



**SERVICE SPECIFIC TERMS AND CONDITIONS:
ANALYTICS DASHBOARD SUBSCRIPTION**

The Iron Mountain Analytics Dashboard Subscription is licensed for use by Customer under these Service Specific Terms and Conditions (“SSTC”) and the Framework Agreement for Managed Services (or Framework Amendment for Managed Services) between the Parties (“FAMS”), which is expressly incorporated into this SSTC. The Parties agree to be bound by the terms and conditions set forth in the FAMS and this SSTC.

1. Definitions.

“**Software Service**” means the Iron Mountain Analytics Dashboard Subscription Service and associated Documentation specified in the Schedule.

“**Subscription Level**” means the edition type of the Software Service to which Customer has subscribed. The Software Service is available in Insights Standard and Insights Advanced editions. From time to time, Iron Mountain may offer additional Subscription Levels in its sole discretion.

“**Subscription Period**” means the period during which Customer may use the Service, commencing with the start date and expiring on the end date specified in the applicable Schedule.

“**User**” shall mean the Customer and Affiliates’ employees and contractors who use the Service through User IDs issued in a manner contemplated by this SSTC.

2. Maintenance and Training. Iron Mountain shall provide to Customer bug-fixes, enhancements to existing functionality, and all new releases commensurate with Customer’s Subscription Level, as designated by Iron Mountain in its reasonable discretion at no additional charge. Support Services will not include configuration or customization of Software Service features needed to function in Customer’s production environment.

3. Fees & Payment. Customer shall pay a monthly subscription fee as set forth in the applicable Schedule (“Subscription Fee”) for the Software Service. All other terms and conditions governing the payment of fees, including, without limitation, any late payment provisions, are set forth in the FAMS or applicable Schedule.

4. Permitted Use. Subject to the terms and conditions of this SSTC, Iron Mountain agrees to and hereby grants to Customer and its Affiliates, and its and their respective employees and contractors (“Customer Group”) the right and permission to access, use, execute, display and perform the Services, worldwide, for Customer Group’s internal use only for the Subscription Period in accordance with the terms of this SSTC, the relevant Schedule and the FAMS. Further, Customer Group is granted the following usage rights as stated below for the Services described in the Schedule(s):

4.1. Accessing User Accounts. Iron Mountain shall issue User IDs needed by Customer to access and use the Software Service features specified in the applicable Schedule during the Subscription Period. Customer shall authorize access to and assign unique passwords and usernames to each other User. User logins are for designated Users and cannot be shared or used by more than one User. Customer shall only access and use the Service through the User IDs issued by Iron Mountain or Customer, as the case may be. Customer shall ensure that Users do not share User IDs with each other or with third parties. Iron Mountain may assume a person entering a User ID and password is, in fact, that User, unless otherwise advised by Customer. Iron Mountain may assume the latest email addresses and registration information on file with the Services are accurate and current.

4.2. User Count Subscription. Users may access and use the Software Service from any location through User IDs (issued by Iron Mountain or Customer, as the case may be) up to the number of Users per User type specified on the Schedule. Customer is responsible for all activity occurring under its User IDs. Customer may request Iron Mountain to add/drop User IDs as reasonably needed to accommodate changes in Customer workforce. Customer is not entitled to a refund for any unused or unassigned User IDs.

4.3. Reservation of Rights. Iron Mountain expressly reserves all rights in the Services not specifically granted to Customer. The Parties acknowledge that all rights, title and interest in the Software Services will remain with Iron Mountain (or its Suppliers, if applicable) and that the Software Services are licensed on a subscription basis and not sold to Customer. Customer Group expressly reserves all rights in Data, except the limited right of Iron Mountain to use the Data for the sole purpose of providing the Service features for Customer Group’s benefit and only during the Subscription Period. Unless specifically agreed in writing, each Party’s exclusive ownership rights extend to any update, adaptation, translation, customization, compilation or derivative work thereof.