

## REALPAGE CONTACT CENTER SERVICE LEVEL AGREEMENT

These Service Level Specifications (“SLS”) are applicable to the relevant live agent RealPage Contact Center Product Centers, as incorporated by reference by, and subject to the terms and conditions of, the Master Agreement and any other Governing Documents under which such Product Centers are licensed, including, but not limited to, any exclusive remedies or limitations of liability contained therein. Each SLS shall apply to, and be measured on an aggregate basis for, all relevant transactions for all RealPage Contact Center customers that are handled by the RealPage Contact Center, rather than on an individual basis for each Site or portfolio of Sites subscribed to the applicable Product Center.

### RealPage Contact Center Service Levels:

#### 1. Answer Performance:

**All Voice Calls (Leasing or Maintenance):** 80 percent of calls shall be answered within 30 seconds or less, with a three (3) percent or less abandonment rate, as measured on a monthly basis.

**Missed Voice Calls (Leasing or Maintenance):** 80 percent of calls shall be answered within 45 seconds or less, with a five (5) percent or less abandonment rate, as measured on a monthly basis.

**Web Chats/Text Messages:** 80 percent of interactions shall be answered within 30 seconds or less, with a three (3) percent or less abandonment rate, as measured on a monthly basis.

**Email Response:** 90 percent of emails shall be answered within 120 minutes or less, as measured on a monthly basis, provided, however, that the Parties shall agree to reasonable changes to the foregoing service levels in the event of unforecasted spikes in email traffic volume

**OB Instant Call Reply:** 90 percent of eligible outbound (OB) calls shall be made within 30 minutes or less, as measured on a monthly basis, subject to calling time and other legal or regulatory restrictions, as applicable, and provided, however, that the Parties shall agree to reasonable changes to the foregoing service levels in the event of unforecasted spikes in email traffic volume.

**Leasing Assistant:** 80 percent of interactions shall be answered within 45 seconds or less, with a five (5) percent or less abandonment rate, as measured on a monthly basis:

2. **Quality Scores:** Live Agent Calls, Emails, and Chats, randomly scored by the RealPage company providing the Contact Center Product Center, shall meet a minimum average score of 80 percent, as measured on a monthly basis.

3. **Live Agent Customer Satisfaction Survey (CSAT):** CSAT surveys offered to prospects post-call and post-chat are scored on a “5 to 1” scale with “5” being “very satisfied” and “1” being “very unsatisfied.” At least 80 percent of the CSAT surveys completed by prospects, as measured on a monthly basis, will receive a score of “4” or “5.”