

REALPAGE EASYLMS SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) identifies the services that RealPage provides for an application system to ensure that it is reliable, secure, and available to meet the needs of the business it supports. The SLA identifies customer expectations and defines the boundaries of the application's physical environment.

1. Availability of Applications:

Schedule: The standard is to provide all production application systems seven days a week, 24 hours a day, except for scheduled maintenance.

Preventive Maintenance and Scheduled Application Unavailability: Preventive maintenance for production servers is scheduled in advance in coordination with the system owner, and is not scheduled during Prime Time Service hours. When maintenance is needed, it will be announced five (5) business days in advance of the maintenance period, in writing, to the customer's designated system administrator. Routine maintenance will be scheduled in advance to provide as much notice as possible to the customer's designated system administrator. Maintenance activities that require downtime will be scheduled outside of Prime Time Service hours. These downtimes are coordinated with the customer's designated system administrator to ensure that no major business activities are impacted.

Non-Scheduled Downtime: Non-scheduled downtime is a result of an unforeseen system or application problem. RealPage will contact designated contact(s) to communicate maintenance schedules in writing.

Support Levels: RealPage will provide support as outlined below (all times noted are Central Time):

- Prime Time Service is provided Monday through Friday from 8:00 A.M. to 5:00 P.M.
- Unattended Operations occur from 5:00 P.M. Friday through 8:00 A.M. Monday. Application problems will be addressed during the next Prime Time Service period.

Application Reliability: Reliability is the percentage of time an application is actually available during a scheduled period of time. In a distributed computing environment, all of the relevant components (server computers, databases, networks, workstations, and so on) must be functioning correctly for the entire application to be fully available. The monthly application availability during Prime Time Service is 99.9%, and 99.0% during Limited Service.

Application Problem Reporting and Resolution: Application problems should be reported to RealPage EasyLMS Product Support by e-mail at lmshelp@realpage.com or on the web at <http://www.realpage.com/support/>. RealPage EasyLMS will confirm receipt of problems via e-mail, or a response to the case as outlined in Resolution SLA. RealPage will assess and assign the Priority Level for the case and address the situation, as outlined within the Response Time specified below:

2. Resolution SLA:

Priority Level	Response Time	Maximum Error Resolution Time (following RealPage response)
P1 – Critical	1 business day (work commences immediately)	3 business days
P2 – High	3 business days	6 business days
P3 – Low	5 business days	Next scheduled release or upon next maintenance update (for agreed upon bug fixes)
P4 – General Inquiry	7 business days	n/a

3. Application Performance:

Mission Critical Core Application Systems: The designated Mission Critical Core Application Systems are all student-facing instances and scripts affecting the ability of users with the Learner role to complete training and/or manage their curricula, account, and transcript.

In the event of failure of Mission Critical Systems, the customer must contact a designated RealPage contact immediately, in writing. Functionality will be restored within two (2) business days.

Non-Mission Critical Core Applications: The designated Non-Mission Critical Core Application Systems are customer-facing portals and scripts affecting all other roles, excluding Mission Critical Core Application Systems, are defined as Non-Mission Critical Core Applications.

In the event of failure of Non-Mission Critical Systems, licensor must contact a designated RealPage contact immediately, in writing. Functionality will be restored within three (3) business days.

4. **Network Performance:** Application performance involves many variables, such as the traffic on the networks and subnets, workstation capacity, and the type of request being processed. For web or remotely accessed applications, modem speeds, Internet Service Providers, and external communication lines all have an impact on application performance. Because these items are not supported directly by RealPage, no guarantees can be made for performance levels for such distributed applications. Activities and systems within RealPage personnel's span of control are monitored for performance.

5. **Backup and Recovery:** Data backups are performed on a routine basis. The purpose of these backups is to recover data in case of hardware or software failure. The time required to recover data depends on the nature of the problem. The EasyLMS system, training content, and database are backed up nightly.

In the event of catastrophic or environmental failures, the EasyLMS system will be installed, configured, and up and running in a completely new/fresh environment within three (3) business days. At no point will more than 48 hours of training data be lost. If catastrophic or environmental failures occur, RealPage will contact the customer's designated system administrator immediately, in writing.