

Service certificate

STACKIT

**Network Load
Balancer**

**Version and start of
validity**

Version 1.5	Valid from 2026-01-20
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Service certificate | STACKIT Network Load Balancer

Service name

STACKIT Network Load Balancer

High level service description

The STACKIT Network Load Balancer (“NLB”) provides a compact and integrated layer-4 Load Balancer. This enables customers to distribute the load of incoming requests to different STACKIT compute engines (virtual machines) and can thus increase their overall availability.

The provision of the service is ensured in the form of a deployment of two virtual machines (VMs) in the customer project by the STACKIT Network Load Balancer API, which also takes care of the management of the load balancer instances.

Key features

- Increase the availability of customer services within the project
- Performance optimization by distributing data traffic to target systems (transport layer)

Service plans

Plan	Type	vCPU	RAM (GB)	Connection Limit per Load Balancer
p10 - Essential Network Load Balancer	High Availability (HA) (Active / Passive) (2 VMs)	1	1	Up to 10.000
p50 - Essential Network Load Balancer	High Availability (HA) (Active / Passive) (2 VMs)	4	4	Up to 50.000
p250 - Essential Network Load Balancer	High Availability (HA) (Active / Passive) (2 VMs)	8	8	Up to 250.000
p750 - Essential Network Load Balancer	High Availability (HA) (Active / Passive) (2 VMs)	16	16	Up to 750.000

Metrics

- The billing of the STACKIT Network Load Balancer takes place per managed load balancer per commenced hour until the respective load balancer is deleted
- STACKIT cloud services procured by the customer within the project (e.g. VMs, storage, network) that are required to operate the load balancer are additionally billed separately under the conditions specified in the respective cloud service and are not included in the price of the STACKIT Network Load Balancer services included
- The NLB service comprises the following STACKIT Cloud Services, which are billed separately:
 - STACKIT Network Load Balancer
 - Two Compute Engines as active-passive deployment for high availability
 - Optional: A public IP if the load balancer is deployed as an external load balancer
- STACKIT Network Load Balancers are billed per hour or part there of

SLA specifics

- Availability is defined as the percentage of time that the STACKIT Network Load Balancer Service is able to distribute traffic
- The availability of the STACKIT Network Load Balancer Service is linked to the availability of the underlying virtual machines
- Manual intervention by the customer to the virtual machines can have a negative impact on the availability of the STACKIT Network Load Balancer Service
- The customer is responsible for configuring the STACKIT Network Load Balancer. Incorrect configurations can lead to reduced availability

Backup

- The customer is responsible for performing load balancer configuration backups and restoring them
- STACKIT offers the customer the possibility to access their current STACKIT Network Load Balancer configuration via the STACKIT Network Load Balancer API; see: API DOCS
 - The STACKIT Network Load Balancer Service does not secure any secrets of the customer, for example access data for a STACKIT Observability integration to which the customer has subscribed. After a disaster recovery, these must be recreated by the customer

Additional terms

- The following conditions also apply to the use of the STACKIT Network Load Balancer Service
 - Debian: https://www.debian.org/social_contract#guidelines
 - Envoy: <https://github.com/envoyproxy/envoy/blob/main/LICENSE>

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	-	-	We do not store any customer data.
User accounts & permissions	Information about users and their permissions	No	-	We do not store any accounts or permissions. Authentication and authorization happens via STACKIT IAM.
System metrics (instances / resources in use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	-	Performance data sent to the general observability instance can be exported. Customers have the option to configure a custom observability instance for their performance data. However, this instance remains under the customer's control, and exports can only be performed by the customer.
	Sizes and capacities			
	<i>Capacities of the available resources / instances</i>			
System properties (instances / resources in use)	Versions and information necessary to check compatibility	No	-	The data can be viewed in the portal and via the API, e.g. recently created load balancers. These can be transferred manually.
Product / service-related data (product properties)	Configuration data and source code <i>Configuration of IT-systems / rudimentary IT, settings, customizing, IP's, VLAN, interfaces, software code, scripts</i>	No. Company confidential STACKIT.	-	-

	Log data (non personalized and personalized)	No. Company confidential STACKIT.	-	-
	<i>System-status, technical-events, etc.</i>			
	Log data (non personalized and personalized)	Yes	JSON	All API-Calls to LB API via STACKIT Audit Log Changes on organizations, folders and projects and respective cloud resources are logged and collected in the audit log.
	<i>Login/logout of user, user activities</i>			