

STACKIT GmbH & Co. KG  
Stiftsbergstraße 1 | 74172 Neckarsulm

## 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.

### 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

### Metric

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

STACKIT Cloud Services (e.g., VMs, storage, network) procured by the customer within the project and used as targets for 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.google.com/search?q=https://www.debian.org/social\\_contract%23guidelines](https://www.google.com/search?q=https://www.debian.org/social_contract%23guidelines)
- 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.
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.	-	-

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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

	Configuration of IT-Systems/rudimentary IT, Settings, Customizing, IP's, VLAN, Interfaces, Software Code, Scripts			
	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 LB API via <a href="#">STACKIT Audit Log</a> Changes on organizations, folders and projects and respective cloud resources are logged and collected in the audit log.

### Version and start of validity

Version 1.0, valid from 07.01.2026