

## PRODUCT SPECIFICATIONS FOR REALPAGE COMMERCIAL PROPERTY MANAGEMENT

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

### 1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

### 2. OVERVIEW OF REALPAGE COMMERCIAL PROPERTY MANAGEMENT

REALPAGE COMMERCIAL PROPERTY MANAGEMENT is a web-based management tool that enables owners to manage their office, retail, and industrial properties. Fully integrated with RealPage Accounting, RealPage Exponential Reporting, and Investment Accounting, authorized Users can perform the daily and monthly business processes that the management of commercial real estate properties requires.

REALPAGE COMMERCIAL PROPERTY MANAGEMENT is the commercial billing, collection, tenant management, and expense recovery component of the REALPAGE COMMERCIAL PROPERTY MANAGEMENT Suite. It is integrated with RealPage Accounting. The major capabilities of REALPAGE COMMERCIAL PROPERTY MANAGEMENT include:

- Lease/Tenants
- Transactions
- Administration
- Hierarchical setup
- System-level setup
- Property-level setup
- Standard reports
- Customization service

Note: The REALPAGE COMMERCIAL PROPERTY MANAGEMENT Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA

Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE COMMERCIAL PROPERTY MANAGEMENT Product Center to upload or to store any electronic protected health information.

### 3. DETAILED SPECIFICATIONS FOR REALPAGE COMMERCIAL PROPERTY MANAGEMENT

This section outlines the major capabilities of REALPAGE COMMERCIAL PROPERTY MANAGEMENT:

#### 3.1. Lease/Tenants

- (i) Create multi-property lease agreements
- (ii) Create date-sensitive lease amendments
- (iii) Create boilerplate lease entries for efficiency and data accuracy
- (iv) View the unit number, standard industry codes (NAICS, SIC, NAPCS), lease sign date, lease start and end dates, and move-in, planned-out, and move-out dates
- (v) Create tenant contacts by using user-defined categories
- (vi) Collect non-U.S. addresses
- (vii) Manage recurring billing schedules
- (viii) Print lease abstract
- b. Straight-line rent
  - (i) Work with straight-line rent adjustment calculations and schedule creation
  - (ii) Manage straight-line rent schedules
- c. Indexed Rent
  - (i) Manage escalated rent by using indexed billing
  - (ii) Create critical date records for indexed billing
- d. Payment Guarantees
  - (i) Manage security deposits
  - (ii) Set up interest amounts to be paid on various security deposits
  - (iii) Manage letters of credit
  - (iv) Create critical date records for letters of credit
- e. Recoveries
  - (i) Manage expense recovery parameters
- f. Terms and Conditions
  - (i) Manage tenant clauses
  - (ii) Manage tenant options
  - (iii) Create critical date records for tenant options
- g. Activity/Task
  - (i) Manage and record tenant notes
  - (ii) Manage critical dates
  - (iii) Manage tenant activities
- h. Tenant Insurance
  - (i) Monitor and manage tenant insurance requirements
  - (ii) Attach tenant certificate of insurance to the insurance record
- i. Percentage Rent
  - (i) Configure sales category breakpoints and billing percentages
  - (ii) Enter reported sales

### 3.2. Transactions

- a. Lease Billing
  - (i) Manage recurring billing
  - (ii) Manage security deposit interest
  - (iii) Manage escalated rent indexed billing increase and catch-up billing
  - (iv) Reverse transactions
  - (v) Handle miscellaneous income
  - (vi) Correct transactions posted to the wrong account
- b. Tenant Receipts
  - (i) Generate tenant cash receipts
  - (ii) Generate security deposit receipts
  - (iii) Reverse multiple transactions for a single tenant
  - (iv) Delete unposted transactions
  - (v) Create credit memos
  - (vi) Manage overpayments and prepayments
- c. Recovery Reconciliation Billing
  - (i) Adjust recovery expenses on the expense account or for a specific lease
  - (ii) Recover expenses by property, property/unit, lease type, lease, and expense pool
  - (iii) Calculate recovery amounts
  - (iv) Edit tenant expense pool calculations and re-calculate the recovery amounts
  - (v) Bill recovery reconciliations
  - (vi) Create and print or email reconciliation invoices
  - (vii) View historical calculations
- d. Estimated Recoveries
  - (i) Calculate estimated recovery billing based upon budgeted expenses
  - (ii) Calculate estimated recovery expenses by property, property/unit, lease type, lease, and expense pool
  - (iii) Calculate estimated recovery scheduled billing amounts
  - (iv) Edit tenant expense pool calculations and re-calculate the estimated recovery amounts
  - (v) Update lease billing schedule
  - (vi) Create and print or email estimated recovery calculation
  - (vii) View historical calculations
- e. Straight-Line Rent
  - (i) Use straight-line rent adjusting journal entries
- f. Property Taxes
  - (i) Track historical property tax
  - (ii) Manage property tax payment
- g. Percentage Rent
  - (i) Bulk sales entry for actual, estimated, forecasted, and audited sales reports
  - (ii) Calculate percentage rent
  - (iii) View historical calculations
  - (iv) Print or email percentage rent invoices
- h. Security Deposit Refunds and Forfeitures
  - (i) Apply deposit to open charges

- (ii) Creates Accounts Payable Vendor and Bill for payment
    - (iii) Print or email statement
  - i. Apply Late Fees
    - (i) Apply late fee on an individual open invoice
    - (ii) Apply late fee on total delinquency balance
    - (iii) Tiered or flat amount fees calculated on a flat amount or percentage
  - j. Service Requests
    - (i) Manage Service Requests
    - (ii) Generate a bill to the Tenant for the Service Request services performed
    - (iii) Print Service Request
    - (iv) Print or email Tenant Service Request Invoice
  - k. Mobile Maintenance
    - (i) Technician can view all assigned maintenance requests from an Android or iOS device
    - (ii) Add a maintenance request
    - (iii) Update the status of the maintenance request
    - (iv) Read or add comments to the maintenance request
    - (v) Add photos to the maintenance request
    - (vi) Work online or offline
    - (vii) Synchronization to Commercial Property Management Service Requests
- 3.3. Administrations
- (i) Change market rent amounts by unit
  - (ii) Import templates for setup and transactions
  - (iii) Add index codes
  - (iv) Manage index values
  - (v) Post-indexed rent increase
  - (vi) Print-indexed rent invoices
  - (vii) Post straight-line rent adjustments
  - (viii) Change unit size by date and area type
  - (ix) Restrict users to specific modules
  - (x) Restrict users to specific assets (entities)
  - (xi) Import a file of transactions
  - (xii) Inactivating all property data
- 3.4. Hierarchical Setup
- (i) Set up system-level data available to all properties
  - (ii) Set up property-level data specific to that property, which can also be viewable and reported on at the system level
- 3.5. System Level Setup
- (i) Edit default name on report headers
  - (ii) Set up users with rights and roles
  - (iii) Set up properties
  - (iv) Set up floors
  - (v) Set up units
  - (vi) Manage leases

- (vii) Set up management reporting codes
- (viii) Set up index codes
- (ix) Set up area measurement labels
- (x) Set up unit types
- (xi) Set up lease types
- (xii) Set up lease boilerplates
- (xiii) Set up property management account labels
- (xiv) Set up industry classification codes
- (xv) Set up deposit types
- (xvi) Set up option types
- (xvii) Set up clause types
- (xviii) Set up insurance policy types
- (xix) Set up strategy types
- (xx) Create recovery setup
- (xxi) Set up activity types
- (xxii) Set up contact categories
- (xxiii) Set up group or user dashboards
- (xxiv) Set up company logo
- (xxv) Set up insurance policy types
- (xxvi) Set up strategy types
- (xxvii) Create recovery setup
- (xxviii) Set up activity types
- (xxix) Set up contact categories
- (xxx) Set up group or user dashboards
- (xxx1) Set up company logo

### 3.6. Property Level Setup

- (i) Set up international addresses by property, buildings, and units
- (ii) Set up varied rentable, usable, and user-defined measurement square footage (meters) for units
- (iii) Set up lease types
- (iv) Set up categories
- (v) Set up properties
- (vi) Set up floors
- (vii) Set up units
- (viii) Manage leases
- (ix) Set up management reporting codes
- (x) Set up CPI index codes
- (xi) Set up area measurement labels
- (xii) Set up unit types
- (xiii) Set up lease types
- (xiv) Set up lease boilerplates
- (xv) Set up property management account labels
- (xvi) Set up industry classification codes

- (xvii) Set up deposit types
- (xviii) Set up option types
- (xix) Set up clause types
- (xx) Set up insurance policy types
- (xxi) Set up strategy types
- (xxii) Create recovery setup
- (xxiii) Set up activity types
- (xxiv) Set up contact categories
- (xxv) Set up group or user dashboards

### 3.7. Standard Reports

- (i) Property listing report
- (ii) Property tax report
- (iii) Encumbrance report
- (iv) Letter of credit report
- (v) Area measurement report
- (vi) Vacancy report and graph
- (vii) Lease options report
- (viii) Lease expiration report and graph
- (ix) Five-year rent projection report
- (x) Critical date report and graph
- (xi) Filter reports by management reporting codes
- (xii) AR analysis
- (xiii) AR register
- (xiv) Available units report
- (xv) Lease abstract
- (xvi) Occupancy report
- (xvii) Recovery leakage report
- (xviii) Rent roll
- (xix) Security Deposit Register
- (xx) Straight-line rents report
- (xxi) Tenant aging
- (xxii) Tenant balance and delinquencies report
- (xxiii) Tenant sales report
- (xxiv) Tenant list
- (xxv) My stored reports
- (xxvi) Memorized reports

### 3.8. Customization Services

- (i) Option to create customized reports
- (ii) Option to create custom fields and create reports based on custom fields
- (iii) Option to create Smart Links
- (iv) Option to create Smart Rules
- (v) Option to create Smart Events
- (vi) Option to create custom views with filtering

(vii) Option to attach logo to invoices and reports

#### 4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 4.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 4.2. RealPage’s Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 4.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- 4.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 4.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 4.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 4.7. Assistance with Consumers’ Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 4.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.