	Minimum Local Disk	Microsoft support end date
Windows Server 2016	2 GB	1 vCPU	32 GB	01/12/2027
Windows Server 2019	2 GB	1 vCPU	32 GB	01/09/2029
Windows Server 2022	2 GB	1 vCPU	32 GB	10/14/2031
Windows Server 2025	2 GB	1 vCPU	32 GB	11/14/2034

When selecting the underlying STACKIT Virtual Machines (“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 Windows Server; errors or failures that occur due to an inadequate selection of underlying STACKIT VMs by the Customer are not subject to any warranty and/or service level (in particular no availability agreement) or liability on the part of STACKIT; Section 15.1 of the Terms of Use remains unaffected.

Metric

- A Windows Server licensing fee is charged based on whether the Customer chooses a machine type with dedicated or shared vCPUs. For each option, fees are based on the number of vCPUs of the 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).
- The Windows Server licensing fee charged by STACKIT does not include licensing required for Customer's required Remote Desktop Service Users (if any). The Customer is solely responsible for correct licensing of his Remote Desktop Service Users.
- For other resources used by the Customer in conjunction with the STACKIT Windows Server such as Compute Engine (VM), Block Storage and Backup Storage, a separate charge is made according to the conditions specified in the respective Service Certificates.

SLA specifics

- The STACKIT Windows Server is considered available when the respective images are available and can be used to create VMs on STACKIT Compute Engine.
- STACKIT provides the Windows Server operating system versions until the official Microsoft support end date.

Backup

Backup and restore are the responsibility of the Customer.

Additional terms

- The following additional conditions apply to the use of Windows Server:
 - Cloudbase-Init: [cloudbase-init/LICENSE at master · cloudbase/cloudbase-init · GitHub](#) (Apache 2 License)
Installation source: [Releases · cloudbase/cloudbase-init \(github.com\)](#)
 - Virtio-win.iso: License (virtio-win_license.txt) can be found in the root folder of the ISO source file
Installation source: <https://fedorapeople.org/groups/virt/virtio-win/direct-downloads/archive-virtio/>
 - Management of the operating system is the sole responsibility of the Customer. In particular, the Customer is responsible for updating the operating system, when and if Updates are available, pursuant to the Microsoft life cycle policies for Windows Server set forth at [Fixed Lifecycle Policy - Microsoft Lifecycle | Microsoft Learn](#).
 - The Customer may use VMs to install and run software licensed separately by the 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 and operating system.

Additional licensing rules

- The following additional licensing rules apply for Windows Servers based on a Standard image licensed and provided by STACKIT:
 - STACKIT is responsible for notifying Microsoft of the Customer's monthly license usage regarding the selected operating system. For this purpose, a scanning agent is installed on each Windows Server which scans the installed Microsoft products once a day. The Customer must ensure that the scanning agent is not uninstalled and that the scanning activities are not deactivated, changed or removed. Upon being requested by STACKIT, the Customer shall cooperate with STACKIT to resolve problems with the scanning agent or grant STACKIT temporary access to the affected Windows Servers to resolve any problems that arise.
 - Furthermore, STACKIT is entitled to verify the Customer's license compliance by means of a separate verification ("**audit**") or to have it verified by external independent auditors. The Customer shall provide STACKIT and the independent auditor (if any) with all relevant information reasonably requested to verify license compliance (including proof of licenses for Microsoft products used by the Customer) and grant STACKIT and the independent auditor access to all Windows Servers on which these products are used as part of the audit.
 - STACKIT only provides the license for the Windows operating system. The Customer is responsible for any additional Microsoft licenses related to their Windows Server (e.g. Remote Desktop Service licenses, Microsoft SQL Server licenses).
 - The Customer can use Microsoft's Flexible Virtualization Benefit to bring his own Remote Desktop Service Subscription Access License, and to bring his own licenses for additional software if the Customer has subscription licenses or licenses with Software Assurance. The customer is referred to the applicable Microsoft Product Terms to determine when Flexible Virtualization Benefit applies and how to exercise those rights.
 - The license granted to the Customer is also subject to the additional terms and conditions of the End User License Agreement ([EULA](#)) of Microsoft.
 - If Microsoft reasonably believes that the Customer is not complying with the End User Agreements and unlicensed Microsoft software is used, STACKIT is contractually bound to cooperate appropriately with Microsoft to investigate and remedy the non-compliance of the Customer. If the Customer is not able to remedy the non-compliance within a reasonable period of time specified in the information, STACKIT has the right to extraordinarily terminate the Customer's affected Windows Servers.
- Microsoft Windows and the Microsoft Windows Logo are protected trademarks of Microsoft.

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Database Content)	Data stored by the customer in the created virtual disks (volumes) using Windows Server images.	Yes	various, depending on customer data	The data on 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 Windows Servers created using Windows Server images.	Yes	JSON	Server, volume and image metadata can be queried via IaaS API
	Data for the created servers, installed software, and users who have access to the OS is stored in the licensing reporting system	Yes	xlsx/csv	This customer's data can be exported from the licensing reporting system only by STACKIT
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 Windows Servers.

	Sizes and Capacities <i>Capacities of the available resources / instances</i>	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	Windows Server 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) <i>System-status, Technical-events, etc.</i>	No. Company confidential STACKIT.	-	
	Log Data (nonpersonalized and personalized) to STACKIT IaaS <i>API Login/Logout of User, User activities</i>	Yes	JSON	All API-Calls to STACKIT IaaS API via STACKIT Audit Log

Version and start of validity

Version 1.3, valid from 01.01.2026

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Commerzbank AG | DE55 6004 0071 0521 9928 00 | SWIFT/BIC COBADEFFXXX

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