

3.0 Response to Section 5.3.5 – Specifications

Iron Mountain provides a detailed shredding report with a volume based method of measuring the shred weight in pounds. However, we do not have a sample detailed report to provide at this time and we do not share any customer data due to proprietary reasons.

Below, in **Figure 1**, we have provided a Sample Shred Usage Report from our online account management tool, IMConnect. This InControl Shred Usage Report provides a summary level information on container volume which is captured during each service with an InControl scanner. Iron Mountain can also provide a more detailed Shred Usage Report that includes volumes in pounds.

Customer example: The Best Bank, INC.

From: January 1, 2022 To: January 31, 2023

Address 1	City	ST	ZIP	Order No.	Service date	Container type	Over full	Full	¾	½	¼	Empty
1000 Main St.	Phoenix	AZ	85020	12004331	01/07/17	Console		1		1		
1000 Main St.	Phoenix	AZ	85020	12004331	01/07/17	65 Gallon		2	1		1	
1000 Main St.	Phoenix	AZ	85020	22789920	01/21/17	Console	1		1			
1000 Main St.	Phoenix	AZ	85020	22789920	01/21/17	65 Gallon		1	1	1	1	
625 Forrest Ln.	Dallas	TX	74251	17955423	01/15/17	65 Gallon		1	2	2		1

The service address information can be used to identify and prioritize locations for improvement.

Order number, service date and container type information is provided which will allow you the flexibility to sort and review the report in multiple ways.

The report provides container volume information as captured by the Iron Mountain driver during the time of service.

Figure 1. Sample Shred Usage Report

Below, in **Figure 2**, we have provided a conversion chart to pounds for our 65-gallon and 95-gallon secured plastic wheeled containers.

Container Type	Full & Overfull	¾	½	¼
65-Gallon	210.86 lbs	157.95 lbs	105.3 lbs	52.65 lbs
95-Gallon	285.4 lbs	214.05 lbs	142.7 lbs	71.35 lbs

Figure 2. Destruction Container Conversion Chart

4.0 Response to Section 6.1 - Contract Manager and Customer Service

Iron Mountain has designated the below Contract Manager and Customer Success Manager to the State as point of contacts.

Contract Manager Point of Contact	
Name:	Mili Durakovic
Office Phone #:	407-498-5983
Mobile Phone #:	407-498-5983
E-mail:	mili.durakovic@ironmountain.com

Customer Service Point of Contact	
Name:	Akira Cooke
Office Phone #:	678-995-1446
Mobile Phone #:	678-995-1446
E-mail:	akira.cooke@ironmountain.com