Service Certificate – STACKIT CDN

Service name
STACKIT CDN

High level service description
The STACKIT CDN ("**CDN**") is an addition to the STACKIT Cloud designed to distribute content and data as quickly as possible. By using the CDN, content can be made available worldwide with low latency and high bandwidth. The CDN offers protective features such as geoblocking and a Web Application Firewall, which help to adapt the CDN to your specific security needs.

Key Features
- Fast and stable delivery of content through massive worldwide distribution
- Selection of regions in which the content is to be distributed
- Creation of arbitrary customer domains for a distribution
- Security features such as a Web Application Firewall (WAF) for enhanced protection

Service Plans

Region	Information	Unit
CDN-Traffic-Europe-Global	Usage in Europe	per MB
CDN-Traffic-North America-Global	Usage in North America	per MB
CDN-Traffic-Asia-Global	Usage in Asia and Oceania	per MB
CDN-Traffic-South America-Global	Usage in South America	per MB
CDN-Traffic-Africa-Global	Usage in Africa and Middle East	per MB

Metric

- Billing for the traffic generated by the customer is based on the selected region.
- When creating a distribution, the customer must mandatorily select at least one region.
- The CDN records every started Megabyte (MB) caused by customer traffic for billing purposes. For the billing of a calendar month, the total consumption of started MBs within the respective calendar month will be invoiced.
- Additional STACKIT Cloud Services (e.g., DNS) procured by the customer within their created project and required for the operation of the CDN will be billed separately according to the terms specified in the respective service description for that Cloud Service, and are not included in the price of the CDN Service.
- Consumption statistics are generally available to the customer via the portal on a daily basis. In rare cases, deviations in the displayed consumption statistics of up to 72 hours may subsequently occur.

SLA specifics

- The availability of the CDN API is 99.99% per calendar month.
- STACKIT is entitled to implement material changes to the STACKIT CDN API with a notice period of 100 calendar days.

Backup

STACKIT CDN does not perform any backups of the customer's content as part of rendering the CDN Service. The customer is solely responsible for creating any necessary backups.

Additional terms

- The STACKIT CDN is based on the product of the STACKIT sub-supplier BUNNYWAY d.o.o., Rotondo Ljubljana, Floor 5, Dunajska c 165, 1000 Llubljana, Slovenia ("bunny.net"). The customer agrees that bunny.net shall be granted the necessary rights, exclusively for the purpose of providing the CDN services, including, but not limited to, the rights of access, reproduction, storage, and transmission of the customer's content.
- As part of using the STACKIT CDN, the customer must also comply with the currently valid Acceptable Use Policy of bunny.net, which can be found at: https://bunny.net/acceptable-use/.
- The customer is advised that the suspension of customer access to the CDN or the deletion of content provided by the customer in connection with the use of the CDN may occur to a reasonable extent, particularly:
  - o In the event of abuse reports received by bunny.net concerning the specific use or the content used by the customer in connection with the CDN (e.g., regarding copyright infringements), bunny.net will suspend the customer's affected Pull Zone, unless the customer removes the affected content immediately after bunny.net receives the abuse report.
  - o In the event of a customer's violation of bunny.net's Acceptable Use Policy.
  - o If this is necessary to protect the security or integrity of the CDN Service or to protect the CDN Service, bunny.net, or a third party from harm.
  - o In the event of a justified official or judicial request.

- o Wherever possible, STACKIT will inform the customer of a pending suspension or deletion.
- Upon termination of the subscription for the CDN Service, the customer will no longer have access to the CDN Service, and any remaining customer data related to the CDN Service will be deleted; statutory retention and storage periods remain unaffected.
- The customer is responsible for the settings of their CDN configuration.
- Cached data within the CDN is not encrypted.
- STACKIT offers the customer the option to access their current CDN configuration via the STACKIT CDN API. See: [API DOCS](#).

Data Protection

- In addition to the Data Processing Agreement between the customer and STACKIT, BUNNYWAY d.o.o., Rotondo Ljubljana, Floor 5, Dunajska c 165, 1000 Llubljana, Slovenia is agreed in Annex 2 of the Data Processing Agreement as Other Processor with the purpose of data processing "Hosting and CDN".
- The provision of services in accordance with this Service Certificate is associated with data processing in third countries outside the European Economic Area (EEA), provided that at least one corresponding region was selected by the customer when configuring the CDN.
    - ○ With the purchase of the service by the Customer, it is expressly agreed between the customer and STACKIT that STACKIT is also permitted to process data in the regions and corresponding third countries selected by the customer by means of configuration, insofar as this is necessary for the provision of the service and the requirements of Articles 44 to 48 GDPR are met, or a derogation under Article 49 GDPR applies.

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, we only transfer the content data to our provider, who takes over the distribution to the Points of Presence (physical distribution nodes).
User Accounts & Permissions	Information about users and their permissions	No	-	Data can be manually copied, no dedicated export function.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	No	-	Does not apply to CDN. The traffic consumed by a distribution can be taken from the metric in the STACKIT Portal.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No	-	The data is viewable in the Portal and via the API, e.g., created distributions or custom domains
Product / service-related data (product properties)	Configuration data and source code *Configuration of IT-Systems/ rudimental IT, Settings, Customizing, IP's, VLAN, Interfaces, Software Code, Scripts*	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) *Login/Logout of User, User activities*	Yes	JSON	All API calls to the CDN API implemented via [STACKIT Audit Log](). STACKIT Audit Log is a separate STACKIT product that other STACKIT products can implement. With STACKIT Audit Log, customers receive information about who/what has changed in the respective STACKIT product.

Version and start of validity
Version 1.2, valid from 12.02.2026