



The CrossFire[®] System

Product Specifications:

CrossFire Military Housing Platinum Portal

February 2011

Version 1.0

Highly Confidential

The CrossFire System

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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 – VERSION 1.0

Overview

CrossFire Military Housing Platinum portal is an easy-to-use online leasing system that enables service members to apply for housing, complete their eligibility information, and sign their lease—all online—24 hours a day. Service members that start the leasing process online can complete the leasing process at the site or vice versa. This system is also configurable to match leasing processes at the site.

CrossFire Military Housing Gold portal is a leasing system that requires OneSite[®] Leasing & Rents Military Housing and OneSite[®] Document Management.

CrossFire Military Housing Platinum Portal

CrossFire Military Housing Platinum portal fulfills the following tasks and services:

- **Pricing and Availability**
 - Integrates with property web sites and most major Internet listing services
 - Allows the prospect to virtually tour rooms and facilities
 - Automatic guest card creation
 - Prospect Portal creation

- **Application and Lease Execution**
 - Permits prospect to complete housing application online
 - Allow service member to upload military document online
 - Permits prospect to sign lease online

- **General Functions**
 - Activity is posted in OneSite Leasing & Rents—Military Housing
 - Configurable to match the leasing process at the site
 - Allows prospect to start and stop the leasing process at any time
 - E-mail messages are sent throughout the duration of the online leasing process

- **Additional Features (G)**
 - Property web site
 - 3D Floor Plans
 - 3D Animation
 - Waitlist look up
 - Search Engine Optimization

Detailed Specifications

Pricing and Availability

- **Integrates with property web sites and most major Internet listing services**
- **Allows the prospect to virtually tour rooms and facilities**
 - Kitchen
 - Living room
 - Bathroom
 - Bedroom areas
 - Common areas
 - Amenities
- **Automatic guest card creation**
 - Information automatically creates a guest card in prospect management
 - The system will enter guest cards seamlessly into OneSite Leasing & Rents—Military Housing
 - The system will generate and send e-mail messages to prospects as they move through the system
- **Prospect Portal creation**
 - Prospect is prompted to create a unique identifier
 - Prospect portal password is used for the eSignature process
 - Prospect portal ensures security during lease execution

Application and Lease Execution

- **Permits service member to complete housing application online**
 - Allows service member to fill out an application, including eligibility and dependent information, online
 - Provides secure location for service member's personal information
 - Ensures site's needs are met by providing customizable settings
 - Enables service member to start the leasing process online and complete the process at the site or vice versa
 - Provides the service member the ability to upload military orders, DA 31, or DD1172 as part of the online application process
 - Upload documents are stored securely in OneSite Document Management
- **Permits service member to sign lease online**
 - Enables an applicant to digitally execute a document over the Web once a housing assignment is made
 - Uses a secure algorithm that binds the document signer identification and authentication, and the document thumbprint, into a single unique identifying number
 - Digitally stamps lease with an ESA seal
 - Service member can sign multiple forms required by the property
 - A progress ledger shows all forms to be signed and progress thereof
 - Signed document is stored in a tamper-proof storage system

General Functions

- **Configurable to match leasing processes at the site**
- **Allows service member to start and stop the leasing process at any time**
 - Service member's information is saved
 - Service members can sign on and resume leasing process where they left off
- **E-mail messages are sent throughout the duration of the online leasing process**
 - After registration with name, password, phone number, and e-mail address
 - After completion of the lease application online
 - After signing the lease

Additional Features

- **Property web site**
 - Display of photos, floor plans, amenities, interactive location maps, property descriptions, and any other marketing content used to describe the property
 - URL submission for indexing by Google, Yahoo, and MS Bing
 - Web site submission for placement on Google Maps, Google Local, Google Base, Yahoo Local, and Microsoft
 - Waitlist lookup allows service member to check waitlist and position information
 - Waitlist lookup page can be linked to from external web sites, including military installation web sites
- **3D Floor Plans**
 - 3D rendered still shot of converted 2D line art floor plan
- **3D Animation**
 - 3D rendered animated walk through of a 3D floor plan
- **Search Engine Optimization**
 - Allows search engine spiders to easily crawl the site and index content that helps establish relevance and improve listing position on search query results
 - Utilizes web analytics to measure site performance and provide the basis for design and content adjustment. Provides keyword analysis for competitive sites and recommendations for use on the site

1. 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.

- 1.1. 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.
- 1.2. 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.
- 1.3. 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.
- 1.4. 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.
- 1.5. 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.
- 1.6. 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.
- 1.7. 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.
- 1.8. 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.