



November 29, 2019

I work for a local government unit and am not permitted to use my personal information publicly -

Dear Iron Mountain Customer,

Thank you for continuing to trust Iron Mountain with your information management needs. Enclosed please find your new Iron Mountain Pricing Schedule (Schedule A) which provides updated rates for Secure Shredding services, effective January 1, 2020.

With Iron Mountain, the ultimate protection of your confidential information throughout the destruction process is even more secure and environmentally friendly, allowing us to continue to provide you with the level of security, service and quality you expect. We have made significant investments to improve your experience with us—all based on your feedback of what is important to you when it comes to your management needs. We're focusing on:

- Enhancing your Support experience with our Customer Care Team - designed to meet all of your needs – order placement, issue resolution, account maintenance
- Upgrading our current InControl® and Iron Mountain Connect™ platforms for easier use. For more information on InControl® and Iron Mountain Connect™ please refer to:

<http://www.ironmountain.ca/en/company/iron-mountain-connect.asp>
www.ironmountain.com/Company/Pages/InControl-Solution.aspx

- Investing in newer vehicles and equipment for faster and more dependable service

We want to make sure that you have the right resources and solutions to support your needs. Thank you for the business you entrust with us. If you have any questions or require additional information, please contact us at 1-800-934-3453.

Regards

Randy Crego
Territory Business Director

