

**STACKIT GmbH & Co. KG**  
Stiftsbergstraße 1 | 74172 Neckarsulm

## Service Certificate – STACKIT Public IP address (IPv4)

### Service Name

STACKIT Public IP address (IPv4)

### High level service description

The STACKIT Public IP address (“STACKIT Public IP address (IPv4)”) allows customers to connect from or to their Virtual Machine(s) (“VM”) operated via the STACKIT Cloud over the Internet.

- Incoming network traffic from the Internet: The STACKIT Public IP address (IPv4) can be subsequently added to or removed from a VM already created by the customer. The STACKIT Public IP address (IPv4) address is translated to an internal IP address via Network Address Translation (NAT).
- Outgoing network traffic to the Internet: The STACKIT Public IP address (IPv4) can be used to allow customer-created VMs to access the Internet using Source Network Address Translation (SNAT).
  - A STACKIT Public IP address (IPv4) can be created and used implicitly (e.g. as part of a STACKIT Network Area creation with Internet access) – When the last network assigned to a project in a STACKIT Network Area is deleted, this STACKIT Public IP address (IPv4) is automatically removed and released.

### Key Features

- Access to customer-created VMs from the Internet using a STACKIT Public IP address (IPv4)
- Access of VMs to the Internet
- The STACKIT Public IP address (IPv4) is automatically allocated when the first VM is created in an Internet project

### Service Plans

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### Metric

- Billing per reserved or assigned STACKIT Public IP address (IPv4) per hour or part thereof.

### SLA Specifics

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**STACKIT GmbH & Co. KG**  
Stiftsbergstraße 1  
D-74172 Neckarsulm

Tel: +49 (0) 7132-30474747  
info@stackit.de  
www.stackit.de

Kommanditgesellschaft mit Sitz Neckarsulm  
Amtsgericht Stuttgart HRA 741347  
USt-IdNr. DE368560082

Commerzbank AG  
DE55 6004 0071 0521 9928 00  
SWIFT/BIC: COBADEFFXXX

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

## Backup

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## Additional Terms

- The protection of the instances created by the customer against access from or to the Internet is the responsibility of the customer (e.g. by using of Security Groups, (local) firewalls, system hardening, etc.).
- The customer is responsible for avoiding negative reputation of the STACKIT public IPs.
- STACKIT cannot assume any responsibility for the reputation of public IP addresses on the Internet and cannot influence them.

## 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	No	-	We do not save customer data in the product.
User Accounts & Permissions	<i>Information about users and their permissions</i>	Yes	JSON	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., CPU usage, memory usage)	No	-	Performance data is not collected.
	Sizes and Capacities <i>Capacities of the available resources / instances</i>	Yes	JSON	The resources used / remaining can be queried via quotas (limits for resources) via the API ( <a href="#">IaaS-API</a> ) or the STACKIT Portal
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	No	-	Not collected/not applicable.

Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT	-	Generally no - some components we use are open source. In the backend we use OVN+OVS and OpenStack which are publicly accessible. Yaook is a public open source project for OpenStack lifecycle management which was founded by STACKIT, besides others. <a href="https://github.com/openvswitch/ovs">https://github.com/openvswitch/ovs</a> <a href="https://github.com/ovn-org/ovn">https://github.com/ovn-org/ovn</a> <a href="https://wiki.openstack.org/wiki/Getting_The_Code">https://wiki.openstack.org/wiki/Getting_The_Code</a> <a href="https://gitlab.com/yaook">https://gitlab.com/yaook</a>
	Log Data (non personalized and personalized) <i>System-status, Technical-events, etc.</i>	No. Company confidential STACKIT	-	-
	Log Data (non personalized and personalized) <i>Login/Logout of User, User activities</i>	Yes	JSON	All API-calls to the IaaS-API can be retrieved through the audit logs.

### Version and start of validity

Version 2.1, valid from 12.09.2025