HOW TO READ YOUR INVOICE

1. **DIRECT QUESTIONS TO** | Contact information for billing questions

2. **ADDRESS BLOCK** | Your billing address

3. **ANNOUNCEMENTS** | Advice, updates, and invoice-specific messaging.

4. **ACCOUNT OVERVIEW**
   - Invoice Number. Unique number assigned to order fulfillment and billing for services rendered
   - Invoice Date. Date the invoice was created
   - Storage Period. Storage is typically billed in advance
   - Service Period. Service dates included in this invoice
   - Customer ID. Unique ID assigned to your account
   - Division ID/Department Name. Additional levels of identifiers and segmentation for billing purposes/business functions; this varies for each customer
   - PO Number. Purchase order number supplied to Iron Mountain if applicable
   - Total Amount Due. Amount due for this invoice including past due balances and total new charges
   - Due By. The date your payment is due to Iron Mountain

5. **MONTHLY STATEMENT SUMMARY**
   - Balance Activity. Invoice activity since your last statement, including the total amount due from your prior invoice, payment received and applied, any adjustments made this period to prior invoices, and summary total of prior balance activity.
   - New Charges. Summary of storage charges includes “Storage, Regular” within the storage period and “Storage, New” within the service period. Summary of service, supplies, other charges, applicable taxes within the service period. Late fee assessed per your contract terms. These categorized charges are detailed on page two of the invoice.
   - Total Amount Due. Summary of prior balance activity and total new charges.
   - Due By. Date when payment is due to Iron Mountain, based on your contract terms and conditions.

6. **LEGEND** | Invoice reference information section
### ACCOUNT OVERVIEW

- **Customer ID.** Unique ID assigned to your account
- **Division ID/Name.** Unique Division ID assigned to your account
- **Department ID/Name.** Unique Department ID assigned to your account
- **Invoice Number.** Unique number assigned to order fulfilment and billing or services rendered
- **Invoice Date.** Date the invoice was created
- **PO Number.** Purchase order number supplied to Iron Mountain if applicable

### INVOICE CHARGE DETAILS

- **Description.** The specific service or storage item charge
- **Quantity.** The total number of units that are being charged for the corresponding line item under Description
- **Rate.** The price per one (1) unit that is the charge per service or storage listed in the corresponding line item under Description
- **Amount.** The total amount due for the corresponding line item listed under Description
- **Subtotal.** The total amount due for all charges on this invoice page before taxes
- **Tax.** Province. The total amount of taxes due by state or province for all charges
- **Late Fee on Past Due Balance.** The late fee is assessed per your contract terms
- **Total New Charges.** The total amount of charges, taxes and late fee due on this invoice

### CERTIFICATE OF DESTRUCTION

_Certification language displays on the invoice for those customers that have shredding-specific orders included on the invoice_

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