



Data Protection Support Guide

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Introduction

Iron Mountain Incorporated (NYSE:IRM) helps organizations around the world reduce the costs and risks associated with information protection and storage. Iron Mountain offers comprehensive records management and data protection solutions, along with the expertise and experience to address complex information challenges such as rising storage costs, litigation, regulatory compliance and disaster recovery. Founded in 1951, Iron Mountain is a trusted partner to more than 100,000 corporate clients throughout North America, Europe, Latin America, and Asia Pacific.

Iron Mountain is the leading provider of Off-site Tape Vaulting services for critical computer information systems records. Iron Mountain operates the most extensive network of vault facilities in the country. These specialized facilities are strategically located to serve major disaster recovery centers during emergencies and disaster testing, in addition to daily off-site tape vaulting requirements. Iron Mountain sets the industry standard in data security by providing quality services and products that protect our customers' critical information.

How to Make a Request/Pick-up – Customer Response

Delivering unparalleled service to our customers is our highest priority. That's why Iron Mountain Customer Response is always ready to take your requests for Data Protection services and support. Because we maintain multiple call centers, you can be sure our trained customer service representatives will be available 24 hours a day, 365 days a year.

When you call Customer Response, you can:

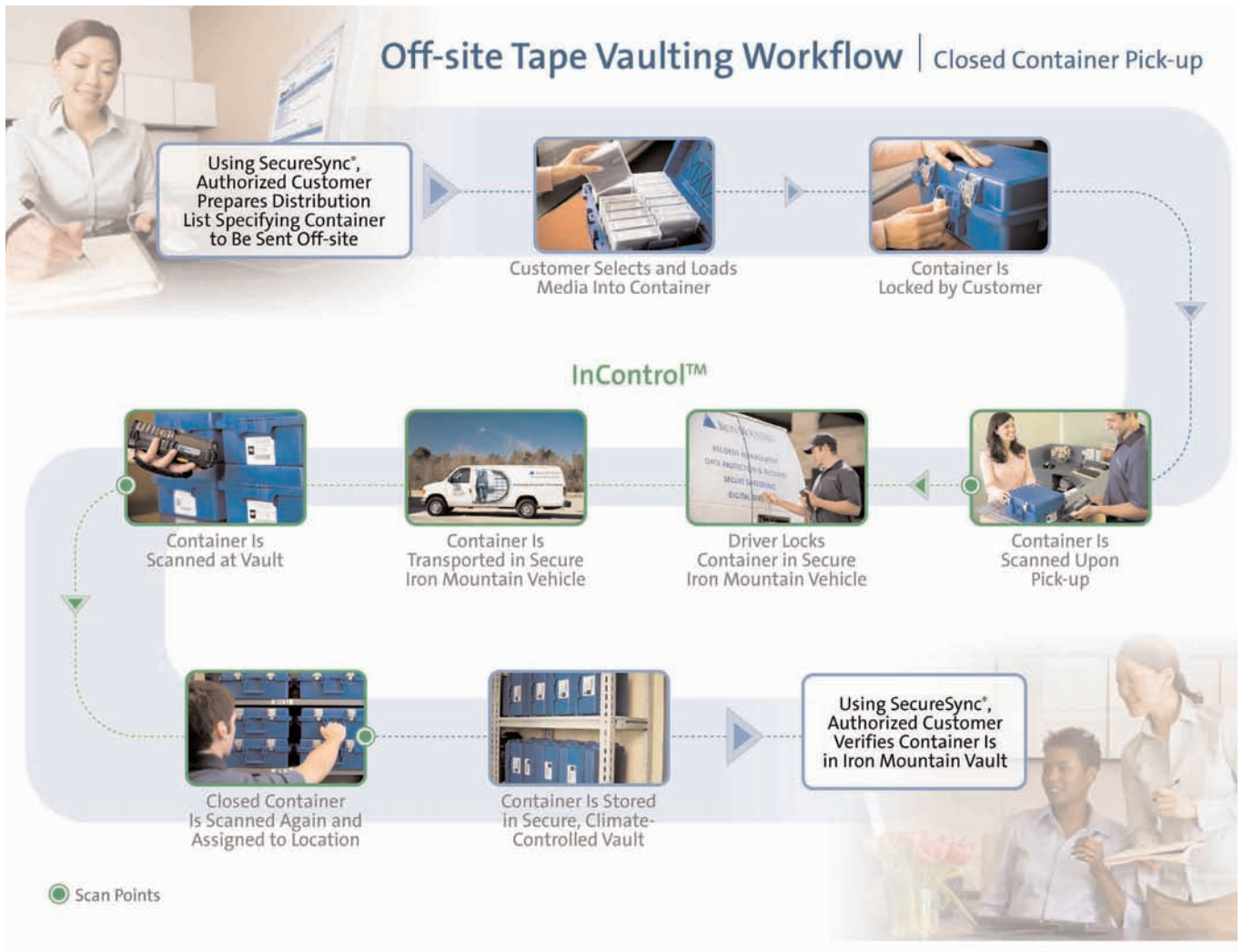
- ▶ Declare a Disaster Recovery (DR) or schedule a DR test
- ▶ Request a pick-up, delivery, add-on, or special service – critical or standard special
- ▶ Contact technical support
- ▶ Receive help from a customer service representative
- ▶ Reach key personnel at your local facility
- ▶ Leave a message for an agent to return your call

You can reach Customer Response by phone: 1-888-365-IRON (4766), by fax: 1-866-248-IRON (4766) or by email: requests@ironmountain.com. When contacting Customer Response, please provide the following information:

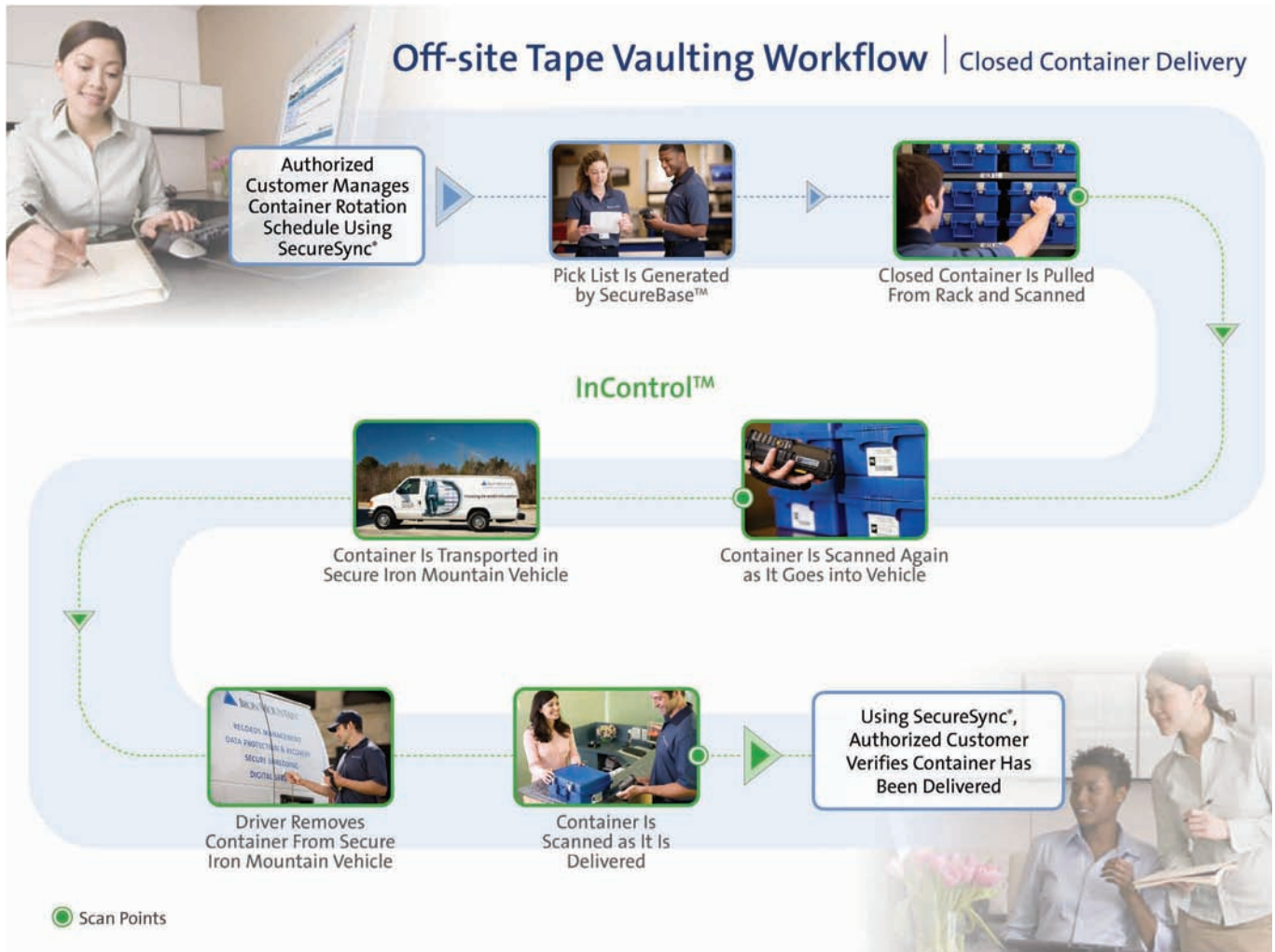
- ▶ Your Name
- ▶ Customer Number
- ▶ Authorization Number (this information is found on your authorization card)
- ▶ Secret Question/Answer is an alternative to having the Authorization Number available
- ▶ Phone Number

Customer satisfaction is considered to be critical to Iron Mountain. If there's anything we can do for you, just ask!

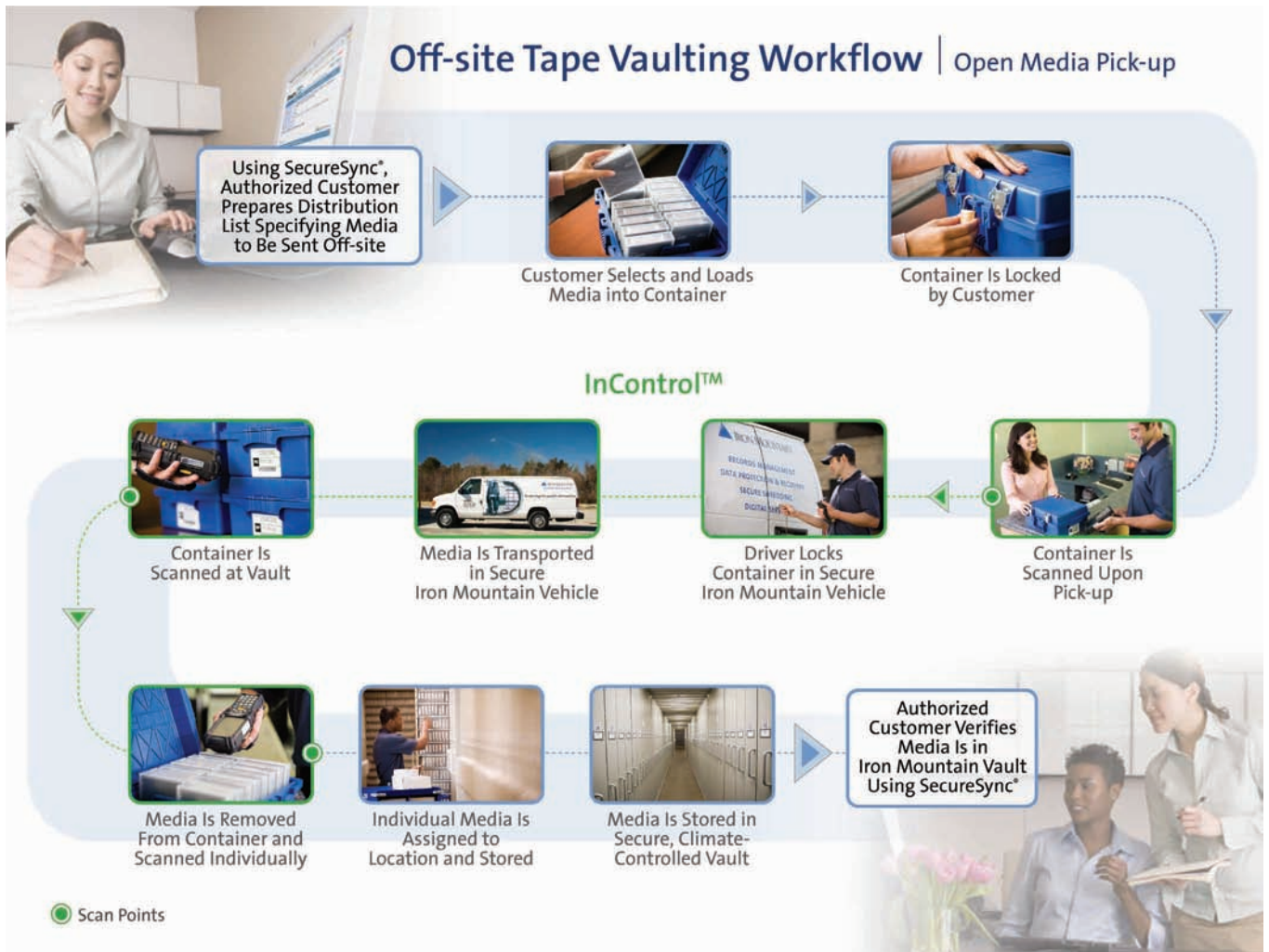
Off-site Tape Vaulting Workflow – Closed Container Pick-up



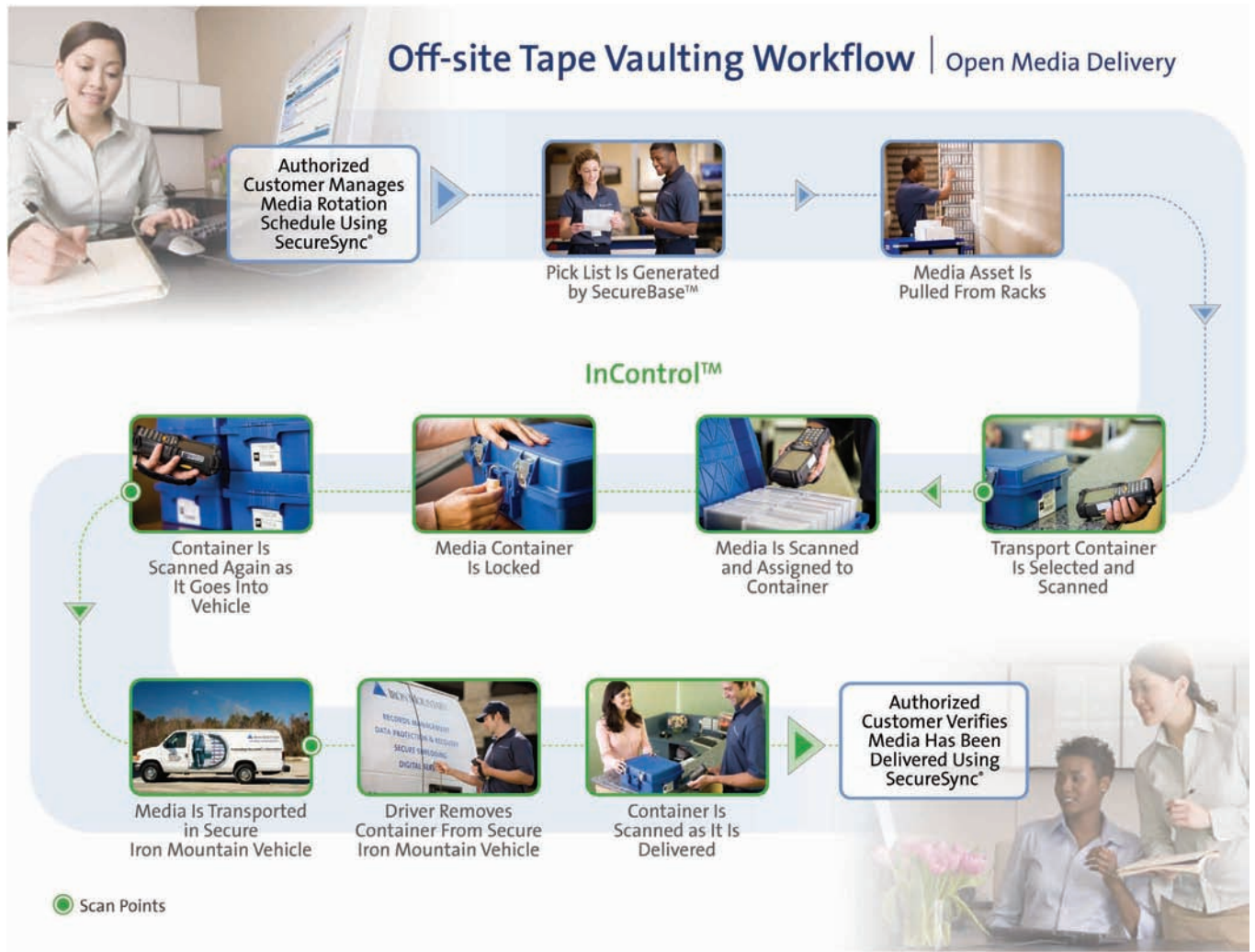
Off-site Tape Vaulting Workflow – Closed Container Delivery



Off-site Tape Vaulting Workflow – Open Media Pick-up



Off-site Tape Vaulting Workflow – Open Media Delivery



Pick-up and Delivery Q&A

Below are commonly asked questions that will help you understand what occurs during your pick-up and/or delivery.

Q: When can I expect service?

A: Your regularly scheduled pick-up and delivery frequency has been determined by your Data Protection and Recovery requirements. Should it become necessary to change your service date or time, please contact Customer Response at 1-888-365-IRON (4766).

Q: When the Transportation Service Specialist delivers or picks up my media, what documents should I have with me?

A: Along with your media, please bring the following items:

- ▶ Photo ID and/or Authorization Card with PIN#.
- ▶ SecureSync® Pick-up Manifest printout. If the request is not placed via SecureSync, a printed listing on company letterhead will be acceptable. This verification process will ensure the items scheduled for pick-up can be verified against the pick-up list the Transportation Service Specialist will have upon arrival.

Q: How does Iron Mountain know I am authorized?

A: During your regularly scheduled service, an Iron Mountain Transportation Service Specialist will arrive at your site of transaction within the pre-agreed upon service time window. Each Transportation Service Specialist is equipped with a hand held scanner that is a part of our media management system, SecureBase™. The Transportation Service Specialist will select your customer number in the scanner. Every person that is authorized for your account is listed in the scanner. To ensure security, the Transportation Service Specialist will ask you to enter a PIN-code (the first 4-digits of your authorization number) into the scanner to verify your identity and to establish chain-of-custody date and time. Your name will be associated with the transaction in SecureBase for tracking purposes.

Q: I have a container that needs to be picked up. What can I expect?

A: The Transportation Service Specialist will scan each container that you are sending off-site. The Transportation Service Specialist will ensure that all of the containers that you intend to send off-site are picked up by comparing them to the list of containers on your SecureSync® Pick-up Manifest. The Transportation Service Specialist will scan the containers upon arrival to complete the chain-of-custody. The Transportation Service Specialist then uploads the scanner, and the return dates and any other descriptive information that you entered into SecureSync will be applied to the containers.

Q: I have a container being delivered. What can I expect?

A: The container is scanned once when it is pulled off the shelf. Then, before leaving the Iron Mountain Data Protection facility, the Transportation Service Specialist loads your container's identification number into a scanner and scans the container before loading the vehicle. At your site, the Transportation Service Specialist scans the container once again to verify that the container identification number matches the one that was uploaded into the scanner.

Q: If I have a closed container and transport container, how do I tell the difference between them?

A: The identification number on the container label will help you differentiate between a closed and transport container. Any container label with a "TR" preceding the container number means it is an Open Media Transport. Please ensure that you only use Transports for Open Media. Please see the section titled "Container Standards" on page 8 for samples of closed and transport container labels.

Container Standards

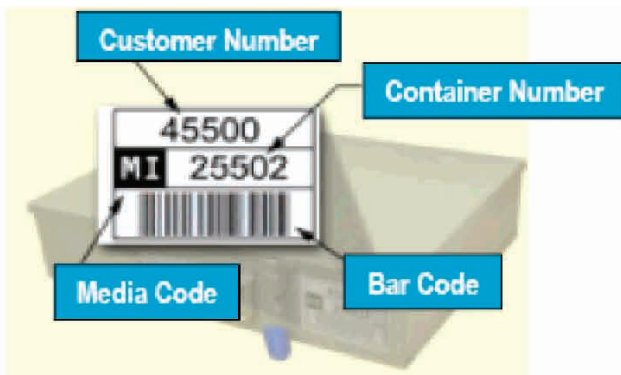
This section outlines the standards for labeling Closed Containers and Transport Containers.

- Iron Mountain's policy dictates that all containers, both closed and transport, must be labeled with the correct media types. This allows for proper billing of our customers nationwide.

This section outlines the step-by-step explanation for labeling containers.

Below is an example of a closed and transport container label.

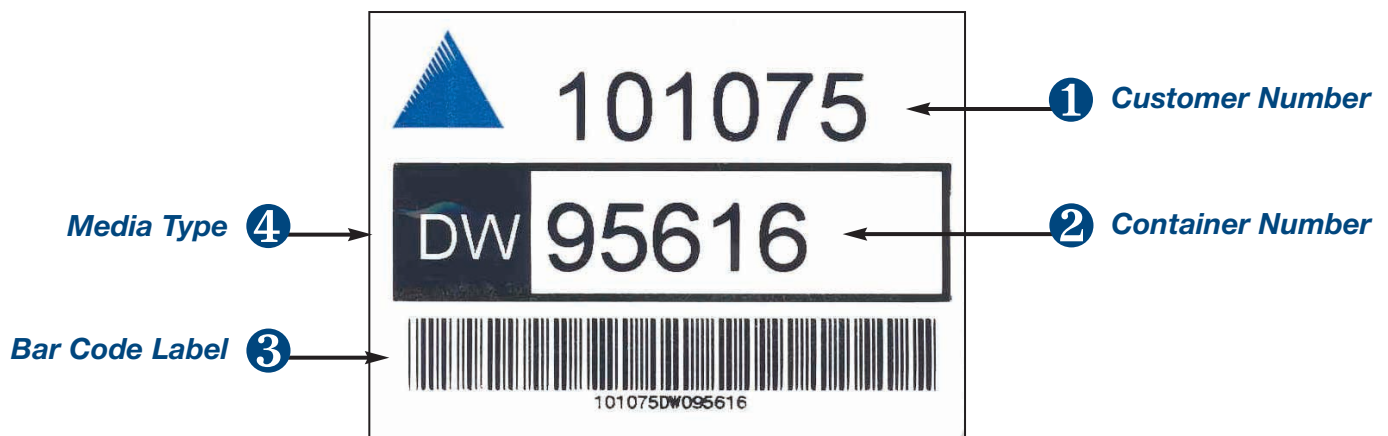
Label for a Closed Container



Label for a Transport Container



To fulfill all of your security needs, Iron Mountain provides custom built containers to protect your magnetic media, hard drives, or hardware. Each media container has an insert designed for your specific media type. The container label indicates: (1) your own unique Iron Mountain assigned customer number; (2) an unique container number; (3) a bar code for scanning and media management, and (4) a system generated media code to identify the container type.



Iron Mountain offers two types of off-site programs: Closed Container and Open Media.

Closed Container Program

With a Closed Container Program, all media is placed in Iron Mountain containers by the customer. The Iron Mountain Transportation Service Specialist picks up the locked container and transports it to an Iron Mountain facility. The container and its contents are placed on shelves in the vault. When the Transportation Service Specialist picks up the container, the customer specifies a return date. If no return date is provided, the container is vaulted indefinitely until the customer requests it. Closed containers are not opened by Iron Mountain employees.

Open Media Program

With an Open Media Program, an Iron Mountain Transportation Service Specialist picks up the locked container and transports it to an Iron Mountain facility. An Iron Mountain Data Protection employee opens the container, checks in each piece of media, compares each piece of media to the customer provided list, and places it on a designated shelf inside the vault. There are two types of transport containers in an Open Media Program: permanent and temporary.

Permanent Transport Containers

Iron Mountain provides transport containers for the safe transportation of open media to and from our vaults. Permanent transport containers are assigned to specific customers. Permanent transport containers are billed at a monthly flat rate.

Temporary Transport Containers

Iron Mountain offers one-time temporary transport containers for Open Media Programs. Temporary transport containers are used only when the supply of permanent transport containers is insufficient for a service day. There is a daily rental fee for temporary transport containers.

Below is a sample of a permanent transport container label. The “TR” within the container number designates the container as a transport.



Requesting Additional Containers

You may order additional containers through SecureSync or by contacting Customer Response at 1-888-365-IRON (4766). Please provide the following information:

- ▶ Customer Number
- ▶ Your Name
- ▶ Authorization Number
- ▶ Desired Delivery Date
- ▶ Phone Number
- ▶ Type of Container
- ▶ Quantity

Authorization

Only authorized individuals at your company are allowed to interact with Iron Mountain. By now, you will have received an authorization card. You will need to know your account number and authorization number to request services via telephone. The first 4-digits of your authorization number will be required to be entered into the Transportation Service Specialist's scanner during pick-up and delivery.

Authorization Levels*

There are six authorization levels:

- A** – May release media for off-site vaulting; may not request the return of media.
- B** – May receive media when returned from off-site vaulting; may request the return of media, except for standard special or critical special requests.
- C** – May request a visit to an Iron Mountain facility; may not request the return of media.
- D** – May request the return of media during a declared emergency; may request the return of media, including standard special or critical special requests.
- E** – May create and modify other users' accounts, including security privileges.
- R** – Receive only; cannot request media; may search for requests and media items.

***NOTE:** Authorization levels are mutually exclusive.

***NOTE:** The above authorization levels do not apply to Disaster Recovery activities. Please see the "Disaster Recovery" section for Disaster Recovery authorization information.

You must have at least one individual for each authorization level: A, B, and D. There must be at least two E-level authorized employees at your company.

Authorization Card

Authorization cards are non-transferable. The name of the employee that the card is assigned to is not printed on the authorization card for security purposes. Please collect authorization cards in the event of an employee termination. If an authorization card is lost or stolen, an E-level individual needs to notify Iron Mountain immediately.

How to Make Authorization Changes

Only E-level employees are allowed to make authorization changes. The E-level may make changes in one of two ways. The modifications may be made in our Web-based application, SecureSync. Modifications can also be made by submitting a letter on company letterhead, signed by an E-level individual; this document is then faxed to Customer Response at 1-866-248-IRON (4766).

It is important that these measures are followed to insure added security to both you and Iron Mountain.

Access Authorization Form

The Access Authorization form is a required form for all new accounts. It contains information critical to the account setup process.

The authorization requirements for each location being serviced are two E-level Authorized users. In a multi location scenario, the two E-levels may be assigned for more than one location and the customer should be aware that each of the branches could be contacting him/her to further complete the authorization forms. It is advised that the customer select an E-level contact at the local account to the Service Branch for more efficient setup of the Authorization list. E-levels are the only individuals who can add, delete or change users on the account and must do so in writing to Iron Mountain or through SecureSync.

When completing this form, all fields inclusive of the Secret Question & Answer must be completed. You may choose to provide additional contacts in written form on company letterhead. Complete the balance of the form through SecureSync.

- ❶ Indicate if the Access Authorization Form is being complete for a new account or an update to an existing account. Check the appropriate box in the upper right of the form.
- ❷ Date the form with the date the request has been submitted
- ❸ Note customer number and name.
- ❹ Record individual customer contact information in the main body of the form:
 - a. Authorized Contact Name – complete full customer name
 - b. Record customer title
 - c. Record customer contact information including work phone, pager number, cell phone, home phone and email address.
 - d. Indicate the customer secret question and answer. Note: For SecureBase set ups, there is no set of secret questions to choose from. Customer can determine what will work for them.
 - e. Authorization Level – check off the appropriate access authorization level(s)
 - f. DR Authorization Level – check off the appropriate DR authorization level(s)
 - g. Obtain E-level signature on form

***NOTE:** Fax directions on bottom right of form are for updates to the account. emailed forms are not acceptable as E-level signature is required.

For your reference, an example of the Access Authorization Form can be found on the following page.

Access Authorization Form (sample)



Access Authorization Form Data Protection

☐ New ☐ Update

Customer Number/ID _____
Customer Name _____

Date _____

Time _____

Authorized Users					
Authorized Contact Name (First Name / MI / Last Name)	Title	Contact Numbers & Email	Secret Question & Answer	Authorization Level	DR Authorization Level
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4
		Work Phone/Ext: _____ Pager: _____ Home Phone: _____ Cell: _____ Email Address: _____	Q. _____ A. _____	<input type="checkbox"/> A <input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> R	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 4

Make additions as necessary, sign below, and return this form to Iron Mountain.
An E-level signature is required to make changes

Two E level users required on all Iron Mountain Off-site Tape Vaulting accounts

*E-LEVEL SIGNATURE:

Authorization Levels
Authorization levels are mutually exclusive. A user may have a combination of letters. Combinations like ABE, for example, are acceptable.
A - May release media for off-site vaulting; may not request the return of media.
B - May receive media when returned from off-site vaulting; may request the return of media, except for standard special or critical special requests.
C - May request a visit to an Iron Mountain facility; may not request the return of media requests.
E - May create and modify other users' accounts, including security privileges.
R - Receive only; cannot request media; may search for requests and media items.

- E-Level Interaction Authorization
- Confirm media to include in DR
- Manage DR Documents
- Declare/Verify a DR
- Revise DR Authorization

DR Authorization Levels
Authorization levels are mutually exclusive. A user may have a combination of numbers. Combinations like 123, for example, are acceptable.
1 - Confirm media to include in DR
2 - Manage DR Documents
3 - Declare/Verify a DR
4 - Revise DR Authorization

Please fax completed form to:
Fax: 1-866-248-4766

v.1.8.07

Disaster Recovery

At Iron Mountain, our primary concern is protecting your data to help ensure business continuity. In the event of a disaster (or for disaster recovery test exercises), additional security procedures are put into place in order to protect your critical information.

In order for Iron Mountain to provide you with the most efficient response time in the event of a disaster, enter your disaster recovery information online using SecureSync. For assistance, please contact Customer Response at 1-888-365-IRON (4766).

Please note the authorizations below. Disaster Recovery authorizations are designated in addition to your normal authorization levels.

DR 1 – Can confirm media to include in DR.

DR 2 – Can revise DR plans.

DR 3 – Can Declare and Verify Disaster Recovery.

DR 4 – Can revise DR authorization list.

In addition, Iron Mountain will assist you with the development of a disaster recovery plan which may include the following planning strategies:

- ▶ Critical file analysis
- ▶ Data retention schedules
- ▶ Business impact analysis
- ▶ Recovery alternative analysis
- ▶ Disaster recovery planning
- ▶ Corporate contingency planning
- ▶ Departmental contingency planning
- ▶ Contingency plan auditing and maintenance

For more information on these additional services, please contact Customer Response at 1-888-365-IRON (4766).

SecureSync® Overview

Iron Mountain is committed to providing reliable, high-quality services and support tools that deliver real business value. To this end, we are constantly improving SecureSync, the web-based customer interface with Iron Mountain's internal process management system, SecureBase. SecureSync supports Closed Container and Open Media programs.

Listed below are some SecureSync features that will help you manage your Off-site Tape Vaulting program requirements. SecureSync groups these features under six tabs: Process Media, Authorization, Request, Research, Disaster Recovery, and Admin.

The [Process Media](#) tab allows you to:

- ▶ Prepare containers for pick-up with return dates and descriptions before a transportation specialist arrives.
- ▶ Download a detailed inventory file of all closed containers and open media, either at Iron Mountain or in transit.
- ▶ Create or import distribution (shipping) lists for open media that is being sent off-site and validate media prior to saving.
- ▶ Scan your tapes and compare them to lists transmitted from your tape management system for verification.
- ▶ Transmit files to Iron Mountain's Customer Connectivity application without establishing a direct FTP connection. (For customer's with strict firewall security constraints—customers must be set up in the Customer Connectivity application before using this feature).

The [Authorization tab](#) lets you:

- ▶ Search for existing users to determine and edit their information.
- ▶ Add new users or delete unauthorized personnel.
- ▶ Add authorization comments that are applied globally to all users.
- ▶ Check account status to determine if any are under-assigned.
- ▶ Print an authorization list.

The [Request tab](#) lets you:

- ▶ Search for prior requests.
- ▶ Request delivery of open media and/or containers.
- ▶ Order new containers and locks.
- ▶ Request new transports.
- ▶ Delete existing containers.
- ▶ Reschedule service.
- ▶ Request logical vault audits, authorization card replacement, requests for tape inventory list or bids for other Iron Mountain services.

The [Research tab](#) allows you to:

- ▶ Review results of completed logical vault audits.
- ▶ Review quality exceptions.
- ▶ Search for containers or transports.
- ▶ Search for open media.
- ▶ Review vault status reports, as well as entering additional information related to an individual Vault Status Report, creating an audit trail for your internal purposes.
- ▶ Create a report showing all media (both containers and open media) being sent to Iron Mountain and being received from Iron Mountain within a given date range.
- ▶ Save and resolve Open Media Scan Verification results, to track the status of verification issues, providing an audit trail for internal use.
- ▶ Search for and view saved verification results from Open Media (OM) Scan Verification.

The [Disaster Recovery tab](#) allows you to:

- ▶ Create disaster recovery plan instructions for Iron Mountain.
- ▶ Create disaster recovery test plan instructions.
- ▶ Open a printable Disaster Recovery Plan form that will assist you in documenting your disaster recovery instructions for Iron Mountain.
- ▶ Open a printable Disaster Recovery Emergency Contact document that provides emergency contact information.
- ▶ Search for Iron Mountain employee emergency contact information.
- ▶ Store up to 10MB of your own Disaster Recovery process documents in any form. Files are created and maintained solely by you and are secure and off-site.

The [Admin tab](#) lets you:

- ▶ Edit your own personnel information.
- ▶ Customize your own login and vault status report email preferences.
- ▶ Customize account level security and other account level controls.
- ▶ Easily change your password.

SecureSync® Features and Benefits

FEATURES	BENEFITS
<ul style="list-style-type: none">▶ Automate daily vault status report▶ Securely store DR Plan and instructions▶ Compare TMS inventory to off-site inventory for audit purpose – closed loop discrepancy report.▶ Track media sent to disaster recovery hot site▶ Automate the scheduling of rotation and return dates▶ Online access 24x7x365	<ul style="list-style-type: none">▶ Reduces manual entry – saves time▶ Enhanced disaster recovery preparedness▶ Reporting for compliance▶ Chain-of-custody for critical business data▶ Standardized business practices▶ Real-time management of your accounting and inventory

For detailed, step-by-step instructions on all of the features of SecureSync, please refer to the, “Resources” link at the top of the SecureSync Web site.

Getting Started with SecureSync®

To begin using Iron Mountain's services, reference the following the steps:

1. Verify that the following supplies are present. If they are not, notify the Iron Mountain representative right away during your orientation or contact Customer Response at 1-888-365-IRON (4766).
 - ▶ Locks
 - ▶ Keys
 - ▶ Containers
 - ▶ Authorization Cards
 - ▶ Iron Mountain Quick Reference Guide
 - ▶ SecureSync user ID and password

2. If you are storing Open Media, this means that your media is removed from the transport containers once they have arrived at Iron Mountain and is then slotted in our open tape racks. Please be aware that:
 - a. Your transport container(s) must have a "TR" on the bar code label. It will look similar to this:



- b. Each transport container will be opened upon arrival to Iron Mountain and each piece of media will be stored in an open racking system.
 - c. Each piece of media must be bar coded
 - i. If no bar code is present, contact Customer Response to order the appropriate bar codes for your media type.
3. If you are storing Closed Media, this means that your media will stay in the container you place it in, and the container will not be opened by Iron Mountain personnel. Each container is managed as one unit and is returned to the customer on the requested date. Please be aware that:
 - a. Closed containers will remained locked and unopened throughout the retention cycle with Iron Mountain.
 - b. Verify the container bar code does not contain a "TR" reference. It will look similar to this:



4. Make sure that your locks and keys work together, and match the number of containers you have.
5. Now you are ready to login to SecureSync to access your account and schedule your first service.

Open Media Processing – OM Distribution List

Please follow these steps when processing your open media through SecureSync to be picked up by your Iron Mountain Transportation Service Specialist.

1. Login to our SecureSync Web site: <https://www3.securesync.com>
2. Enter your User Name and Password.
3. Click on the “Process Media Tab” – located at the top left.
4. Click on “OM Distribution List”
5. Next locate the, “Add Media to Distribution list” link. It is in the middle of your screen to the left under the caption, “Add Media”.
6. In the pop up window that appears, enter all media bar code numbers to be processed for pick-up in the, “scan/type here” box. After you enter each number, hit “enter” on your keyboard. When you are finished with your list, click, “ok”. You can also scan in media with a compatible scanner.
7. Click the dark blue square under the “Return Date” to click the date you would like your tape returned to your site. If you leave this field blank, the tape will be kept off-site indefinitely. You can also use the Auto Complete Values section to set the default to return dates or descriptive information for easy duplication.
8. Under “Description” you may put your tape description, or any other information you may require to better identify this tape. The maximum number of characters that can be entered into this field are 1,024.
9. After you enter all of the information for each tape you are sending out, click the “submit” button located at the bottom.
10. Then, click the “Prepare Report” button located at the bottom.
11. You will have the choice to save or print this file.
12. Place your tapes into your TR containers (refer to container label).
13. Print out a copy of the Distribution List and place it inside the transport container. Your tapes are now ready to be sent to Iron Mountain.

An example of what the initial screen should look like:

The screenshot shows the SecureSync web application interface. At the top, there's a navigation bar with links like SecureTrack, iOnlineStore, Resources, Contact Us, and Logout. Below this is a header section with the SecureSync logo and a dropdown menu for Customers, currently set to '31003, Only Customer, (King of Prussia)'. The main content area has a tabbed interface with 'Process Media' selected. Under 'Process Media', there's a sub-tab 'Add Media' with a link 'Add Media to Distribution List'. Below this link, there's a section for 'Retention Profile' with a dropdown set to '7 year'. Then, there's an 'AutoComplete Values' section with input fields for 'Return Date' (set to '05/17/2013'), 'DRP Code', and 'Description'. At the bottom, there's a table titled 'Open Media Distribution List (Ordered by Entered Sequence)' with columns: 'Entered Sequence', 'Media Number*', 'Return Date', 'DRP Code', and 'Description'. The table is currently empty. Below the table, there are 'Submit' and 'Delete All' buttons. A footer note states: '* Items denoted with an asterisk indicate a required field.'

Closed Container Processing – Container Pick-up

Please follow these steps when processing your closed containers through SecureSync to be picked up by your Iron Mountain Transportation Service Specialist.

1. Login to our SecureSync Web site: <https://www3.securesync.com>
2. Enter your User Name and Password.
3. Click on the “Process Media Tab” – located at the top left.
4. Click on “Container Pick-up”
5. Locate the container from the list that you would like to send out to Iron Mountain.
6. Click the box under “On Manifest” next to the container you would like to send out.
7. Click the dark blue square under the “Pending Return Date/Current Status” to click the date you would like your container returned to your site. If you leave this field blank, the tape will be kept off-site indefinitely.
8. Under “Description” you may put your tape numbers, or any other information you may require to better identify this container. The maximum number of characters that can be entered into this field are 1,024.
9. After you enter all of the information for each container you are sending out, click the “submit” button located at the bottom.
10. Then, click the “Prepare Pick-up Manifest” button located at the bottom.
11. You will have the choice to save or print this file. Regardless of your decision, please print one copy to send off-site with your container(s). You will need to put this report on top of your container(s) and have it ready for your Transportation Service Specialist to pick-up. An example of what the screen should look like:

SecureSync 4.1.0 - Microsoft Internet Explorer

SecureTrack | IOnlineStore | Resources | Contact Us | Logout

SecureSync™

Prepare Containers For Pickup

Customer: 31063, Only Customer, (King of Prussia)

Process Media | Authorization | Request | Research | Disaster Recovery | Admin

Click on the 'Pickup' check box to indicate containers to be picked up on the next Iron Mountain service. If a return date is not entered, the container will have indefinite retention when received by Iron Mountain. Selecting a Retention Profile will apply the profile to the container. Click 'Submit' to save the changes.

Click 'Pickup Manifest' to select which scheduled items should be printed on the manifest for Iron Mountain pickup.

☐ Show previously prepared containers. (Use this option to make updates or reprint the Pickup Manifest.)

Prepare Containers For Pickup

(Ordered by Pickup, Container Number)

Container Number ¹	Pickup	Return Date	Description ²	Retention Profile
016046	<input type="checkbox"/>			1 Month=30 days
016047	<input type="checkbox"/>		test1 this is a test 23456 test # 1	1 Month=30 days

Click 'Add Container Contents' to key, import, or scan the container contents.

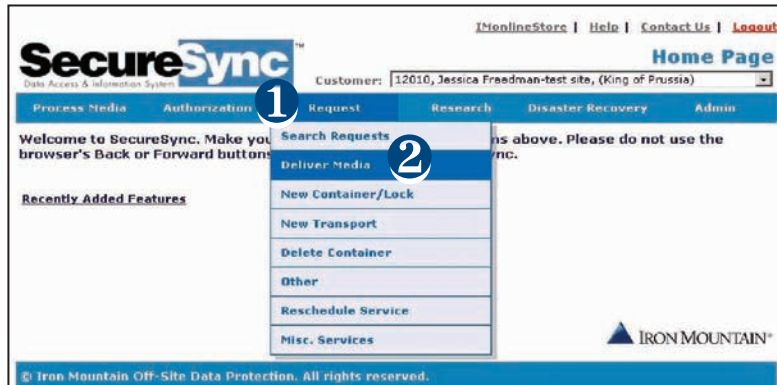
[Add Container Contents...](#)

¹ Containers beginning with TR are Transports. Description and Retention Profile are not available for transports.
² Iron Mountain branches cannot see or change the description. It may be up to 1024 characters long.

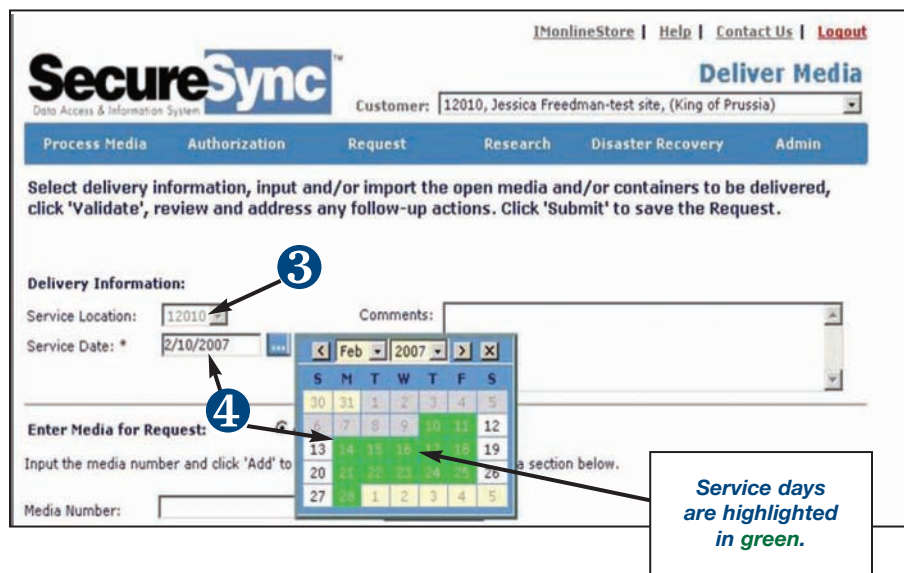
How to Make Requests

Requesting Media/Containers Back from Iron Mountain or Changing Return Dates Using SecureSync

- 1 Click on the **Request** tab
- 2 Click on the **Deliver Media** Tab



- 3 In the **Service Location** drop down box, select the account number that you are requesting media/containers for. Enter any **Comments** if needed.
- 4 Click on the ellipses to choose the **Service Date** that you would like this media/container to be returned to you.



- 5 If you are an **Open Media** account, click on the circle next to **Open Media**, type in the volser or the **Media Number** that you would like returned. Click the **Add** button. This will move the media number to the box labeled **Open Media**. Continue to add as many tape numbers as you need. When finished, click on **Validate**. This will validate that the media numbers entered are at Iron Mountain.

If you are a **Closed Container** account, click on the circle next to **Container**, type in the Container number that you would like returned (type this in the field labeled **Media Number**). Click the **Add** button. This will move the container number to the box labeled **Containers**. Continue to add as many container numbers as you need. When finished, click on **Validate**. This will validate that the container numbers entered are at Iron Mountain. (See diagram below and follow for Container).

5

Enter Media for Request: ☒ Open Media ☐ Container

Input the media number and click 'Add' to add the media to the Entered Media section below.

Media Number:

Click 'Browse' to Import a file. Importing will add media from a file to **Keyboard: Alt-A** media section below.

Import File:

Imported:

Entered Media:

Click 'Validate' to validate the entered media and add it to the Media Requested below.

1 Open Media:

008864

0 Containers:

- 6 If your media is located, it will read “At Iron Mountain” in the Status box. If the media is not located, it will read “Media Not Found” in the Status box. You can check through possible matches by clicking on the ellipses to view similar media numbers. When confirmed, click on **Submit**.

6

Previous Page **Media Requested** (Ordered by Follow-Up, Entered Sequence) Next Page

Entered Sequence	Open Media / Container	Media Number	Status	Follow-Up
1	Open Media	008864	Media Not Found	Possible Matches

Page 1 of 1 (0 Containers, 1 Open Media, 1 items total) Go To Page: GO

* Items denoted with an asterisk indicate a required field.

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Reviewing Authorized Users

1. Login to our SecureSync Web site: <https://www3.securesync.com>
2. Enter your User Name and Password.
3. Click on the “Authorization” tab-located at the top left.
4. Click on “Search Users”.
5. Leave all fields blank and click on “Find All”.
6. In order to make changes to this list, please refer to the detailed instructions under the, “Resources” tab at the top of your screen.

An example of what the initial screen should look like:

Reports

The SecureSync Report feature offers you the convenience of tracking and managing your inventory. Report access is determined by authorization level. The types of reports you can utilize through SecureSync are: Tape Open Media, Container Inventory, Inbound/Outbound, Authorization Report, and Vault Status Report. The following information provides examples and instructions on how to access these reports.

Requirements to print reports is a PDF reader.

Tape Open Media Inventory Report

This report is an overview of all current and historical open media within your account with return dates and current status information.

To access this report, from the menu, click on the following:

- ▶ Click on “**Research**”
- ▶ Click on “**Search Open Media**” (this has filtering options to define a search)
- ▶ Set the “**Search**” options and click on “**Search**”
- ▶ Click on “**Prepare Report**” to print the report.



Printed by: R. Babiash
Report Date: 10/06/2007 16:39
Report Name: rp_om_research..rpt

Open Media Report

Selection Criteria: Branch: Customer - XXXXX King of Prussia

Media #	Logical Vault	Media Type	Location	Date	Return	Status	DRP Code
026024	ACT1	CT-3490 Cartridges				Delivered	
026130	ACT1	CT-3490 Cartridges				Delivered	
026287	ACT1	CT-3490 Cartridges				Delivered	
026829	ACT1	CT-3490 Cartridges				Delivered	
026920	ACT1	CT-3490 Cartridges				Delivered	
030052	ACT1	CT-3490 Cartridges	01-003-003-07-000010		07/08/2025	At Iron Mountain	
030092	ACT1	CT-3490 Cartridges	01-003-003-07-000011		08/07/2025	At Iron Mountain	

Container Inventory Report

This report shows the current status and return dates for all closed containers associated with the account.

To access this report:

- ▶ Click on “**Research**” Tab
- ▶ Click on “**Search Containers**” and set the “**Search**” options
- ▶ Click on “**Prepare Report**” for printing



Printed by: R. Babiash
Report Date: 10/06/2007 4:34:14 PM
Report Name: rp_container_summary.rpt

Container Research Report

Branch :Selection Criteria: King of Prussia Customer - XXXXX, Media Type - <All>, Container # - <All>

Customer Issue Date	Media Type	Container #	Location	Return Date	Current Status	Delete Date
XXXXX	C2-Container - Cartridge 3480 (Capacity = 20)	74420		99-001-001-02	09/14/2007	At Iron Mountain
XXXXX	C2-Container - Cartridge 3480 (Capacity = 20)	74421		99-001-001-02	09/14/2007	At Iron Mountain
XXXXX	C2-Container - Cartridge 3480 (Capacity = 20)	74422		99-001-001-02	09/14/2007	At Iron Mountain
XXXXX	C2-Container - Cartridge 3480 (Capacity = 20)	74423		99-001-001-02	09/15/2007	At Iron Mountain

Inbound/Outbound Report

This report shows the pick-up status and date made by Iron Mountain.

To access this report:

- ▶ Click on “**Research**” Tab
- ▶ Click on “**Inbound/Outbound**” Report
- ▶ Select Report Criteria
- ▶ Click on “**Prepare**” Report



Printed by: R. Babiash
Report Date: 10/06/2007 16:24
Report Name: rp_inbound_outbound_detail.rpt

Inbound/Outbound Inventory Detail Report

Branch: King of Prussia
Selection Criteria: Program Type - All, Customer - 12191, Logical Vault - <All>, Date Range - 09/01/2007 to 09/29/2007

Logical Vault: ACT1		Inbound	*New Inbound	Outbound
9/11/2007				
				W00040
	<i>Total</i>	0	0	1
Total ACT1		0	0	1
Logical Vault: CONT1		Inbound	*Newly Issued	Outbound
9/11/2007				
			824900	
			824901	
			824904	
			824905	
			824906	
			824907	
			824908	
	<i>Total</i>	0	7	0
Total CONT1		0	7	0
Total All Inbound/Outbound		0	7	1

Indicates 1st time in inventory.

Page -1 of 1

Vault Status Report

This report shows the processing of media that has occurred at Iron Mountain.

To access this report:

- ▶ Click on “**Research**” Tab
- ▶ Click on “**Vault Status**” Report
- ▶ Select Report Criteria
- ▶ Click on “**Search**”

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Printed By: K. Lancaster
Report Date: 08/25/2007 18:01
Report Name: rp_om_discrepancy.rpt

Open Media Discrepancy Report

Branch: Rhode Island

Selection Criteria: Filter - Unresolved, Exclude Auto-Resolved - False, Detected Date All - All, Include Transport Discrepancies - True, Customer - <All>, Media Number - None

Cust. #	Media #	Detected Date/Time	Detected In	Discrepancy Type	Exception	Resolution	Orig. Detected	Location *	Last Known Location *	LV	Additional Info
XXXXX	W03466	8/25/2007 16:54	Distribution	Unexpected	Unexpected		08/25/07 16:54 - Distribution - Unexpected	07-002-035-01-000245		ACT1	
Comments:											

Request Report

This report is an audit of all request that were made on the account.

To access this report:

- ▶ Click on “**Request**” Tab
- ▶ Click on “**Search Requests**”
- ▶ Enter search criteria
- ▶ Click on “**Prepare**” Report



Search Requests Results

Customer Number: 12191

Report Date: 10/06/2007 16:44

Printed By: Babiash, Rick

Search Criteria:

Request ID:	All	From:	01/01/2007
Request Type:	All	To:	12/31/2056
Request Status:	All		

Request ID	Service Date	Request Type	Request Status	Request Action	Requested By
118469	05/03/2007	Critical Special	Needs Scheduling	Other	Joseph, Randy
118471	05/03/2007	Critical Special	Needs Scheduling	Other	Joseph, Randy
118473	05/03/2007	Critical Special	Needs Scheduling	Media Pickup/Delivery	Joseph, Randy
118474	05/03/2007	Standard Special	Needs Scheduling	Other	Joseph, Randy
118476	05/07/2007	Scheduled Service	Scheduled	Media Pickup/Delivery	Joseph, Randy
118479	05/04/2007	Scheduled Service	Scheduled	Media Pickup/Delivery	Joseph, Randy
118483	05/07/2007	Add-On	Scheduled	Media Pickup/Delivery	Joseph, Randy
118496	05/04/2007	Add-On	Scheduled	Media Pickup/Delivery	Joseph, Randy
	05/05/2007	Standard Special	Needs Scheduling	Media Pickup/Delivery	Allstep, Brenda

SecureSync® Screens Summary

SecureSync® Screens Summary

This table will guide you to the correct screen in SecureSync to perform a number of different functions. More detailed information is available in the User Guide located under the Resources link.

Please do not use SecureSync if you are declaring a disaster or need to request a Critical Special. Please call Customer Response at 1-888-365-IRON (4766)

Function to perform	SecureSync Menu	SecureSync Menu Option
Create a new Retention Profile	Admin	Add Retention Profiles
Modify an existing Retention Profile	Admin	Retention Profiles
Prepare list for tapes being sent off-site	Process Media	OM Distribution List
Perform scan of tapes being sent off-site to compare to file	Process Media	OM Scan Verification
Apply Retention Profile to a closed container	Research	Search Containers
Prepare manifest for closed container being sent off-site	Process Media	Container Pick-up
Create order for tapes to be sent by Iron Mountain (for future date)	Request	Deliver Media
Perform scan of tapes arriving from Iron Mountain to compare to file	Process Media	OM Scan Verification
Create order for closed containers to be sent by Iron Mountain (for future date)	Request	Deliver Media
Create a pick-up only order for a date when there is no existing regularly scheduled service	Request	Other
Look up an existing order	Request	Search Requests
Change regularly scheduled service date for a holiday.	Request	Reschedule Service
Look up status or history of a tape	Research	Search Open Media

Function to perform	SecureSync Menu	SecureSync Menu Option
Look up status or history of a closed container	Research	Search Containers
Download inventory file	Process Media	Download Inventory
Delete a closed container	Request	Delete Container
Function to perform	SecureSync Menu	SecureSync Menu Option
For users with multiple accounts, look for a specific tape number across all accounts	Research	Global Media Locator
Look up activities by date (range up to a month)	Research	Inbound/Outbound Report
Add new authorized user	Authorization	Add Users
Modify/Delete existing authorized user	Authorization	Search Users
Reset an authorized user's password	Authorization	Search Users
Request to have a replacement authorization card sent for an existing authorized user (not to be used for newly created authorized users)	Request	Misc. Services
Add Disaster Recovery Instructions for Iron Mountain to use	Disaster Recovery	DR Documents
Add Disaster Recovery documents not visible to Iron Mountain	Disaster Recovery	DR Documents
Change your SecureSync login password	Admin	Change Password

*For information on importing a file, please contact 1-800-888-2774. If you need further assistance with SecureSync, call 1-800-888-2774 or email IMOSDPSUPPORT@ironmountain.com.

Facility Access

As a customer, your access to Iron Mountain Vault facilities is available at any time with a 24-hour-in-advance written notice by a C-level individual. Include the following items on your company's letterhead:

1. Level C name and Authorization Number
2. Name of visitor(s)
3. Desired time and date
4. Expected duration of visit
5. Purpose of visit (e.g., tour or audit)
6. Name and phone number of individual to confirm visit
7. Signature

It is advisable to telephone your access request to Customer Response at 1-888-365-IRON (4766) in advance of written notification. For reasons of customer confidentiality, we allow only one customer group in the vault area at a time and visits must be scheduled accordingly. Certain types of customer access may be chargeable as listed on the Iron Mountain Data Protection Customer Agreement. A C-level authorized employee must accompany all visitors.

Upon arrival, visitors will be asked to present personal photo identification. Visitors' names will be checked against your written documentation. Each individual will then be asked to sign our Visitor Register, and read and sign our Proprietary Rights and Non-Disclosure Agreement.

Our personnel will accompany you at all times. Purses, briefcases, outer garments, or any type of transmitting devices (i.e. cellular telephones) will not be allowed in the vault area. Accommodations will be made available to safely store such materials during your visit. Removal of media from the vault area for any reason is not permissible.

Transportation

Regardless of the mode of transportation you select, we strongly recommend that you engage with Iron Mountain at both the shipping point and the receiving point. Our expertise will add the following benefits to the effective control of your media:

- ▶ Proper care in the labeling and the secure packaging of your media
- ▶ Bar code scanning of the outbound and inbound shipment
- ▶ Media transport to and control of transfers with the third party
- ▶ Continual monitoring of the shipment while in transit
- ▶ Investigation and resolution of any discrepancies that may occur

Iron Mountain is happy to provide the details of some of the transportation services offered by select third-party transportation carriers. Choosing an appropriate transportation solution to meet your needs will always be your choice as a customer. Please note that you will need to sign a standard Third Party Transportation Authorization Form before we can transfer your material to a third-party carrier.

Risks of Choosing the Lowest-Cost Option

While using general ground carriers, package carriers or freight-forwarding companies may reduce costs, they place media at a higher risk within the chain-of-custody. For example, there could be four or more parties involved handling cargo through an airfreight forwarder in both the shipping and receiving activities: Iron Mountain, the forwarder, airline personnel and a contracted cargo handling team on the airport tarmac. Additionally, such cargo may be unnecessarily subjected to bad weather. Most importantly, there is no unique priority placed on your shipment by that carrier. This class of cargo may be bumped (put on a later flight) by an airline in favor of moving freight in a higher-priority category. If chain-of-custody is at all important, this is not the way to transport media.

Iron Mountain sets the industry standard for information security and protection with hiring practices, training, systems, and processes. We take the safety and security of your information assets seriously and treat them as if they were our own. Please contact your local branch, Account Manager or Customer Service Associate for more information. We are available to meet with your leadership team to better evaluate your requirements and to assist you in building a strong recovery process.

Summary

An effective Data Protection and Recovery strategy not only restores data that has been destroyed, damaged or misplaced but also prevents information from falling into the wrong hands. Additionally, a sound strategy helps ensure companies are meeting compliance requirements within regulations affecting their industries.

The key for any organization — regardless of its size or the industry in which it plays — is to implement a Data Protection strategy that mitigates business risk, reduces cost, and increases compliance, while helping to improve overall business service levels. Ensure your data is protected and quickly recoverable by outsourcing with a trusted partner having the expertise, resources, security, and consistent best practices processes.

Quick Reference Card

Please take a moment to complete the section below with the information pertinent to your organization.



Customer Quick Reference Card – Data Protection

Customer Name:

Customer #:

For Questions, Requests, Authorized User Updates:

USA Customers

Iron Mountain Customer Response

1000 Campus Drive

Collegeville, PA 19426

Call 1 888 365 IRON

Fax 1 866-248-4766

Canadian Customers

Contact your local Iron Mountain location as noted below:

**Local IM
Mailing & Shipping
Address**

Iron Mountain – Location:

Street Address:

City: , State/Prov.: Postal Code:

Contacts

General Manager:

Customer Service Manager:

Local Office Phone#: Local Office Fax#:

General Reminders – All Customers

- Always make a note of your Request Number for your future reference
- For SecureSync Set Up and training, please contact Customer Response as note above
- For address changes or authorized user changes that will not be handled via SecureSync, please contact Customer Response as noted above
- When faxing orders, make sure all information is complete, including Customer #, Address, Contact Name, & Phone Number.

Data Protection Support Guide

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 **IRON MOUNTAIN®**
745 Atlantic Avenue
Boston, Massachusetts 02111
(800) 899-IRON

Iron Mountain operates in major markets worldwide, serving thousands of customers throughout North America, Europe, Latin America, and Asia Pacific.
For more information, visit our Web site at www.ironmountain.com.