

Iron Mountain Data Centers

Rules and Regulations

While on-site at an Iron Mountain Data Center, Customer (including its Representatives, employees, contractors, customers, agents, invitees and other representatives) shall comply with Iron Mountain's Rules and Regulations set forth herein (the "Rules and Regulations"). All capitalized terms contained in the Rules and Regulations that are not defined herein shall have the meaning set forth in the agreement between Iron Mountain and the applicable Customer

1. Access Control and Security

A. Each Customer will identify one or more Administrators. The Administrator will be responsible for:

- i. Providing Iron Mountain with a current and regularly updated list of authorized Representatives who require facility access.
- ii. Providing Iron Mountain with a current list of management staff and emergency contact information via Iron Mountain's designated customer portal.
- iii. Immediately notifying Iron Mountain of the identities of any Representatives who have been terminated or for any reason no longer require access to the data center(s) Iron Mountain's designated customer portal.
- iv. Retrieving and returning to Iron Mountain, all access control badges from any customer Representative who no longer requires access to the data center.

B. Only those individuals identified by Customer as its Representatives may access the Customer Area. Customer Representatives who visit the facility on a regular basis (as determined by mutual agreement) should be badged, which may require a background check, subject to applicable law. Customer Representatives who are authorized to enter the Customer Area but have not been issued a badge (or are otherwise on a permanent access list as determined by the applicable Site security director) will be considered visitors and must be escorted at all times while in controlled areas. Visitors must be reported to Iron Mountain in advance, in accordance with the Visitor Request Process. Upon arrival, the visitor must present a government issued photo ID. Travel to areas of the facility other than to and from the main entrance and the place of business is expressly prohibited.

C. All personnel must wear and prominently display their applicable badge at all times.

D. Certain US based Iron Mountain Data Centers require escorts for non-US persons at all times.

E. Iron Mountain reserves the right to open and inspect and/or x-ray all parcels, packages, briefcases, purses, backpacks and/or cargo entering a Data Center facility, and to search any vehicle entering the Data Center property.

F. Individuals under the age of sixteen (16) are not permitted to enter the data center without prior approval from the Data Center Manager. The minimum age for entrance is eighteen (18) at the Iron Mountain Boyers data center facility.

G. No customer may engage in or allow another customer or any third party to engage in piggybacking or tailgating. Failure to comply with this obligation will be deemed a material breach of these Rules and Regulations. Each customer must ensure that other individuals do not follow the customer into controlled areas, and customer must not hold a door open for any individual without verifying such individual's badge and ensuring he/she swipes the badge before entering. "Piggybacking" occurs when a badged individual purposely allows someone to follow them through a physical security device into a controlled area without the follower swiping his or her badge. "Tailgating" occurs when a badged individual enters a controlled area and unknowingly allows an unauthorized individual to enter through a physical security device (without swiping his/her badge).

H. Any lost or stolen access badge must be immediately reported to Iron Mountain by customer management through one of the established channels.

I. Certain areas of the Data Center are off limits to customers and unauthorized Iron Mountain staff. Those areas include, but are not limited to, "Meet-Me" rooms, fiber distribution frames, electrical rooms, mechanical rooms and corridors, and security offices and monitoring areas. Such areas will have clear and legible warnings of non-entry. Due to government regulations and Iron Mountain's obligations to customer reliability and privacy, any unauthorized entry into these areas may result in the violator being barred from having any further access to the Data Center, and may result in personal civil or criminal liability.

J. Customer agrees to comply with Law and adhere at all times to any reasonable security measures which may be established by Iron Mountain with respect to the Data Center.

K. Customer shall park in the Customer designated parking area, if any.

L. Iron Mountain may always restrict access to the Data Center or the Customer Area in an emergency and/or in response to a government request.

2. Photographic Recording Equipment

A. With prior authorization from Iron Mountain, Customer may place video recording equipment inside their Customer Area but must configure such equipment to only capture video of Customer's equipment within the Customer's exclusive space.

B. Except as noted above, the use of any photographic or video recording device, including cameras and cellphones with camera capability, to take pictures or video anywhere on Iron Mountain property is strictly prohibited without the prior permission from the Data Center Manager.

3. Prohibited Items

A. Customer may not bring, or make use of, any of the following in the Data Center: (a) food or drink in the operational Data Center; (b) alcohol, illegal drugs or other intoxicants; (c) firearms, weapons, explosives, animals (other than authorized assistance animals), radioactive, hazardous, flammable or toxic materials; (d) ignited or previously ignited tobacco or nicotine products, including E-cigarettes; or (e) any other material reasonably determined by Iron Mountain to be inconsistent with the operations of the Data Center. In addition, no one shall enter the Data Center under the influence of any alcohol, illegal drugs or other intoxicants.

B. Smoking, including the use of electronic cigarettes, as well as the use of matches, lighters or any item producing an open flame is strictly prohibited in the Data Center. Smoking outside of the Data Center shall be in designated areas only.

4. Modifications to Data Center

A. Modifications to any system within the Data Center shall only be made by Iron Mountain or under its direct control. Customer shall have no right to move, install or otherwise use any common system (e.g. electric, HVAC, fire/life safety, access controls, communications) without the prior written approval of Iron Mountain. All work to common structures (e.g. ladder rack, floors, ground system, etc.) shall be performed only by Iron Mountain.

B. No modifications to the Customer Area, including heating, ventilation, floor tiles, electrical, plumbing, security or structural systems are to be undertaken without the prior approval of Iron Mountain. Only Iron Mountain authorized personnel are authorized to lift floor tiles. All scheduled work must be coordinated with Iron Mountain.

5. Shipping & Receiving

Customer will use commercially reasonable efforts to provide Iron Mountain with a minimum of seventy-two (72) hours' prior notice for deliveries to the applicable Data Center. Notice will be provided in writing through the Customer Portal and will include instructions for how Iron Mountain should handle such deliveries, including shipping information, including shipper name and tracking/ID number, and any special handling requirements. Iron Mountain may reject packages not obtaining such documentation. If a Customer Representative is not available to accept, transport and safely store the delivery in a timely manner, Iron Mountain may provide this as a Service and will bill such service. Iron Mountain accepts no responsibility and assumes no liability for (i) Customer deliveries; or (ii) any loss of damaged equipment. Absent any notice from Iron Mountain to Customer as set forth herein, and without liability, Iron Mountain shall have the right to: (a) reject or refuse acceptance of Customer deliveries; (b) return any Customer deliveries to sender; and (c) dispose of any unclaimed or damaged Customer deliveries.

6. Use of Data Center

A. Customer shall make all installations and repairs which require Iron Mountain's support or supervision only during normal business hours for the applicable Data Center unless otherwise arranged with Iron Mountain.

B. Except for ordinary course work (e.g. installation and removal of servers, routers and similarly sized equipment as part of the normal course of business) upon ten (10) days' notice, Customer shall submit written plans and requests for any required equipment installation or removal within the Data Center. Iron Mountain reserves the right to approve or disapprove such plans, provided that if Iron Mountain disapproves such plans, it shall provide Customer with specific reasons for its decision.

C. Except for ordinary course work as described above, Customer may not connect or disconnect any Customer Equipment or other equipment except as specifically pre-approved by Iron Mountain at least forty-eight (48) hours in advance of the proposed action, unless otherwise approved by Iron Mountain. A Customer which is not then current in its payment obligations to Iron Mountain may not remove any equipment from the Data Center.

D. Customer must keep the Customer Area clean at all times and if applicable, do not bring cardboard into the Data Center. Customer may not store or leave any paper products, cardboard, boxes or other packaging in the Customer Area at any time (other than equipment manuals), including for installations. Customer shall remove all empty boxes, crates and trash from the site or shall discard at the site per Iron Mountain's instructions. Customer may use, per Iron Mountain's

instructions, waste disposal areas designated by Iron Mountain and Customer waives any claim related to any such items left in the waste disposal area.

E. Customer shall only manipulate, view, or remove customer equipment in the Customer's Customer Area. In the event that other customer's cabinets or cages are unlocked or accessible, Customer shall notify Iron Mountain staff.

F. Iron Mountain makes available at its Data Center, certain tools and equipment for the temporary use by Customer at the Data Center. This equipment is provided in an "AS IS" condition without any warranties of any kind. Customer may borrow and/or use any such Iron Mountain property or equipment at its own risk, subject to any terms of use which Iron Mountain places on such use. Any Iron Mountain tool or equipment Customer fails to return to its designated place shall be billed to Customer at replacement cost.

G. Customer shall not use audible alarms or strobe light alarms if they can be observed or heard from any other customer's cabinets or cage.

H. Customer acknowledges and agrees to camera surveillance by Iron Mountain, as a condition of their entry into the Data Center.

I. Customer may physically colocate the equipment of a third-party (each, a "Colo User") at a Customer Equipment Area and utilize the Customer Equipment Area for the benefit of these Colo Users provided that (a) Customer ensures the compliance by each Colo User with the agreement between Customer and Iron Mountain (including, without limitation, the Terms and Conditions and the Rules and Regulations), (b) remains primarily responsible and liable for the acts, omissions and other conduct of each Colo User, and (c) does not solicit for any services which compete with Iron Mountain's business of licensing space and providing Services (including, without limitation, colocation services) from any customer of Iron Mountain or prospect which Customer learns about as a result of its business dealings with Iron Mountain or access to a Data Center. Customer shall not provide any Services to a Colo User which, to the knowledge of Customer, has been terminated or refused service directly by Iron Mountain.

7. Life/Fire Safety

A. Iron Mountain is responsible for the development and updating of overall emergency evacuation plans, emergency response procedures, and for conducting periodic evacuation drills and other exercises designed to ensure compliance with Life Safety/Fire Safety requirements. A site evacuation plan has been developed and is continually reviewed and revised, as necessary. This plan is made available to all Authorized Users for dissemination to applicable Customer Representatives. Authorized Users must ensure that all Customer Representatives participate in all facility evacuation drills and that all Customer Representatives are

aware of emergency evacuation procedures. Authorized Users are also responsible for the development and management of customer-specific evacuation planning, and for coordinating those procedures with Iron Mountain site management. No Customer or Customers vendor shall connect to or tamper with the operation of any Iron Mountain fire alarm, BMS control system or security system. The operation and maintenance of these systems should be only performed by or under the supervision of Iron Mountain. This includes but is not limited to shielding detectors and sensors, adjusting setpoints, blocking camera views, or propping or disabling door latches.

B. In the event Iron Mountain believes in its sole and reasonable judgment that an emergency situation exists regarding the Data Center, Customer Area, and/or Customer Equipment, Customer grants Iron Mountain and any responding emergency personnel permission to access the Customer Area, so that Iron Mountain may attempt to remedy the emergency situation. Iron Mountain shall make commercially reasonable efforts to promptly notify Customer of the emergency situation and Iron Mountain shall not be liable for any damage (including, without limitation, damage to the Customer Area, Customer Equipment and/or Customer Materials), caused by Iron Mountain or any third parties in attempting to evaluate or remedy the emergency situation unless due to Iron Mountain's gross negligence or willful misconduct.

C. Without express written consent by a legal representative from Iron Mountain, lithium ion and/or lithium polymer battery backup systems are prohibited from being used in data halls at Iron Mountain Data Center facilities. All in rack battery backup systems, unless otherwise contractually specified and approved, are prohibited at all Iron Mountain Data Center facilities, regardless of battery system chemistry.

8. Electrical Safety

A. Only Iron Mountain staff may install, change, or operate breakers on busway disconnects or manipulate power circuits, and only Iron Mountain authorized electricians may provide power circuits from power distribution units or busway disconnects. Customer shall not attempt to connect any device to the busway or into any power panel, as this may result in injury or death.

B. Customer may only connect devices with current UL or equivalent listings to electrical power distribution. Customer shall not alter any equipment's electrical configuration (e.g. stripping plugs) before connecting it to Iron Mountain electrical distribution.

C. Customer may only plug one power strip or rack PDU into each whip from the electrical distribution system. Customer may not use devices or power strips with frayed or defective wiring due to risk of fire.

D. Iron Mountain generally provisions power circuits in an A+B redundant manner. Customer shall not draw more than 80% of the rated load for either A+B from the combined A+B circuits at any time. This requirement ensures that the customer is properly protected in the event of a power system failure or outage.

9. Customer Equipment Installation

A. Customers shall install all equipment in accordance with industry best practices. This shall include, but is not limited to, the following examples:

- i. All equipment shall be in good working order, not materially damaged nor of disputed title or otherwise subject to dispute.
- ii. All equipment shall be installed to align with data center energy efficiency best practices, including the Cold Aisle/Hot Aisle layout of the Data Center, meaning that all device exhaust air should be directed into the Hot Aisle.
- iii. All non-used spaces inside customer racks shall be filled via blanking plates, or other comparable products.
- v. All wiring and cables shall be installed in a neat and orderly manner so as to not interfere with proper cooling air flow.
- vi. All equipment shall be configured and run at all times in compliance with the manufacturer's specifications, including electrical load, clearance and weight load requirements.

B. No Customer Equipment, installation, or work shall interfere with cooling supply or hot air exhaust capabilities of the Data Center.

C. All Customer Equipment must be clearly labeled with Customer's name (or code name provided to Iron Mountain) and an individual component identification tag. All cables and connections to and from Customer Equipment must be clearly labeled.

10. Misconduct

Customer and its Representatives may not engage in the following activities (Iron Mountain reserves the right to exclude anyone from the facility who violates the following):

- i. Damage, deface, misuse or abuse any property or equipment in the Data Center;
- ii. Act in a careless or reckless manner or otherwise threaten the orderly operation of the Data Center;
- iii. Make unauthorized contact or interference with any property or equipment of Iron Mountain or any other customer of Iron Mountain;
- iv. Use fraud, artifice or subterfuge to gain access to any area of the Data Center to which they are not authorized;
- v. Harass threaten or harm any individual, including Iron Mountain personnel and representatives of other customers of Iron Mountain; or
- vi. Engage in any activity that is in violation of the Law, or aid others in criminal activity while at the Data Center or in connection with the Services; or allow unauthorized access to the Data Center.
- vii. Install or operate any equipment that supports or facilitates the violation of any law or government regulation.

11. Footwear

Applicable Law requires Iron Mountain to prohibit individuals from entering the Data Center with footwear that does not adequately protect their feet. Open toe footwear is prohibited. Heels higher than 3 inches are discouraged.

12. Modification of Rules and Regulations

Iron Mountain reserves the right to change these Rules and Regulations at any time, provided that it provides Customer with seven (7) day advance written notice. Continued use of the Data Center services following any such changes shall constitute Customer's acceptance of such changes.