The CrossFire$^\rightarrow$ System

Product Specifications:

CrossFire Automated Outbound
Messaging

April 2009   Version 1.0

The CrossFire System

Contents

Introduction

Access and use of CrossFire™ product centers at a particular site is governed by a CrossFire Product Center Use Agreement. The Use Agreement contains a Product Center Warranty that states that each product center will perform the functions applicable to the product center set forth in the then most current version of these specifications.

Thus, the most current version of these specifications is an integral part of the overall agreement between RealPage, Inc., and Licensees of CrossFire product centers.

User Authorization

Authorized Users

Site Owner's access to and use of the CrossFire System shall, at times, be limited to employees and agents of Site Owner, each of whom shall have been identified by the Site Owner to Provider as an authorized user (an "Authorized User"). Site Owner shall permit only Authorized Users to access and use the CrossFire System. Site Owner must not permit any other entity to access and use the CrossFire System without the permission of Provider. Site Owner shall ensure that all Authorized Users of Site Owner's passwords comply with these terms and conditions of use. Site Owner shall not permit anyone who has not been designated as an Authorized User to obtain or use an assigned password, nor permit anyone who has ceased to be an Authorized User to continue to use an assigned password.

Site Owner's Agents

Any agent of Site Owner accessing and using the CrossFire System on behalf of Site Owner shall, prior to such access and use, agree to be bound in its individual capacity to all of these terms and conditions of use by means of acceptance of a CrossFire System Agent's Master Agreement.

Passwords

Site Owner will be solely responsible for the confidentiality of the passwords used to access the CrossFire System and will be solely responsible for any and all losses and damages to either Party resulting from the loss, theft, or misuse thereof, or from Site Owner's failure to maintain, the confidentiality of Site Owner's passwords.

On-Demand Learning User Access

Access to CrossFire On-Demand Learning requires activation within CrossFire Setup options. Once CrossFire On-Demand Learning has been activated for a property, all users assigned a CrossFire role within the property will be able to access CrossFire On-Demand Learning web-based training courses. Authorized users may easily access the menu of available CrossFire product center courses by selecting the Learning tab. Selecting the desired class launches the user's web-based learning experience.

SPECIFICATIONS

Overview

CrossFire Automated Outbound Messaging, powered by Verevox Voice Broadcasting, is a web-based phone messaging system designed to permit users to rapidly create and broadcast voice messages to defined lists of phone numbers. The broadcast system automatically dials and delivers hundreds of call per minute

The system is entirely web-based and requires no additional hardware, software, or telephone equipment. The service can be employed by anyone with a dial-up Internet connection and standard phone service.

RealPage acts as a reseller of the Verevox Voice Broadcasting service to provide the CrossFire Automated Outbound Messaging system.

CrossFire Automated Outbound Messaging

CrossFire Automated Outbound Messaging allows users to create and schedule the delivery of telephone communication via a web interface. The user accesses the system through a branded web site hosted by Verevox.

 The major capabilities of CrossFire Automated Outbound Messaging include:

- Message Management
- List Management
- Broadcasting
- Reporting
- Do-Not-Call List
- User Management

Detailed Specifications

Message Management
- Ability for user to manage messages with IVR system
  - Allows user to create broadcast messages
  - User calls toll-free number and records messages
  - User manages recordings with IVR system
    - Allows the user to identify the recording with a code number
    - Allows the user to record the message
    - Allows the user to play back the message
    - Allows the user to accept the message for use
- Ability for user to manage messages via a web-based interface
  - View recorded messages
  - Rename messages
  - Download messages from the web site to a local system in .wav format
  - Delete messages

List Management
- Ability to upload lists of phone numbers to web site in .txt format
- The system can retain any number of distinct lists for broadcast
- Ability to manage lists
  - File name of each list appears on the web site
  - Ability to download lists to a local system
  - Ability to delete lists

Broadcasting
- Message broadcast are managed by the Broadcast Queue
- User creates a campaign by associating a message with a list
- Ability to schedule campaigns
  - Immediate broadcast
  - User defined
- Ability to add multiple campaigns to the broadcast queue
- Ability to set campaign broadcast priority

Reporting
- Call Summary Report: Provides a tabulation of all call activity for a given date by Record Status
- Calls by Day of Week Report: Tabulates call data for each day in a user defined date range by Record Status
- Call Duration Report: Details the number of calls delivered in 60 second and 15 second intervals
- Search by Phone Number Report: Allows user to identify each instance in which a specific phone number was called for a defined date range
- Final Call Report: Provides a list of campaign results for each phone number included in a list

- Calls by Location Report: Tabulates the total number of call made to each state and internationally for a given day
- Calls by Area Code Report: List each area code contacted in a given date range and the number of calls made
- Call Summary by Area Report: Tabulates the results to each area code by Record Status for a given date range
- Call Detail Report: Provides a final status for each phone number included in a campaign for a given date range
- Undelivered Calls Report: Lists only those numbers with a final status that did not result in a successful contact
- Bad Numbers Report: A list of all number in a campaign determined to be non-working
- User History Report: provides a detailed history of each Users activity within the system
- Report Data Download Feature: Outputs report data in Excel format

User Management
- Each customer is provided with a broadcast web site
- Each broadcast web site is secured with a username and password
- Each broadcast web site has an associated message box accessible via the telephone. The user is given access codes to enter the IVR for message recording
- Users can mange their password within the web site

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.

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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 invaliding 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.