

STACKIT GmbH & Co. KG  
 Stiftsbergstraße 1 | 74172 Neckarsulm

## Service Certificate – STACKIT Red Hat Enterprise Linux

### Service name

STACKIT Red Hat Enterprise Linux

### High level service description

STACKIT offers Standard images (e.g. “Red Hat Enterprise Linux 10”), which can run on the STACKIT Compute Engine (see separate Service Certificate for [STACKIT Compute Engine](#)) and are based on the Red Hat Enterprise Linux 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.

### 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.

### 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
Red Hat Enterprise Linux 10	1.5 GB	1 vCPU	20 GB	05/31/2038

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 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.

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Kommanditgesellschaft | Sitz: Neckarsulm | Registergericht: Stuttgart, HRA 741347 | USt-IdNr. DE368560082  
 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

## Metric

- A Red Hat Enterprise Linux licensing fee is charged 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.)
- For other resources used by the Customer in conjunction with the STACKIT Red Hat Enterprise Linux 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 Red Hat Enterprise Linux is considered available when the respective images are available and can be used to create VMs on STACKIT Compute Engine.
- STACKIT provides the Red Hat Enterprise Linux operating system versions until the official Red Hat support end date.

## 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, the 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/](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 and operating system.

## 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/](http://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 the 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  <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	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) <i>System-status, Technical-events, etc.</i>	No. Company confidential STACKIT.	-	
	Log Data (non personalized and personalized) to STACKIT IaaS API <i>Login/Logout of User, User activities</i>	Yes	JSON	All API-Calls to STACKIT IaaS API via <a href="#">STACKIT Audit Log</a>

### Version and start of validity

Version 1.2, valid from 01.12.2025

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