



April 16, 2013

Ms. Roberta Joe  
Santa Fe County Attorney's Office  
PO BOX 276  
SANTA FE, NM 87504

Dear Ms. Joe

I wrote to you on December 3, 2012 requesting written permission for Iron Mountain to assign or subcontract the performance of certain services under our contract to wholly owned Iron Mountain affiliates or subsidiaries. We have not yet received your signed consent. This letter is to remind you of this request and to provide further information, should you require it.

As you may know, Iron Mountain is planning to convert to a Real Estate Investment Trust ("REIT"), which will result in changes to our corporate structure. In this new corporate structure, services related to storage will be performed by new, wholly owned subsidiaries of Iron Mountain Information Management, LLC ("IMIM"). For example, shredding services will be delivered by Iron Mountain Secure Shredding, Inc., a wholly owned U.S. subsidiary of IMIM, and other services such as imaging and transportation will be delivered by Iron Mountain Information Management Services, Inc. – also a wholly owned U.S. subsidiary of IMIM. These changes will not impact the storage or services you receive from Iron Mountain.

Upon our conversion to a REIT please be assured that:

1. The changes will have no impact on our commitment to service and quality;
2. Your information will be stored, processed and protected by the same personnel and in the same way;
3. IMIM will continue to be responsible for the performance of your contract even if an IMIM subsidiary or affiliate is undertaking some or all of the work; and
4. You will receive the same invoices as you do today, and all payments will be made to IMIM.

Kindly indicate your consent by signing this letter in the space below. You may return a signed duplicate original of this letter by mail to the Iron Mountain Legal Department, 745 Atlantic Avenue, Boston, MA 02111 or by emailing a scanned copy to [CustomerLetter-Legal@ironmountain.com](mailto:CustomerLetter-Legal@ironmountain.com).

We have enclosed an FAQ to answer questions you might have, but should you have other questions, please email the above address indicating your name, phone number and the nature of your question.

We thank you for your business and look forward to hearing from you on this matter.

Very truly yours,

Ernest W. Cloutier  
EVP, General Counsel and Secretary  
Iron Mountain Incorporated

Agreed to this 3rd day of May 2013  
Signature: Katherine Miller  
Name (print): Katherine Miller  
Title: SF County Manager

Approved as to form  
Santa Fe County Attorney  
By: [Signature]  
Date: 5/2/13

## Customer Frequently Asked Questions

### **Q. What is a Real Estate Investment Trust (“REIT”)?**

A. A REIT is a tax designation that allows companies who own and operate income producing real estate to return profits to shareholders in a tax efficient manner. This makes sense for Iron Mountain because of our large real estate portfolio.

### **Q. What will Iron Mountain look like as a REIT?**

A. In the United States, Iron Mountain Information Management, LLC will continue to hold our real estate and perform storage of your boxes and media. All services related to storage will be delivered by wholly owned subsidiaries of Iron Mountain Information Management, LLC, which will include a shred business and a subsidiary for all other services such as imaging and transportation. These changes will not have any impact on your relationship with Iron Mountain. You can expect to see the same trucks and personnel you see today and, importantly, the same high quality service.

### **Q. Who will perform my services?**

A. We will be the same Iron Mountain with the same people and facilities, and your information will be protected by the same chain of custody and superior processes that exist today.

### **Q. What will happen to my invoice?**

A. You will receive the same invoices as you do today from Iron Mountain Information Management, LLC.

### **Q. Why does my contract need to be assigned or subcontracted and to whom?**

A. Conversion to a REIT requires the legal separation of our services business from our storage business. For all shredding, we have established a shred subsidiary – Iron Mountain Secure Shredding, Inc. For all transportation, imaging and other services related to storage we have established another services subsidiary – Iron Mountain Information Management Services, Inc. In any event, Iron Mountain Information Management, LLC will remain responsible for the performance of all services to your company. We would like to obtain your consent before we assign or subcontract to an entity in the Iron Mountain family, which is why we have sent you the consent letter.