Iron Mountain Overview

Iron Mountain Incorporated (NYSE:IRM) helps organizations around the world reduce the costs and risks associated with information protection and storage. We offer 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 120,000 corporate clients throughout North America, Europe, Latin America and Asia Pacific. For more information, please visit our Web site at www.ironmountain.com.

Solution Categories

Iron Mountain offers a comprehensive array of records management, secure shredding and digital information protection and storage solutions to help companies reduce costs and manage risks.

Records Management Services

- Records Management
- Accutrac® Software
- eRecords Management
- Iron Mountain Discovery Service (Stratify®)
- Domain Name Management
- Compliant Records Management Programs
- Records Management Consulting
- Document Management Solutions
- Fulfillment Services
- Health Information Management Services
- Film and Sound Archive
- Energy Data Services

Information Destruction

- Secure Shredding
- DataDefense™
- Decru Encryption Services
- Compliant Shredding Programs

Data Protection and Recovery Services

- Off-Site Tape Vaulting
- Server Data Protection
- PC Data Protection
- Technology Escrow
- E-mail Continuity
- Disaster Recovery Support Services

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The Numbers Tell the Story

The result of our focused approach has been nothing short of remarkable.

- Over 1,000 record centers and data vaults comprising 64 million square feet worldwide
- 335 million cubic feet of hard copy records stored
- Over 10 million linear feet of medical records under management
- 60 million pieces of data stored in highly secure data protection vaults
- 1.4+ petabytes of mirrored digital data
- Over 2.5 million PCs backed up/70 million digital files restored to date
- Over 120,000 customer accounts and growing daily
- 3,500+ vehicles making 18 million trips a year worldwide

Iron Mountain takes great pride in its tremendous financial stability and consistently strong performance. We are built on a highly recurring revenue model that boasts 76 consecutive quarters of storage revenue growth. Our stable and very predictable revenue streams and the cash flows they generate, allow us to make significant investments in new products and services and increased security to better protect and store our customers' information.

Facts:

- Became public in 1996 (Ticker Symbol IRM)
- Currently ranked number 722 on the Fortune 1000
- More than $2.7 billion of revenues in 2007
- More than $5 billion in total assets

Iron Mountain Locations

Iron Mountain has a global network with local service. Promoting consistency across media and geographies, we service 39 countries on 5 continents.

Iron Mountain Coverage

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Renewal Schedule A:

PROGRAM PRICING SCHEDULE

Records Management and Secure Shredding

This Records Management and Secure Shredding Pricing Schedule is incorporated into and made part of the Customer Agreement ("Agreement") between Iron Mountain Information Management, Inc., (the "Company" or "Iron Mountain") and Ohio Office of Procurement Services, (the "Customer").

Please see our Customer Information Center at cic.ironmountain.com for a Glossary with definitions of the terms used in this Pricing Schedule and more detail regarding our services, standard processes, and billing practices. In addition, restrictions apply to volume and/or stated timeframes for some service transaction types and these may be found in the Glossary under each service type.

This Records Management and Secure Shredding Pricing Schedule supersedes and terminates any prior Records Management and Secure Shredding Pricing Schedule and/or Schedule A existing between Iron Mountain and the Customer for the accounts noted below.

Ohio Office of Procurement Services

District Name/Number: Columbus - 03222 | Customer No. Multiple
Effective Date: July 1, 2009

Standard Storage and Services

STORAGE		
Description	**Effective Price**	**Per**
Carton Storage	$0.138	Box

PROGRAM MANAGEMENT SERVICES — RECEIVING AND ENTERING		
Description	**Effective Price**	**Per**
Receiving and Entering - Carton	$1.50	Box

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PROGRAM MANAGEMENT SERVICES — RETRIEVALS/REFILES		
Description	**Effective Price**	**Per**
Regular Retrieval - Carton	$1.80	Box
Regular Retrieval - File from Carton	$1.75	File
Regular Refile - Carton	$1.80	Box
Regular Refile - File to Carton	$1.75	File

PROGRAM MANAGEMENT SERVICES — ARCHIVAL DESTRUCTION		
Description	**Effective Price**	**Per**
Archival Destruction - Carton	$3.50	Box plus Regular Retrieval Charge

PROGRAM MANAGEMENT SERVICES — PERMANENT WITHDRAWAL		
Description	**Effective Price**	**Per**
Permanent Withdrawal - Carton	$2.00	Box plus Regular Retrieval Charge

PROGRAM MANAGEMENT SERVICES — TRANSPORTATION SERVICES		
Description	**Effective Price**	**Per**
Next Day Delivery	$18.00	Transportation Visit plus Handling Charge
Regular Pickup	$18.00	Transportation Visit plus Handling Charge
Handling Charge	$0.60	Box

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Premium Storage and Services

PROGRAM MANAGEMENT SERVICES — RETRIEVALS/REFILES		
Description	**Effective Price**	**Per**
Rush Retrieval - Carton	$3.30	Box
Rush Retrieval - File from Carton	$3.55	File
Regular Interfile - Carton	$2.50	Each

PROGRAM MANAGEMENT SERVICES — TRANSPORTATION SERVICES		
Description	**Effective Price**	**Per**
Half Day Delivery	$40.00	Transportation Visit plus Handling Charge
Rush Delivery - Business Day	$80.00	Transportation Visit plus Handling Charge
Rush Delivery - Weekends/Holidays/After Hours	$186.91	Transportation Visit plus Handling Charge
Rush Pickup - Business Day	$80.00	Transportation Visit plus Handling Charge

PROGRAM MANAGEMENT SERVICES — INDIVIDUAL LISTING OF FILES		
Description	**Effective Price**	**Per**
Individual Listing	$1.00	File

PROGRAM MANAGEMENT SERVICES		
Description	**Effective Price**	**Per**
Labor	$36.50	Hour

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Custom Storage and Services

STORAGE		
Description	**Effective Price**	**Per**
Storage Minimum	$50.00	Month

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Schedule A:
PROGRAM PRICING SCHEDULE
Records Management Definition of Services

Storage

Storage at Iron Mountain facilities of Customer records ("Deposits" or "Items").

Storage charges are billed monthly in advance.

Program Management Services

Regular Services are provided between 8:00 AM and 5:00 PM, local time, Monday through Friday, excluding holidays.

Receiving and Entering
Receipt of new Cartons for storage.

Retrievals/Refiles
Temporary removal of Items from, or return of Items to, storage. Retrieval service may be "Regular" or "Rush."

Archival Destruction
Retrieval, documentation, preparation, and secure shredding of Items stored at Iron Mountain.

Permanent Withdrawal
Retrieval, documentation, and preparation at Iron Mountain loading dock for permanent removal of Items stored at Iron Mountain facilities.

Individual Listing of Files
Data entry of file descriptions into Iron Mountain database.

Management Services are billed monthly in arrears.

Additional Services beyond those listed in this Pricing Schedule are available. For service descriptions, please go to Additional Services at cic.ironmountain.com/additionalservices.

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Transportation Services

Next Day Delivery

Order by 3:00 PM for delivery next Business Day.

Half Day Delivery

Order by 10:00 AM for delivery same Business Day; or Order by 3:00 PM for delivery next Business Day by 12:00 PM.

Rush Delivery, Business Day

Delivery within 3 hours of placement of Order (for Orders received not later than 2:00 PM) on a Business Day.

Rush Delivery, Weekends/Holidays/After Hours

Delivery within 4 hours of placement of Order.

Regular Pickup

Pickup orders placed before 4:00 PM on a Business Day will be picked up within the following two Business Days.

Rush Pickup, Business Day

Pickup orders placed before 4:00 PM on a Business Day will be picked up on the following Business Day.

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Secure Shredding

Destruction of a customer's paper-based materials performed at an off-site facility or on-site at the customer's location. Service Fees are applied on a per work order basis for each collection container serviced.

Service Frequency

Preferred Service schedule will be mutually agreed upon and can be adjusted as necessary.

Off-Site Secure Shredding Services

▶ COLLECTION CONTAINERS

LOCATIONS WITH	PRICE	PER
65-Gallon Containers (1-4 Containers per site)	$12.00	Container
65-Gallon Containers (5-9 Containers per site)	$10.00	Container
65-Gallon Containers (10+ Containers per site)	$8.00	Container
Security Consoles (1-4 Containers per site)	$10.00	Container
Security Consoles (5-9 Containers per site)	$8.00	Container
Security Consoles (10+ Containers per site)	$6.00	Container
Per Box	$6.00	Container

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On-Site Secure Shredding Services

▶ COLLECTION CONTAINERS

LOCATIONS WITH	PRICE	PER
65-Gallon Containers (1-4 Containers per site)	$14.00	Container
65-Gallon Containers (5-9 Containers per site)	$12.00	Container
65-Gallon Containers (10+ Containers per site)	$10.00	Container
Security Consoles (1-4 Containers per site)	$12.00	Container
Security Consoles (5-9 Containers per site)	$10.00	Container
Security Consoles (10+ Containers per site)	$8.00	Container
Per Box	$8.00	Container

Minimum Shredding Service Charge

A Minimum Shredding Service Charge is applicable to all work orders. This charge will apply when the total work order fees do not meet the minimum charge set forth in this Pricing Schedule.

DESCRIPTION	PRICE	PER
Minimum Off-Site Shredding Service Charge	$35.00	Work Order
Minimum On-Site Shredding Service Charge	$40.00	Work Order

On-Call Service Fee

An additional fee charged to the work order for unscheduled service.

DESCRIPTION	PRICE	PER
Off-Site Shred Trip	$35.00	Work Order
On-Site Shred Trip	$45.00	Work Order

Container Pickup/Delivery

Container Pickup/Delivery includes the delivery and placement, relocation, or pickup of collection containers at the Customer Location.

DESCRIPTION	PRICE	PER
Container Pickup/Delivery	$10.00	Container

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Plastic Media Destruction

Plastic Media Destruction service includes the destruction of non-paper based materials and is quoted on a per project basis. Additional Labor Fees and a Minimum Service Fee may apply. For a complete list of approved plastic media eligible for destruction services, please refer to the Customer Information Center (CIC) at cic.ironmountain.com.

Secure Shredding Special Projects

Special Project Services provided outside the scope of routine services will be quoted on a per project basis. Pricing for transactional services listed on the Pricing Schedule may differ when they are part of a special project. Additional Labor Fees and a Minimum Service Fee may apply.

Labor

DESCRIPTION	PRICE	PER
Labor	$36.50	Hour

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Renewal Schedule A:

PROGRAM PRICING SCHEDULE

Data Protection and Recovery Services

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This Pricing Schedule is incorporated into and made part of the Customer Agreement (the "Agreement") between Iron Mountain Information Management, Inc., ("Iron Mountain") and Ohio Office of Procurement Services, ("the Customer").

Please see our Customer Information Center at http://cic.ironmountain.com/dataprotection/ for a Glossary with definitions of the terms used in this Pricing Schedule and more detail regarding our services, standard processes, and billing practices. In addition, restrictions apply to volume and/or stated timeframes for some service transaction types and these may be found in the Glossary under each service type.

This Data Protection and Recovery Services Pricing Schedule supersedes and terminates any prior Data Protection and Recovery Services Pricing Schedule and/or Schedule A existing between Iron Mountain and the Customer for the accounts noted below.

Ohio Office of Procurement Services

District Name/Number: Columbus - Dublin, OH 44241 | Customer No. Multiple
Effective Date: July 1, 2009

Sub Account Locations — See Affiliate ML-1 for additional designated locations to be serviced.

Backup Tape Vaulting

TRANSPORTATION SERVICES

Scheduled Service — Scheduled Pickup/Delivery services are provided during Regular Business Hours (local time) during Business Days, excluding Holidays.

DESCRIPTION	PRICE	PER	CODE
Scheduled Service	$22.83	Trip	TRANSTR100
Scheduled Same Place/Same Floor	$10.00	Trip	TRANSTR120
Scheduled Same Building/Campus	$15.00	Trip	TRANSTR110

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Special Service — Pickup/Delivery service initiated to occur within a specific timeframe of request for service from Customer's Authorized Representative. Charges for Special Service are in addition to the Scheduled Service trip charge.

DESCRIPTION	PRICE	PER	CODE
Standard Special (24 hours)	$84.03	Trip	SPECLST000
Critical Special (3 hours)	$125.00	Trip	SPECLEM000
Holiday Service Premium	$80.00	Holiday	HOLIDAY000
Out of Service Territory Premium (50 Miles)	$1.25	Mile	TRANSTBD3

Transportation Services are billed monthly in arrears.

VAULTING

The service of storing media Items at an Iron Mountain facility. See specific container size descriptions in the Cost Estimate.

DESCRIPTION	PRICE	PER	CODE
Slotted Media - Active	$0.24	Slot	VAULTA1000
Slotted Media - Round Reel	$1.25	Slot	VAULTAR000
Closed Container (Small)	$8.82	Container	CONTSMALL
Closed Container (Medium)	$12.00	Container	CONTMED
Closed Container (Large)	$21.79	Container	CONTLARGE
Closed Container (X-Large)	$21.79	Container	CONTXL
Closed Storage Cabinet	$93.37	Container	CABINET
Transport Container	$6.25	Container	TRANSCONT
Transport Cart	$136.00	Cart	TRANSCART
Closed Cart	$150.00	Cart	CCARTS

Storage services are billed monthly in arrears.

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MEDIA MANAGEMENT SERVICES

Services are provided during Regular Business Hours (local time) during Business Days, excluding Holidays.

DESCRIPTION	PRICE	PER	CODE
Closed Container/Cart Handling	$1.50	Item	HANDL03000
Transport Container Handling	$1.50	Item	HANDL04000
Media Handling - Active (with electronic file)	$0.10	Item	HANDL01000
Media Handling - Active (without electronic file)	$0.10	Item	HANDL07000

OTHER MONTHLY FEES

DESCRIPTION	PRICE	PER	CODE
Minimum Monthly Fee	$180.00	Acct Number	NOITMMINBL

Additional Services beyond those listed in this Pricing Schedule are available. For service descriptions, please go to Additional Services at http://cic.ironmountain.com/dataprotection/additional/.

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Conclusion

Your records tell the story of your business and have operational, financial and legal value.

Yet they also represent risks, costs and management challenges. In addition to rising storage, labor and administrative expenses, today's changing legal climate brings liability — tough enforcement of new regulations adds a litigation-readiness focus to the complexity of records management.

As this proposal demonstrates, Iron Mountain has the expertise, the resources and the experience to solve State of Ohio's unique challenges. Our professional, proven, cost-effective records management services have been tailored to address your specific needs.

Iron Mountain can provide you with:

- Responsive local service
- Proven technology
- Deep records management expertise
- Proactive account management
- National account capabilities
- Real estate and facilities resources
- Economies of scale
- Highly trained and dedicated professional staff

Customers choose Iron Mountain for one reason above all: value. This value extends beyond storage and management services; it rests with the confidence of knowing you have entrusted your records to the industry leader. Customers know Iron Mountain is committed to a long-term business relationship. Iron Mountain is here with answers for your records and information management needs today, and we will be here to help you with your challenges of tomorrow.

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