



Hard Disk Drive Recovery Service Request Form

All fields are required. Once you have completed, please send to HDDRecovery@IronMountain.com

| REQUESTOR INFORMATION | | |
|--|-----------|-------|
| Customer Name: | Location: | Date: |
| Completed By: | Phone: | |
| | Email: | |
| BUSINESS INFORMATION - This information provides an understanding of timing and scoping requirements. | | |
| Goals and Reasons for Restoration Request: | | |
| Desired Start Date of the restoration: | | |
| Is there a country restriction? Note that project must stay in country) or other data privacy issues? | | |
| RESTORATION INFORMATION | | |
| What is the issue you are running into? (Data Collection/Preservation or Device Failure) | | |
| If Data Collection/Preservation, is this a litigation request or a business request? | | |
| Do you need a forensic copy and/or preservation copy? | | |
| If this is Device Failure, please make sure the device is on and advise us if it is spinning or making any noise? | | |
| | | |
| What is the device/media we will be working with? | | |
| If Hard Drive, how many? Provide encryption w/keys and what information are you looking for (full image or selective files) | | |
| If Desktop/Laptop, What is the physical device to be worked with (MAC/PC) and what are you looking for (full image or select files)? | | |
| If Mobile, What is the model and is it unlocked? | | |
| If Server, RAID, NAS, Virtual, SAN,DAN, Cloud, or Tape (damaged tape) : | | |
| How many? | | |
| Can it be shipped? | | |
| What is the encryption w/keys and what information are you looking for? (full drive, specifics) | | |
| | | |
| What is the urgency? (litigation, business or preservation) | | |