

LiveVault Software and Service Description

LiveVault® Service provides Internet-based backup services for End-User Protected Data on server platforms and restore or recovery of that Protected Data upon request. Backups will occur either continuously, or upon a custom schedule set by End-User using the administrative function of the LiveVault Service. Iron Mountain retains two (2) secured copies of Protected Data for the set retention period for so long as this Schedule is in effect. End-User is required to install Software on End-User's targeted server(s) at End-User's expense.

Historic Data Protection: For those End-Users using the continuous backup configuration, historic images of Protected Data are retained based on one of the following retention periods as selected by End-User during configuration.

- **30-Day Continuous Backup Service:** The Service takes fifteen (15) minute incremental backup copies [dependent upon size and change rate to file(s)] of Protected Data. Iron Mountain will hold the daily backups for thirty (30) calendar days. End-User may initiate restore requests from any of these data sets.
- **1-Year Continuous Backup Service:** The Service takes fifteen (15) minute incremental backup copies [dependent upon size and change rate to file(s)] of Protected Data. Iron Mountain will hold the daily backups for thirty (30) calendar days and copies from the end of each calendar month for the past twelve (12) months. End-User may initiate restore requests from any of these data sets.
- **7-Year Continuous Backup Service:** The Service takes fifteen (15) minute incremental backup copies [dependent upon size and change rate to file(s)] of Protected Data. Iron Mountain will hold the daily backups for thirty (30) calendar days, copies from the end of each calendar month for the past twelve (12) months, and copies from the end of each calendar quarter for the past twenty-eight (28) quarters. End-User may initiate restore requests from any of these data sets.
- **LiveVault® Small Business Plan (SBP) 90-Day Continuous Backup Service:** The Service provides three (3)-month continuous backup for one (1) day, seven (7) dailies, five (5) weeklies, and four (4) monthlies. The SBP Service takes fifteen (15) minute incremental backup copies, depending upon size and change rate to file(s) of Partner's End-User's Protected Data. After the first twenty-four (24) hour period Iron Mountain will hold a single daily backup copy for one (1) week and monthly copies for the remainder of the three (3) month period. Partner's End-User may initiate restores from any of these data sets.

TurboRestore Appliance Equipment

If Partner selects Services that requires Equipment to be installed on-site at End-User. The Equipment will remain the property of Iron Mountain. Partner shall provide, at no cost to Iron Mountain, adequate security to protect the Equipment from theft, loss, damage, or misuse. Iron Mountain reserves the right to replace the Equipment for maintenance or other service related purposes. Upon receiving new Equipment, Partner shall be responsible for packing, shipping and handling of the original Equipment for return to Iron Mountain at Partner's expense within a two (2) business week rental period (a "Business Week" represents five (5) business days). The following Fees will apply for delayed returns, lost or stolen Equipment.