

## Intellectual Property Management Escrow Deposit Frequently Asked Questions



### WHAT DO I NEED TO MAKE A DEPOSIT?

Once your account has been set up and you have received your account number, you're ready to start making deposits, but first you must decide how you will submit your deposit.

There are two ways to submit your source code/technology deposits:

1. Physically – via mail by use of a traceable commercial carrier (*e.g.*, UPS, DHL, FEDEX, USPS, *etc.*).
2. Electronically – please see separate information sheet and FAQ for secure electronic depositing via SFTP.

Whichever method you choose, inclusion of an Exhibit B is mandatory.

### WHAT IS AN EXHIBIT B?

An Exhibit B contains a list of all of the materials deposited in escrow and must accompany every escrow deposit. It represents an itemized list of the deposit materials being placed in an Iron Mountain escrow deposit account and the location where the deposit materials will be securely vaulted. If you are a depositor, see the Exhibit B Instruction sheet for guidance on how to complete this form.

### WHERE DO I GET AN EXHIBIT B?

An Exhibit B is included as an attachment to your escrow agreement. You can also contact your account manager or sales representative, or send email to: [ipmelectronicdepositing@ironmountain.com](mailto:ipmelectronicdepositing@ironmountain.com).

### WHAT INFORMATION IS MANDATORY ON THE EXHIBIT B?

- Company name
- Escrow deposit account number
- Product name and version of deposit
- Media type(s) and quantity (physical deposits)
- Size & number of files & folders (electronic deposits)
- Deposit encryption
- Deposit certification

### WHAT IF I DON'T KNOW MY ESCROW ACCOUNT NUMBER?

Your escrow account number can be found on the signed/executed copy of your agreement, or included in your Welcome Kit. You can also contact your sales representative or account manager.

### CAN I MAKE A DEPOSIT BEFORE I RECEIVE MY ACCOUNT NUMBER?

No. Iron Mountain Digital needs to know the account in which to place the deposit at the time the deposit is received to ensure chain of custody. Iron Mountain will place deposits submitted without an account number in troubleshooting and will work with the depositor to correct the issue.

### DOES IT MATTER WHO SUBMITS THE EXHIBIT B?

Yes. Only Depositors identified in the agreement can make deposits to an account.

### CAN I SUBMIT MY EXHIBIT B FORM ONLINE?

Yes, by use of the Exhibit B Wizard. There is no additional charge and this service is available through the Iron Mountain Escrow Management Center portal.

The Exhibit B Wizard automates the creation of an Exhibit B form that is then electronically sent to Iron Mountain Digital, simplifying the technology escrow deposit process and strengthening chain of custody, handling, and tracking.

For more information about the Exhibit B Wizard, please visit Iron Mountain Digital's Intellectual Property support website at [www.ironmountain.com/support/escrow.asp](http://www.ironmountain.com/support/escrow.asp) to view an on-demand presentation and download the *Exhibit B Wizard User's Guide* and *Frequently Asked Questions*.

### WHERE DO I SEND MY DEPOSIT?

Copy all of the source code, data, or any other intellectual property required under your escrow agreement onto your media of choice (*e.g.*, diskette, CD, magnetic tape, *etc.*).

Fill out an Exhibit B, which contains a list of what is included in the deposit and must accompany every escrow deposit.

Send the deposit and Exhibit B to the IPM Vault Administration department at the following address:

Iron Mountain Digital  
Intellectual Property Management  
Attn: Vault Administration  
2100 Norcross Parkway, Suite 150  
Norcross, GA 30071  
+1.770.239.9200

### **CAN I VAULT AT REMOTE LOCATIONS OUTSIDE OF THE PRIMARY VAULT IN NORCROSS, GA?**

Normally, all escrow deposits are stored at Iron Mountain Digital's primary vault in Norcross, Georgia, USA. The only exceptions are when the depositor has some type of restrictions governing where their materials can be stored. These restrictions may consist of:

- Legal restrictions against not taking the material out of the country or state (*e.g.*, due to an existing law, regulation, or statute).
- Material is dual-vaulted, where the client sends two copies to be stored in two separate locations.

If your request to store deposits outside of the primary vault in Norcross, GA falls into one of these two categories, please contact your sales representative or account manager to obtain a list of approved remote vault sites.

### **HOW OFTEN CAN I MAKE DEPOSITS?**

As often as you wish.

### **WHO GETS NOTIFIED WHEN A DEPOSIT HAS BEEN MADE?**

Only the Depositor's and Beneficiary's designated points of contact are notified when a deposit to an account has been made.

### **HOW LONG WILL IT TAKE FOR ME TO BE NOTIFIED OF A DEPOSIT?**

Deposits are normally processed within 48 hours of receipt and deposit notifications sent out 24 hours after processing unless a problem exists with the deposit.

### **WHAT IF THERE IS A PROBLEM WITH MY DEPOSIT?**

If discrepancies are found with the deposit (*e.g.*, no Exhibit B, incorrect quantity, missing account number, deposit name and account number do not match, *etc.*), Iron Mountain Digital will place the deposit in a troubleshooting status and work with the depositor to correct the issue.

Iron Mountain Digital will contact the individual who submitted the problematic deposit within 48 hours. The first contact is via email and each subsequent follow-up attempt (if necessary) will be made by phone. If, after 12 business days, Iron Mountain Digital has not heard from the depositor, we will return the deposit to the individual who submitted it.

### **CAN IRON MOUNTAIN DIGITAL MAKE CHANGES TO THE EXHIBIT B FORM OVER THE PHONE?**

Iron Mountain Digital cannot make changes to your Exhibit B (*e.g.*, add account numbers, change the deposit name or quantity, *etc.*). You will need to send in a corrected copy by fax to +1 770 239 9201 or by email to [IPMTroubleshooting@ironmountain.com](mailto:IPMTroubleshooting@ironmountain.com).

### **HOW CAN I RETRIEVE OUTDATED DEPOSIT MATERIALS?**

You can request that your previously deposited materials be returned or destroyed by either contacting your account manager or indicating this request on your current Exhibit B form. Such requests may be subject to joint instructions.

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Iron Mountain Digital is the world's leading provider of Storage-as-a-Service solutions for data protection and recovery, archiving, eDiscovery and intellectual property management. The technology arm of Iron Mountain Incorporated offers a comprehensive suite of solutions to thousands of companies around the world, directly and through a worldwide network of channel partners. Iron Mountain Digital is based in Southborough, MA.