



Company Information and Emergency Contacts

Corporate Office / Dispatch

972-466-0202

Corporate Office / Dispatch Fax

972-245-8757

After Hours - Main Number

972-466-0202

After Hours - Back-up Number

972-708-5178

Business Hours Service Requests

dispatch@vmstexas.com

* Do Not send email After hours

On Call for After Hours Emergencies

** In the event of an after hours request, please call main number first - followed by Client Services Rep and then Vault Manager. If Emergency procedures are not followed, customer accounts may be charged an additional fee.

1. Client Services Rep. - Tim Walls

Cell Phone: 972-824-6440

Email address: dispatch@vmstexas.com

2. Vault Operations Manager - Dave Roberts

Cell Phone: 972-832-2574

Email: dave.roberts@vmstexas.com

Company Address

Mail to: **Vital Media Security**
P.O. Box 116139
Carrollton, TX 75011-6139

Company Website

Visit us at: www.vmstexas.com

Email Inquiries to: sales@vmstexas.com



Customer Information and Procedures

COURIER SERVICE

- 1. Normal Working Hours** - 8:00 am - 5:00 pm, Monday through Friday.
- 2. Emergency Courier Service** - Any hours outside the above. Contact Dispatch and state emergency need and time requirement.
- 3. Delivery Address and Cognizant Authority** - Deliveries will only be made to authorized persons at the address specified on the contract and Master Account Sheet
- 4. Business Recovery Support** - Per your Business Recovery Support Plan on file, we will follow your written instruction when notified with the appropriate code word and code number
- 5. Master Account Sheet Updates** - Please fax changes on company letterhead or email requested changes to dispatch. Only Level 1 administrators can make changes to the Master Account Sheet.
- 6. Contract Renewal and Cancellation** - All Vital Media Security contracts automatically renew for a 3 year term. Cancellations must be sent on company letterhead 60 days prior to the end of the renewal date.

VAULT VISIT PROCEDURE

- All visits to the vault must be scheduled at least 48 hours in advance with the client's VMS account manager or office manager. * exception - A true disaster
 - A fax (on company letterhead) or email from an authorized Level 1 user, must be sent to VMS. Information must include: Names of visitors (limited to 3), date and time of visit, and reason for the visit.
 - Upon arrival, each visitor must present a company and picture ID to gain entry.
- * Verbal Identification by company employees is not acceptable.

- * Valid state Driver's License
- * Company issued picture ID

- Visits are only scheduled between 9:30 am - 3:00 pm, Monday through Friday

CHANGES IN STORAGE NEEDS

Call your authorized sales representative @ 972-466-0202



SECURITY AUTHORIZATION LEVELS

Capabilities	Level 1	Level 2	Level 3	DR Level
Change Control	Full	Limited	None	None
Add/Delete Names on Master Account Sheet	<input checked="" type="checkbox"/>			
Schedule Vault Visit to VMS	<input checked="" type="checkbox"/>			
Escort Audit Personnel for Vault Visit (by appt. only)	<input checked="" type="checkbox"/>			
Vault Access (by appt only, with VMS escort)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

While under escort by VMS personnel, client may access own media library for verification, maintenance, DR and audit related functions. (Signed confidentiality / non-disclosure agreement required for all first time Vital Media Security visitors.)

Retrieve Media	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Pick up Media from VMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Receive Media / Sign Manifest	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Declare a Disaster / Request DR Exercise	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Order media destruction	<input checked="" type="checkbox"/>			
Request Media Inventory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Authorize after-hours or emergency (hotshot) requests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Vital Media Security will not deliver to a residential location under ANY circumstances