

Service certificate

STACKIT File Storage

Version and start of validity

Version 1.5	Valid from 2026-04-10
-------------	-----------------------

Service certificate | STACKIT File Storage

Service name

STACKIT File Storage

High level service description

The STACKIT File Storage ("**File Storage**") provides high-performance file storage. This can be mounted via Network File System (NFS) by a single or multiple system(s) from the customer.

Key features

- Deploy Storage for storing files in a File System
- Simultaneous access from multiple systems
- Dedicated Storage System (independent of Block, Object and Backup Storage)
- File System with snapshot possibility
- Custom and on-demand provisioning of (NFS) shares
- Optionally available Snapshot Immutability Lock (= immutability of snapshots) for immutability of snapshots for a period defined by the customer (limited to a maximum period defined by STACKIT)

Service plans

STACKIT File Storage currently offers three Service Plans to choose from:

Performance Class	Min. size of resource pool	Max. Peak-IOPS	Max. throughput	Hint
Standard	500 GiB	1.000 IOPS per TiB of the resource pool	16 MiB/s per TiB of the resource pool	IOPS and throughput can be used in the best possible way depending on the block size: 1000 IOPS with 16 KB block size would make the best possible use of the max. available throughput.
Premium	500 GiB	4.000 IOPS per TiB of the resource pool	64 MiB/s per TiB of the resource pool	IOPS and throughput can be used in the best possible way depending on the block size: 4000 IOPS with 16 KB block size would make the best possible use of the maximum available throughput.
Ultra	500 GiB	8.000 IOPS per TiB of the resource pool	128 MiB/s per TiB of the resource pool	IOPS and throughput can be used in the best possible way depending on the block size: 8.000 IOPS with 16 KB block size would make the best possible use of the maximum available throughput.

The max. IOPS and the max. throughput refer to the booked size of a resource pool. The larger / smaller the resource pool, the greater / lower the max. number of IOPS and the max. throughput.

Switching Service Plans from Standard to Premium, from Premium to Ultra or from Standard to Ultra is possible at any time. Switching from Ultra to Premium, from Premium to Standard or from Ultra to Standard is also possible, but only seven (7) days after the last Performance Class change.

Metrics

- Billing is based on the service plan selected by the customer per hour or part thereof per reserved gibibyte (GiB, rounded up to a multiple of 4.096 bytes). The minimum size of reserved GiB of a resource pool is at least 500 GiB.
- Provisioning and billing are always in "GiB".
One (1) GiB = 1.024x1.024x1.024 bytes, one (1) tebibyte (TiB) = 1.000 GiB.

SLA specifics

- Availability is defined as the percentage of time that the system remains operational and data in the system can be accessed. This does not include customer-side configurations or other customer-related factors for unavailability.
 - The Availability of the File Storage is 99.9% on a calendar month average.
- Durability is defined as the ability of the File Storage to ensure that stored data remains intact and protected against unintended, system-induced data corruption over time, while strictly adhering to data integrity standards. Durability is calculated based on the probability of data loss, i. e. an error event in the system that can lead to data corruption or permanent loss of data access.
 - The Durability of the File Storage is 99,9999999999% (12 Nines) on average per calendar month.

Backup

- Backup and recovery of File Storage are the responsibility of the customer and are not included in the service.
- Snapshots within File Storage are maintained on the same system as the original data and therefore do not regularly meet all requirements for separate backups.

Additional terms

-

Additional terms Snapshot Immutability

- A Snapshot Immutability Lock set by the customer (either for individual snapshots or for a regular snapshot plan) is not elastic or scalable; the data stored in the affected snapshot cannot be changed. During the period of time selected by the customer when configuring the Snapshot Immutability Lock ("**Snapshot Immutability Lock Period**") applies until the period expires:
 - Content in STACKIT File Storage for which the Snapshot Immutability Lock has been activated cannot be deleted for the duration of the Snapshot Immutability Lock Period, even if the subscription is terminated - for whatever reason. The agreement on the deletion of Customer Data pursuant to Section 7 of the STACKIT Cloud Terms of Use shall apply with the proviso that the deletion of the Customer Data affected by the Snapshot Immutability Lock within the File Storage shall take place at the earliest at the end of the Snapshot Immutability Lock Period, unless a later date is agreed with the Customer. **The Customer is expressly advised and accepts that for technical reasons it is not possible for STACKIT to delete the File Storage affected by the Snapshot Immutability Lock before the Snapshot Immutability Lock Period expires.**
 - The Snapshot Immutability Lock cannot be deactivated or removed during the Snapshot Immutability Lock Period.
 - The minimum contract term of the STACKIT File Storage is automatically extended to the duration of the associated Snapshot Immutability Lock Period selected by the Customer, i.e. ordinary termination of the subscribed File Storage that has been provided with a Snapshot Immutability Lock by the Customer is possible at the earliest at the end of the longest Snapshot Immutability Lock Period relating to the respective File Storage, contrary to Sections 5.2 and 5.3 of the STACKIT Cloud Terms of Use.
 - In the event of a premature termination of the respective subscription before the end of the Snapshot Immutability Lock Period (in particular by effective extraordinary termination of the contract), the Customer agrees that the data will continue to be stored until at least the end of the Snapshot Immutability Lock Period and will be deleted by STACKIT no later than 30 days after the end of the Snapshot Immutability Lock Period. Access by the customer to the data affected by the Snapshot Immutability Lock is possible for a maximum of 30 further days from the time of termination of the subscription.

Annex | Exportability

(Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data	Data stored by the customer in the STACKIT File Storage	Yes	various, depending on the customer data	Data can be downloaded from the STACKIT File Storage via NFS (Network File System). This usually requires an NFS client.
User Accounts & Permissions	Access to STACKIT project	Yes	JSON / Text	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., storage usage)	Yes	JSON / Text	The current storage space usage can be queried via API or STACKIT portal
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	Text	The permitted NFS versions can be found in the STACKIT documentation.
Product / service-related data	Configuration data and source code	No. Company confidential STACKIT.	-	-

(product properties)	Log Data (non personalized and personalized) <i>System-status, technical events, etc.</i>	No. Company confidential STACKIT.	-	-
	Log Data (non personalized and personalized) of the File Storage API <i>Login/Logout of User, User activities</i>	Yes	JSON / Text	All API-Calls to STACKIT File Storage API via STACKIT Audit Log