

DP Services (Finland)

This document lists the Services (alongside with the service levels) Iron Mountain provides to Customer when Customer signed an Agreement on the provision of media management services (“**DP Agreement**”).

The content of this document is incorporated into and forms inseparable part of the DP Agreement by reference.

STORAGE: Iron Mountain will reserve and maintain space within its facility for the storage of Customer’s Media and/or Media Containers. Facilities are installed with suitable dry gas fire suppression system and environmental controls appropriate for the storage and preservation of Media. Media are stored on a logical vault basis. Storage fee is based on the type and quantity of the stored Media, or – in case the Media is placed into a Media Container - of the Media Container that stores the Media. The decision on whether the Media will be stored in a Media Container or as an individual tape shall be at the Customer’s discretion. The storage quantity when the stored quantity reaches its peak during the billing month shall represent the basis of the monthly storage fee. Iron Mountain reserves the place of the Media/Media Containers ordered for temporary retrieval (pull), therefore, the storage fee will be charged even when the respective Media/Media Containers are pulled. Storage will be charged for a full month regardless of the number of days in the month during which the Media/Media Containers have been in storage.

Minimum monthly holdings management charge: If the calculated monthly storage fee falls below this, the Customer pays minimum monthly holdings management charge.

Storage – Tape: Means the storage of loose Media items, such as round-reel tapes/cassettes, compact discs, magnetic Linear Tape-Open data storage devices (LTO), magnetic Digital Linear Tapes (DLT), or any other types of media (e.g. USB flash drives), the size of which does not exceed the size of a VHS (video) tape.

Storage - Media Containers:

Datatight 5 - Media Container (datacase) suitable to store 5 Media items.

Datatight 14 - Media Container (datacase) suitable to store 14 Media items.

Datatight 30 - Media Container (datacase) suitable to store 30 Media items.

Iron Mountain has no knowledge of the quantity of Media placed into a Media Container, therefore, the full service fee will apply even if the Media Container contains less Media than its maximum capacity.

PROCESSING MANAGEMENT SERVICES:

Add: If Customer orders the first intake of a new Media/Media Container, Iron Mountain takes over such Media/Media Container, registers the barcodes/unique identification data shown on the Media/Media Container, and allocates the Media/Media Container in the facility. For this Service, Iron Mountain charges a one-off, per item fee. Before the first intake of any Media/Media Container, Customer shall ensure that the Media – or if the Media was placed into sealed and closed Media Container – the Media Container is properly barcoded; otherwise Iron Mountain might refuse the takeover. Iron Mountain provides its Services on the physical assets, and not on the content of the assets. Iron Mountain never examines the contents/value of the Media, and even if the Customer provides descriptive information related to the Media, Iron Mountain will not accept the authenticity of the listed information. Customer is to ensure that the content of the Media is password-protected or otherwise encrypted, no matter that the Media is stored as a loose Media item, or within a Media Container. It is also the Customer’s responsibility to ensure that in case of loss, deterioration or accidental destruction of the Media, its content remains available (recoverable) on other Customer devices/servers.

Pull and refile: Upon Customer’s order, Iron Mountain physically identifies and retrieves (pulls) from its facility the requested Media/Media Container. Pull is a per item fee which is charged automatically if, for the completion of Customer’s Service order, the prior identification and retrieval of the requested Media/Media Container deems necessary (pull is considered a preliminary but separately charged Service to courier, permanent withdrawal, secure destruction, etc. Services). Therefore, the completion deadline for such Services will only apply if the daily pull/refile quantity does not exceed the below stated quantity limits. Iron Mountain will charge the Service fee even if the Media/Media Container is not found in the facility due to reasons attributable to Customer (e.g. the Customer orders retrieval of a loose Media item that has already been retrieved). Upon Customer’s order, Iron Mountain returns (refiles) the Media/Media Container which has previously been retrieved to its facility. Charge will apply separately for pull and refile. The fee depends on the type and quantity of the pulled/refiled Media/Media Container. Since Iron Mountain has no right to open the Media Container, it is unable to perform pull Services on individual Media-items which are placed into Media Container.

SLA – Pull / Media or Media Container	50 Media or Media Container / day
SLA – Refile / Media or Media Container	50 Media or Media Container / day

Permanent withdrawal: If Customer permanently removes Media/Media Containers from Iron Mountain’s facility, Iron Mountain will charge permanent withdrawal fee beyond pull charge, no matter that such removal takes place during the term or upon expiry/termination of the Agreement. Permanent withdrawal entails additional Services beyond simple retrieval (e.g. status modification in the Request system, preparation of electronic closing report, repeated revision of barcodes, maintenance works, and – if necessary - replacement of pallets). The fee depends on the quantity of the permanently withdrawn Media/Media Container Daily maximum SLA for pull applies. Permanent withdrawal does not include handling and courier services.

COURIER SERVICES: Iron Mountain charges delivery fee for visiting the sites indicated by Customer (round trip) if the route involves or aims to involve the handling of Media/Media Containers, if Iron Mountain delivers Media-storage/management products to Customer. The delivery fee is based on the number of transportation occasions (in this respect, delivery to and pickup from Customer’s premises are treated as separate occasions). Iron Mountain distinguishes two types of delivery. *Normal delivery* means when Customer requests the delivery of Media/Media Containers by giving single service orders on an ad hoc basis. In contrast, *scheduled delivery* means when – based on Customer’s own back-up plan - the Customer

requests the delivery of Media/Media Containers in a logical order by setting a regular and recurring rotation period, sequence and frequency (once a month at least) when the delivery of Media/Media Containers must take place. Planned rotation schedules must be proposed by Customer's Authorised User in writing or in e-mail to Iron Mountain's Customer Care department, and shall not be treated effective until accepted by Iron Mountain in writing or in an e-mail reply. Once an agreed rotation schedule is implemented, the Media/Media Container will be delivered to or collected from the Customer's sites in accordance with the sequence and frequency provisioned in the rotation schedule.

Scheduled delivery: If an agreed rotation schedule has been implemented (for working days), Iron Mountain will deliver the Media/Media Container/products in accordance with this schedule. SLA for normal pull will apply.

Normal delivery/collection: Ad-hoc, normal delivery/collection orders placed on working days until 2 pm will be completed until 4 pm on the next working day, whereas orders placed after 2 pm on working days will be completed until 4 pm on the working day following the next working day, provided in both cases that the Customer's site is within a 30 km distance from Iron Mountain's facility. SLA for normal pull will apply.

Urgent delivery: If Customer orders urgent delivery, Iron Mountain arrives to the Customer's premises within four working hours from the placement of the order (e.g. service order confirmed at 3 pm will be completed until 11 am next working day), provided that the Customer's site is within a 30 km distance from Iron Mountain's facility. This deadline applies to the below maximum daily delivery quantity. Urgent delivery fee works as a per occasion surcharge added beyond normal delivery fee. Iron Mountain does not provide urgent collection service.

SLA – Urgent delivery	10 Media or Media Container / day
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Waiting at Customer's site: The delivery/pickup Services are designed to include a maximum of 15 minutes waiting time. After 15 minutes of delay, waiting fee shall be charged per every commenced quarter hour.

RESOURCE SERVICES:

Data entry: Customer may provide descriptive information related to the Media delivered to the facility on listing sheets. Iron Mountain will register these data in the inventory system, and will charge a per item data entry fee therefor. Iron Mountain does not accept the authenticity of the listed information, and never examines the real contents of the Media in any way.

ICS Worker (labour): Upon Customer's order, according to pre-agreed criteria, Iron Mountain provides professional support to the sorting and packing of Customer Media either at the Customer's site or at Iron Mountain's facility (however, Iron Mountain never investigates the contents of the Media). The Customer shall verify the Service completion by signing the worksheet. After every commenced hour on the site, full hourly fee will be charged.

Audit on site: This fee will apply when Customer (or its' dedicated third-party auditors) conduct off- or on-site audits at Iron Mountain, as the cooperation in audit procedures puts additional workload on Iron Mountain employees (e.g. filling-out audit surveys, providing services, accompanying auditors on-premises etc.). After every commenced day, a full daily fee will be charged.

SALE OF PRODUCTS: Iron Mountain sells to the Customer barcode labels and Media Containers suitable for storage. Iron Mountain's price offer is individualised to each Customer (and depends on the quantity and type of the requested products).

SERVICE ADMINISTRATION: When Customer places its Service order to Iron Mountain, Iron Mountain's customer service will process the order, and this per order fee will be charged.

NOTES: Iron Mountain provides its Services during normal business hours only (working days between 8 am and 4 pm). Customer must indicate clearly if his order requires urgent completion (in the subject of the e-mail and with accompanying phone call).
