Service Certificate – STACKIT Kubernetes Engine

Service Name
STACKIT Kubernetes Engine

High level service description
STACKIT Kubernetes Engine ("SKE") is a robust, scalable and managed Kubernetes service for the provision and management of containerized applications by the customer. SKE makes it possible for the customer to create customized Kubernetes clusters as self-service using the STACKIT Cloud Portal and delivers upstream conformant Kubernetes clusters. The SKE simplifies the provision of standard Kubernetes applications and containerized workloads.

Key Features
- Auto-update functions in the Kubernetes and system software versions keep clusters up-to-date.
- Automatic repair functions make rapid problem detection in the cluster possible, initiate a repair process and as such reduce the operational expenditure.
- Event-controlled Pod and node auto-scaling adapt to the cluster according to the actual utilization.
- The billing of SKE is carried out per managed cluster (running/in hibernation) per hour commenced until deletion of the respective cluster.

Metric
- The billing of SKE is carried out per managed cluster (running/in hibernation) per hour commenced until deletion of the respective cluster.
- STACKIT Cloud Services acquired by the customer within the cluster (for example VMs, Storage, Network) are billed separately according to the conditions named in the respective service certificate related to the Cloud Service and are not included in the price of the SKE.

SLA Specifics
- The SKE is available provided the API server is accessible for a cluster at the service transfer point.
- Failures in Kubernetes nodes, volumes or Pods within the SKE clusters are treated in the calculation of availability as excluded events in the sense outlined in the general service description and as such do not affect the calculation of availability.

Backup
The execution of backups and the recovery of data within the Kubernetes cluster that is managed by SKE is the responsibility of the customer.

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Komplementärin: STACKIT Beteiligungs-GmbH | Sitz: Neckarsulm | Registergericht: Stuttgart, HRB 795936
Geschäftsführer: Christian Müller, Robin Hermann

Additional Terms

- The following conditions also apply to the use of SKE:
  - Alpine: https://pkgs.alpinelinux.org/packages
  - Flatcar: https://github.com/flatcar/Flatcar/blob/main/LICENSE
  - 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)	Block Storage with customer data	Yes	Packed directory e.g. ZIP rar tar.gz	Customer can export stored data from block storage.
	Kubernetes Cluster configuration data	Yes	YAML / JSON	Customer can export all Kubernetes objects. These also contain the authorizations within the SKE cluster.
User Accounts & Permissions	Access to STACKIT project	Yes	JSON	General access to the STACKIT project can be seen in the "IAM and Management" section in the STACKIT Portal. Every member with "editor" rights can create a new kubeconfig ($\rightarrow$ access to the SKE cluster).
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	CSV / JSON	STACKIT Observability integration Customer can use tools like kube-state-metrics and grafana to export this data on its own if he is not using the STACKIT Observability integration
	Sizes and Capacities	Yes	CSV / JSON	STACKIT Observability integration Customer can use tools like kube-state-metrics and grafana to export this data on its own if he is not using the STACKIT Observability integration
System properties (Instances / Resourc	Kubernetes version and Operating System version of Kubernetes nodes	Yes	JSON	via Portal or STACKIT SKE-API

es in use)				
Product / service-related data (product properties)	Configuration data and source code	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 SKE-API via STACKIT Audit Log

Version and start of validity
Version 1.2, valid from 12.09.2025