

OSDP Services

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 (“OSDP Agreement”).

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

MEDIA STORAGE: Iron Mountain will reserve and maintain space within Iron Mountain’s 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 shall 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. 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. 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 will refuse the takeover. Iron Mountain provides its Services on the physical assets, and not on the content of the assets. Iron Mountain registers the Media/Media Containers by virtue of barcodes only, and it does not retain any descriptive information on the contents of the Media/Media Container (such as type or value), furthermore it never examines, nor has any knowledge of the contents of the Media. 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 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 remain available (recoverable) on other devices/servers.

XM - minimum monthly storage fee: If the calculated monthly storage fee falls below this, the Customer shall pay *minimum monthly storage fee*.

Types of Media:

DC - Tape storage (DAT): Means the storage of round-reel tapes/cassettes.

DF - CD storage: Means the storage of compact disc-type Media.

DT - Tape storage (LTO/DLT): Means the storage of magnetic Linear Tape-Open data storage devices (LTO) or magnetic Digital Linear Tapes (DLT).

DW – Other media storage (max. VHS size): Means the storage of any other types of Media (e.g. USB flash drives). Size may not exceed the size of a VHS (video) tape.

Types of Media Containers:

C3 – STANDARD DLT/LTO5 closed container storage (max. 5 cassettes):

Suitable for storing 5 DLT/LTO type magnetic Media at most.

C5 / C6 – STANDARD DLT/LTO20 closed container storage (max. 20 cassettes):

Suitable for storing 20 DLT/LTO type magnetic Media at most.

CJ – NON STANDARD SMALL-SIZE closed container storage:

Non-standard size container, suitable for storing 10 DLT/LTO type magnetic Media at most.

CK – NON STANDARD MEDIUM-SIZE closed container storage:

Non-standard size container, suitable for storing 15 DLT/LTO type magnetic Media at most.

CL – NON STANDARD BIG-SIZE closed container storage:

Non-standard size container, suitable for storing 50 DLT/LTO type magnetic Media at most.

CM – PELI CASE 1150 type closed container storage:

Storage of any-type Media in PELI CASE 1150 closed container.

CU – PELI CASE 1550 type closed container storage:

Storage of any-type Media in PELI CASE 1550 closed container.

CV – PELI CASE 1600 type closed container storage:

Storage of any-type Media in PELI CASE 1600 closed container.

Customer is obliged to hand over all types of Media Containers in locked, sealed form to Iron Mountain. Iron Mountain shall have no right to open the Media Container, or to examine the contents of the Media Container in any way. Iron Mountain has no knowledge of the quantity of Media placed into the Media Container, therefore the full service fee will apply even if the Media Container contains less Media than its maximum capacity.

HANDLING: Upon Customer’s order Iron Mountain physically identifies, retrieves and prepares for delivery the requested Media/Media Container. Iron Mountain shall 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 the Media/Media Container which has previously been retrieved to its facility. The handling fee shall be charged per every occasion, for retrieval and return separately. The amount of *handling fee* depends on the type and quantity of the retrieved/returned Media/Media Container.

DCH2 – Tape Handling (DAT): Means the retrieval/return of all types of round-reel tapes/cassettes.

DFH2 – CD Handling: Means the retrieval/return of any sort of compact disc-type Media.

DTH2 – Tape Handling (LTO/DTO): Means the retrieval/return of magnetic Linear Tape-Open data storage devices (LTO) or magnetic Digital Linear Tapes (DLT).

DWH2 – Other Media Handling: Means the retrieval/return of any other type of Media.

CLH2 – Container Handling: Means the retrieval/return of any-types of Media Containers. Since Iron Mountain has no right to open the Media Container, it is unable to perform handling Services on the Media placed into Media Container.

DELIVERY: Iron Mountain charges *delivery fee* for visiting the sites indicated by Customer (round trip) provided that the route involves or aims to involve the handling of Media/Media Containers, or if Iron Mountain delivers data-storage products to Customer. The *delivery fee* is based on the number of transportation occasions (in this respect, delivery to Customer’s premises and pick-up to Iron Mountain’s facility are treated as separate occasions). Iron Mountain distinguishes two types of delivery. *Ad hoc 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 an Authorised User of Customer in writing or in e-mail to Iron Mountain’s Customer Service, 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.

JA - Ad-hoc delivery (from 8:00 to 17:00 from Mon to Fri): In case of service orders placed and confirmed on working days between 8:00 a.m. and 5:00 p.m., Iron Mountain shall deliver the Media/Media Container between 8:00 a.m. and 5:00 p.m. on the next working day. This deadline applies up to the maximum delivery quantity defined in the below table. In case of quantities exceeding this limit, the delivery deadlines are subject to further negotiations.

SLA – JA – Ad-hoc delivery	20 loose Media items / day 20 Media Containers / day
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JB – Ad hoc 3-hour express delivery (from 8:00 to 17:00 from Mon to Fri): If the Customer orders express delivery, Iron Mountain arrives to the Customer’s premises within three hours from the confirmation of the order. Iron Mountain receives orders for express delivery on working days between 8:00 a.m. and 2:00 p.m. only. This deadline applies up to the maximum delivery quantity defined in the below table. In case of quantities exceeding this limit, the delivery deadlines are subject to further negotiations. Customer’s premises must be within 20 kilometres distance from Iron Mountain’s facility.

SLA – JB – Ad hoc 3-hour express delivery	5 loose Media items / day 5 Media Containers / day
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JE – Ad hoc 4-hour express delivery out of business hours on working days: Deliveries are considered as ‘*out of business hours on working days deliveries*’ if the orders should be completed on working days between 5:00 p.m. and 8:00 a.m. If the Customer orders this type of delivery, Iron Mountain arrives to the Customer’s premises within four hours from the confirmation of the order. This deadline applies up to the maximum delivery quantity defined in the below table. In case of quantities exceeding this limit, the delivery deadlines are subject to further negotiations. Customer’s premises must be within 20 kilometres distance from Iron Mountain’s facility.

SLA – JE – Ad hoc 4-hour express delivery out of business hours on working days	5 loose Media items / day 5 Media Containers / day
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JF – Take over at Iron Mountain’s facility: If Customer wishes to take over/hand over the Media/Media Container at Iron Mountain’s facility, Iron Mountain does not charge *delivery fee*, only the *handling fee* will be charged.

JH – Ad hoc delivery on weekends and holidays: Deliveries are considered as ‘*on weekends and holidays deliveries*’ if the orders should be completed between Saturday 0:00 a.m. and Sunday 24:00 p.m. or on public holidays. If the Customer orders this type of delivery, Iron Mountain arrives to the Customer’s premises within five hours from the confirmation of the order. This deadline applies up to the maximum delivery quantity defined in the below table. In case of quantities exceeding this limit, the delivery deadlines are subject to further negotiations. Customer’s premises must be within 15 kilometres distance from Iron Mountain’s facility.

SLA – JH – Ad hoc delivery on weekends and holidays	5 loose Media items / day 5 Media Containers / day
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JS – Scheduled delivery: If an agreed rotation schedule has been implemented (for working days), Iron Mountain will deliver the Media/Media Container in accordance with this schedule. This service is limited to a maximum quantity defined in the table below.

SLA – JS – Scheduled delivery	20 loose Media items / day 20 Media Containers / day
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JM – Delivery abroad: Call for offer.

JW – Scheduled delivery on weekends and holidays: If an agreed rotation schedule has been implemented for deliveries between Saturday 0:00 a.m. and Sunday 24:00 p.m. or on public holidays, Iron Mountain shall deliver the Media/Media Container in accordance with this schedule. This service is limited to a maximum quantity defined in the table below.

SLA – JW – Scheduled delivery	20 loose Media items / day
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TI – Rent of delivery container: For security reasons, Iron Mountain does not allow the delivery of loose Media-items without outer protection. Therefore, if Customer orders the delivery of loose Media, Iron Mountain places the Media into barcoded delivery container. The delivery container protects the Media against mechanical and temperature changes during transportation. Media of different customers are placed into separate delivery containers. Delivery containers remain the property of Iron Mountain. This Service is connected to the delivery of Media, therefore not subject to separate service order (will be charged automatically).

OTHER SERVICES

XD – Media Destruction: This Service includes the transportation of Media/Media Containers into the incinerator or shredding facility, and their destruction in a secure and safe manner. Once destruction is completed, neither the Media, nor their contents can be restored. A certificate of destruction will be supplied to the Customer after the completion of destruction. Customer's Authorised User may place an order for destruction by facsimile, in e-mail or in writing (phone excluded). Iron Mountain will not send any prior destruction offer to Customer about the Media/Media Containers indicated by the Customer to be destroyed. Since Iron Mountain has no knowledge of the type and value of the data contents, Customer is obliged to raise Iron Mountain's attention if – due to the specific contents, type or value - the Service is subject to special legal conditions (such as prior official authorization, etc.). Iron Mountain is unable to examine the Customer's compliance with statutory preservation periods related to data contained in the Media. The *destruction fee* is based on the number of the Media/Media Containers to be destroyed. Regardless of the number of the items – however - a minimum destruction fee of HUF 36.000,- shall be charged per every destruction occasion.

XF – Reports: Upon Customer's order Iron Mountain provides reports on Customer's movement and history statistics and inventory lists. The fee for this Service is set on an hourly basis. For each commenced work hour a full hourly fee shall be charged. The reports shall be sent to Customer within 1 (one) working day in hardcopy or electronic format as requested by the Customer.

XP – Sale of Products: If Customer does not have Media Containers suitable for storage, or otherwise wishes to purchase Media Containers, Iron Mountain provides to Customer such products for sale. Iron Mountain's price offer is individualised to each Customer (depending on the quantity and type of the requested products).

XW – Barcode Printing: Iron Mountain registers the Media/Media Containers by virtue of the barcodes shown on the Media/Media Containers only. This Service includes the printing of barcodes, which are necessary for identification. It is for the Customer, however, to ensure that the Media/Media Containers are correctly barcoded.

318 – Administration - For a monthly fee charged per each customer account, Iron Mountain provides availability to and accessibility of its operative departments (such as customer centre and finance department).

Notes: For services not indicated here, Iron Mountain will charge hourly or special fees. During normal business hours (working days between 8 am and 5 pm) the confirmation of service orders will take place within one hour from receipt.
