

PRODUCT SPECIFICATIONS FOR REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION

REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION provides properties with 24 hours a day, seven days a week live agent support for answering leasing calls so calls are not missed or go to voice mail, as well as, an automated means of receiving, dispatching and managing emergency calls from residents.

Note: The REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION

This section outlines the major capabilities of REALPAGE CONTACT CENTER LEASING ASSISTANT CALLS WITH ANSWER AUTOMATION:

- 3.1. Prospect or Resident places call to designated numbers and is greeted with an Interactive Voice Response system (IVR) prompting the caller to select:

- a. Leasing inquiries (comes to Leasing Assistant Agents)
- b. Emergency maintenance
- c. General messages

3.2. Leasing Inquiries

- a. Directed to live Leasing Assistant Agents ensuring calls are answered in a professional and courteous manner 24 hours a day, seven days a week ensuring calls are not missed or go to voicemail.
- b. The Leasing Assistant collects basic information on a guest card when provided by the prospect including:
 - (i) Name
 - (ii) Phone number
 - (iii) Email address
 - (iv) Other information (if offered)
 - (v) Ad source (automated based on ad source tracking number)
- c. Completed Guest Cards are then emailed to the property for follow-up, provide pricing and availability, and to book tours.
- d. Leasing Assistant includes unlimited guest cards.
- e. Leasing Assistant Call Options permit clients to select call handling and routing options based on their unique needs for the same price:
 - (i) All calls:
 - 1. Route all incoming calls directly to our IVR
 - 2. If prospect selects leasing the inquiries are answered by our Leasing Assistant Contact Center
 - 3. Calls can be routed back to the leasing office or to Answer Automation, depending on the IVR option selected by the prospect
 - (ii) Missed calls:
 - 1. Route all incoming calls directly to our IVR
 - 2. Route only those leasing calls that are missed by the leasing office to our Leasing Assistant Contact Center
 - 3. Route call initially to the leasing office and back to the Leasing Assistant Contact Center or Answer Automation only when the on-site team does not answer the phone
- f. Access Call Recordings (charged per Authorized User)
 - (i) Allows access to call recordings of Leasing Assistant calls
 - (ii) Access recordings for up to 90 days
- g. Reporting permits an Authorized User to:
 - (i) Access report through the RealPage portal
 - (ii) Review contact volume and Guest Card information
 - (iii) Review advertising source metrics to determine success of advertising efforts

3.3. Smart Answer Automation with Local Line Roll Over

- a. This feature provides local-line backup support for a property and allows the Leasing Assistant Contact Center to answer leasing inquiries with a live agent and maintenance calls come into the local direct number by voice mail.
- b. Maintenance calls are handled as follows:

- (i) System greets callers with a consistent, professional message, and promptly routes all after-hours emergency messages to the phones and devices designated by the client.
- (ii) Sequentially contacts up to nine telephone or pager numbers designated by the client until the caller's emergency message is reviewed. If the message has not been reviewed after 99 attempts to dispatch to the client-designated numbers, a notification email is sent to the client-designated email address(es).
- (iii) Sends non-emergency and general messages in .wav file format to email addresses designated by the client.
- (iv) Includes the ability to connect the property's on-call representative to the caller by using callback to the originating number for the call.
- (v) 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.
- (vi) 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.
- (vii) Includes the ability to send detailed report data to the client's representative(s) through email on a weekly, monthly, or quarterly basis, as designated by the client.

4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 ("CCPA") DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to "Personal Information" of a "Consumer" as those terms are defined under the CCPA (referred to hereafter as "Personal Data") that RealPage processes in the course of providing services under the Product Center ("Services") governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 4.1. Customer's Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 4.2. RealPage's Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 4.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as "selling personal information" as that term is defined under the CCPA.
- 4.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer ("Sub-Service Providers"). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 4.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 4.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer's

written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.

- 4.7. Assistance with Consumers' Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer's Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 4.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.