

ONESITE SYSTEM SERVICE LEVEL SPECIFICATIONS

These Service Level Specifications are applicable to all OneSite Product Centers and forms part of the Product Center Warranty set forth at Section Four of the OneSite Product Center Use Agreement (“Use Agreement”). It is qualified in its entirety by Sections Five through Nine inclusive of the OneSite Product Center Use Agreement.

1. **Product Center Security.** OneSite uses several encryption schemes depending on the nature of the product and platform utilized. OneSite interactive products use SSL 128 bit encryption for all data transmissions to and from the server except for images. OneSite Portfolio and OneSite Revenue Management use Citrix Secure ICA 128 bit encryption for all transmissions to and from the server. OneSite Site Data Exchange transmits and receives encrypted zip files that require passwords to open.

For Product Centers hosted by Provider,

- (a) All OneSite System servers and all Site Owner Data shall be located and maintained in a Provider data center(s) with off-site backup of Site Owner Data to be performed by Provider at least daily after the end of each daily Availability Period, tested disaster recovery procedures which are reasonably acceptable to Manager, and a qualified operations staff,
 - (b) Provider will at all times comply with the security, backup and disaster recovery procedures provided to Manager,
 - (c) Upon request and with adequate notice from Site Owner, Provider will segregate Site Owner Data not licensed pursuant to Section 11(B) of the Use Agreement onto separate servers located within the primary and backup data center. Site Owner agrees to pay Provider for the fully loaded cost of such server segregation.
2. **Product Center Support.** Site Owner shall have reasonable use of and Provider will provide Provider's telephone and e-mail help service during the applicable hours and business days set forth below for assistance with any Product Center. During support hours, Provider shall use reasonable efforts to respond to inquiries within an average of 1 business hour after receipt from Site Owner. If a reported problem is serious enough to prevent a site from performing major functions or the functionality of the application for its intended purposes is substantially and adversely affected, then Provider shall assign support personnel to help resolve the problem, and such support personnel shall contact Site Owner within one hour during normal support hours. If the reported problem does not inhibit the site from performing major functions, then Provider will assign the next available support person to help resolve the problem, based on the order in which inquiries are received from all Site Owners. Site Owner may have access to incident logs maintained by Provider and may recommend changes in the priority of handling incidents.

Standard Support Hours: Monday through Friday, 7:30 A.M. to 7:00 P.M. Central Time except for major holidays

Standard Support: The first 20 Service Requests per site are included when Site Owner subscribes to its first Product Center. The Service Request entitlement includes access to product support agents by telephone, e-mail, and online during standard support hours. Service Requests in excess of the first 20 Service Requests will be subject to additional charges. Requests for training instruction on feature and functions must be directed to RealPage Training Services and additional fees will apply. Service Requests that require software updates and/or changes to correct problems will not be counted against the entitlement.

Expanded Support: Site Owner may purchase additional Service Request Packs in sets of 15 Service Requests each.

Frontline Support: Site Owners that maintain a qualified internal help desk ("Frontline") responsible for initial response to site personnel with product issues will be entitled Standard Support plus immediate routing of online Service Request to senior agents for attention. Frontline status must be approved by RealPage based on a written request from Site Owner detailing their internal help desk program.

Platinum Support: Provides Site Owner with Frontline status and all the features of Frontline Support plus a designated senior support liaison responsible for all Site Owner Service Requests. The support liaison will attend scheduled recurring meetings, provide customized analysis and reporting, and guidance to Site Owner leadership as needed. The Platinum Support subscriber will also have access to a special emergency support hotline on Saturdays from 9:00 A.M. to 5:00 P.M. Central Time.

Technology Support: Provides Site Owner with technology consulting from network engineers to assist with configuration of firewalls, communications, security measures (including virus alerts), workstation configuration, and disaster recovery.

3. **Product Center Maintenance.** Site Owner shall receive access to and use of all fixes, enhancements, or updates to each licensed Product Center that Provider does not elect to market separately to its entire user base. Provider agrees that any fixes or updates to existing Product Centers that it provides to its general user base will not be marketed separately to Site Owner.
4. **Product Center Availability.** Provider will use commercially reasonable efforts to ensure that all data storage, application servers, and web servers in its primary data center have redundant capacity including providing fully redundant capabilities to ensure recovery from a Provider system failure within prescribed service availability standards. For Product Centers hosted by Provider, such Product Centers shall be available for use by Site Owner ninety-eight percent (98%) of a daily period between 6 A.M. and 10 P.M. Central Time (the "Availability Period") three hundred sixty five (365) days per year. Scheduled maintenance that might interfere with availability of the OneSite System shall occur outside of these hours. The web site will be considered unavailable if the Product Center cannot be accessed within twenty (20) seconds of submission of an inquiry to the server of Provider.
5. **Product Center Response.** For Product Centers hosted by Provider, such Product Centers shall provide no more than five-second average response time during the Availability Period. Such time will be measured from the time a transaction is received by Provider at its data center(s) until a response is transmitted back to Site Owner. Batch transactions (for example, posting monthly rent charges) or database report queries that access large volumes of data may exceed this response time and are excluded from this response commitment; however, response times for these functions shall be reasonable and customary for the function being performed and not unduly delayed.
6. **Product Center Upgrades and Enhancements.** Provider shall alert Site Owner by e-mail notification to the contact person designated by Site Owner of new releases (for example, release 2.3 moving to 3.0) at least four (4) weeks prior to cut over to the new release. Site Owner shall have the opportunity to review the new release by processing test transactions in a non-production environment for up to six months ("Test Period"). Provider shall apply major fixes (see Paragraph 7) identified by Site Owner during the Test Period. Provider will not be required to provide support for prior releases for more than twelve (12) months after the date on which a new release is made commercially available. In connection with each new release, Provider will make available to Site Owner release notes with respect thereto, and communicate with Site Owner with respect to upgrades and enhancements to be included in such new release within two (2) weeks prior to its commercial availability.
7. **Major Fixes.** Provider shall correct errors in a Product Center after notification by Site Owner as follows:

Priority 1 – Problems that cause crashes or a problem that severely hinders the use of the product so that the site is not operational and there is no workaround. Resolution Goal: As soon as possible. Problem is worked continuously until resolved. Fix will be applied to the production release at night after resolution has been tested. Average resolution goal for priority 1 problems is no more than 12 business hours.

Priority 2 – Site is operational but a major function is down. Resolution Goal: Problem is worked during business hours (8:00 A.M. until 6:00 P.M. CST, Monday through Friday, except for holidays) and will be applied to the production release at night after resolution has been tested. Average resolution goal for priority 2 problems is no more than 36 business hours.

Priority 3 – Problem can be maneuvered around until fixed. Resolution Goal: Next scheduled maintenance release. To make the next scheduled release, the fix must be developed and tested at least 2 weeks before the release is scheduled for production.

Priority 4 – Enhancement Request. Resolution Goal: Determined by Product Manager of the Product Center.

Site Owner may have access to problem management logs maintained by Provider and may recommend changes in the priority of reported errors to Provider. Provider will make Priority assignments. Provider shall keep Site Owner apprised of progress in correcting errors as reasonably requested by Site Owner.

8. Backup Hosting. Provider offers two backup hosting options as follows:

- (a) 72 Hour Warm Backup. Provider will maintain computer equipment (including domain controllers, firewalls, web servers, database server, and report servers) and software (including database software, report writing software, operating system software, and OneSite software) in an environmentally controlled second data center located more than 15 miles from Provider's primary data center. The equipment and software is collectively referred to as the OneSite System. Such data center will be capable of supporting Site Owner usage of Qualified Product Centers with 72 hours prior written notice of a disaster. Upon declaration of a disaster by Site Owner, Provider will load backup data to the OneSite System, test the OneSite System to verify that it functions properly and re-direct Internet traffic to its second data center. In the event re-direction is not possible, Manager will provide traffic sources (for example, its sites) with a new URL to access the secondary data center directly. Qualified Product Centers include all OneSite Product Centers except OneSite Screening, and CrossFire. In addition, certain Excluded Databases may not be accessible if the primary data center is out of service. Excluded Databases include all credit screening, eviction, criminal, and resident payment history databases as well as all M/PF Research databases and benchmarking databases.
- (b) 2 Hour Hot Backup – Provider Hosted. Provider will provide the same services as set forth above. In addition, Provider will transmit transaction logs between its primary and secondary data center so that Site Owner Data stored in one data center is no more than 15 minutes behind Site Owner Data stored in the second data center. Manager may switch processing for the purpose of testing the backup capabilities of the system once every six months with 24 hours advance notice. In the event a disaster is declared by Manager, Internet traffic will be switched from the primary data center to the secondary data center within two (2) hours of written notice from Manager. In the event re-direction of Internet traffic is not possible, Manager will provide traffic sources (for example, its sites) with a new URL to access the secondary data center directly.

Provider will not be considered in breach of the availability or response time warranty set forth in the Use Agreement for 72 hours after a written declaration is sent to Provider.