



LIVE AGENT CONNECT SERVICE LEVEL SPECIFICATIONS

These Service Level Specifications (SLSs) are applicable to the RealPage Live Agent Connect Product Center ("Product") and form part of the warranty set forth in the underlying agreement with Level One LLC ("Level One") or its affiliate ("Agreement"). These SLSs are subject to, and qualified in their entirety by, the terms and conditions of such Agreement.

Level One will use commercially reasonable efforts to meet the following service levels:

- 1. Service Hours.** Live Agent Connect Associates will answer and respond to inbound leasing calls and e-mail messages 24/7/365.
- 2. Call Abandon Rates & Response Times.** Calls will be answered with an average abandon rate of less than 3% per month, and a service level of 85% of calls answered in 25 seconds or less, on average, per month.
- 3. E-mail Response Times.** Live Agent Connect Associates will respond (through e-mail) to prospect e-mail messages with a monthly average response time of 120 minutes or less.