REALPAGE®
∴ Outperform

Level One® Contact Center Services and Products

Product Specifications:

Emergency Service Only

March 2016

Version 1.0

Level One® Contact Center Services and Products

Contents

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Introduction

Access and use of Product Centers and services ("Products") at a particular Site is governed by an underlying agreement and/or addendum ("Agreement") with RealPage, Inc. or its affiliates ("Provider"). Provider warrants in the Agreement that each Product will perform the functions applicable to the Product set forth in the then most current version of these specifications.

Capitalized terms herein shall have the meaning ascribed to them in the Agreement, unless otherwise specifically defined herein.

User Authorization

Authorized Users

Site Owner's access to and use of the Products shall, at times, be limited to Authorized Users. Site Owner shall permit only Authorized Users to access and use the Products. Site Owner must not permit any other entity to access and use the Products 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.

Passwords

Site Owner will be solely responsible for the confidentiality of the usernames and passwords assigned or created to access the Products 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.

SPECIFICATIONS

Overview

Emergency Service Only provides properties with a direct dial emergency dispatch toll-free number.

Emergency Service Only Specifications

Emergency Service Only features include:

- Provides a toll-free emergency maintenance number that a property can distribute to its residents.
- Greets callers with a consistent, professional message[1], and promptly routes all after-hours emergency messages to the phones and devices designated by the client.
- Provides callers with an option to leave a non-emergency message.
- Sequentially contacts up to nine telephone or pager numbers designated by the client until the caller's emergency message is reviewed.
- Includes the ability to connect the property's on-call representative to the caller, via callback to the originating number for the call.
- Records the phone conversation between the property's representative and the caller, and retains these recordings for 90 days for later review by the property, if desired.
- Compiles response times, escalation times, call history, and other key information into a detailed report that is accessible online by property view, regional view, and/or portfolio view.
- Includes the ability to send the detailed report data to client's representative(s) through e-mail on a weekly, monthly, or quarterly basis, as designated by the client.

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[1] Messages can be selected from RealPage's extensive message library or a customized message can be created at an additional charge.