

Service certificate

STACKIT

**Application Load
Balancer**

**Version and start of
validity**

Version 1.2	Valid from 2026-07-07
-------------	-----------------------

Service certificate | STACKIT

Application Load Balancer

Service name

STACKIT Application Load Balancer

High level service description

The STACKIT Application Load Balancer is a fully managed Layer 7 load balancing service that intelligently distributes HTTP and HTTPS traffic across application backends, such as STACKIT Compute Engines. It enables advanced, content-based routing of requests, thereby increasing the scalability, availability, and security of modern applications. The service is deployed and managed via the STACKIT Cloud Platform.

Key features

- Intelligent routing of HTTP/HTTPS traffic, for example, based on hostnames, paths, and headers.
- Increased availability and scalability of customer applications.
- SSL/TLS termination to offload computationally intensive encryption tasks from backend servers.
- With the Web Application Firewall feature enabled: Identification and filtering of malicious traffic, as well as defense against common attack patterns.

Service plans

The STACKIT Application Load Balancer is currently offered with the following service plan:

Plan	Type	vCPU	RAM (GB)	Connection Limit per Load Balancer
p10 - Application Load Balancer Dedicated	High Availability (HA) (Active / Passive) (2 VMs)	1	2	Up to 10.000
p10 - Application Load Balancer Dedicated, incl. WAF	High Availability (HA) (Active / Passive) (2 VMs)	1	2	Up to 10.000

Metrics

- The STACKIT Application Load Balancer is billed per instance, per hour started, until the respective load balancer is deleted.

As soon as the Web Application Firewall (WAF) feature is enabled on a load balancer instance, additional charges apply. Billing is based on each hour or portion thereof until the WAF feature is disabled or the load balancer is deleted.

STACKIT Cloud Services (e.g., VMs, storage, network) procured by the customer within the project and that are required to operate the load balancer are billed separately according to the terms and conditions specified in the respective service agreement for the cloud service and are not included in the price of the STACKIT Application Load Balancer service.

SLA specifics

- The monthly availability of the STACKIT Application Load Balancer Service is 99.9%. Availability is defined as the percentage of time the service is able to distribute traffic to the configured, healthy target instances.

Backup

- The customer is responsible for backing up and restoring their Application Load Balancer configurations. STACKIT offers the customer the ability to access and export their current configuration via the STACKIT Cloud Platform and its associated API.

The STACKIT Application Load Balancer Service does not back up customer secrets, such as access and login data for a customer-configured STACKIT Observability Integration. These must be recreated by the customer after a disaster recovery.

Additional terms

The following additional conditions of the open-source components used apply to the use of the STACKIT Application Load Balancer Service:

- Debian: https://www.debian.org/social_contract
- 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 take place 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	No. Company confidential STACKIT.	-	-
	<i>Configuration of IT-systems / rudimental IT, settings, customizing, IP's, VLAN, interfaces, software code, scripts</i>			
	Log data (non personalized and personalized)	No. Company confidential STACKIT.	-	In the event of a support request, STACKIT may temporarily store log data. This process is covered and governed by the joint data processing agreement.
	<i>System-status, technical-events, etc.</i>			
	Log data (non personalized and personalized)	Yes	JSON	All API-Calls to LB API via <u>STACKIT Audit Log</u> 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>			