

PRODUCT SPECIFICATIONS FOR REALPAGE CONTACT CENTER — MAINTENANCE COMMUNICATIONS

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 — MAINTENANCE COMMUNICATIONS

REALPAGE CONTACT CENTER — MAINTENANCE COMMUNICATIONS (also known as the Maintenance Contact Center, and previously referred to as Level One Maintenance Calls, MEDS, or Service Calls) facilitates the handling of resident maintenance requests by the property’s staff by:

- Taking calls from residents to answer maintenance-related inquiries
- Qualifying and summarizing maintenance issues with appropriate prioritization (including emergencies)
- Communicating requests to on-site technicians or other community contacts

The Maintenance Communications Center acts as an extension of the community’s staff and has access to an in-depth profile of the property, staff, maintenance categories, and procedures directly from a “self-managed” online community portal, called “Property Knowledge” (PK).

The Maintenance Communications Center is the service component of the RealPage product suite. The major capabilities of the Maintenance Communications Center include:

- Handle and deliver maintenance requests 24 hours a day, seven days a week (depending on call options selected)
- Process inbound phone calls through an automated Interactive Voice Response (IVR) system
- Maintenance emergencies are dispatched via our automated system. Work Orders are also sent to the email addresses on file with the community. Once accepted, a confirmation email is also sent to the community. Non-emergency work orders are only delivered to the property via email

- If an emergency dispatch request is not accepted after a maximum of 99 attempts, the request is archived and an email notification is distributed to the client-designated escalation staff
- Provide third-party integration (when available) to allow work orders to be inserted directly into certain supported property management systems. This applies to both emergency and non-emergency work orders
- Record and log all maintenance phone calls for quality assurance and community auditing
- Provide a dedicated maintenance phone number for tracking and reporting purposes
- Summarize caller information and inquiry into a standardized maintenance work-order format

Note: The REALPAGE CONTACT CENTER — MAINTENANCE COMMUNICATIONS 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 — MAINTENANCE COMMUNICATIONS Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE CONTACT CENTER — MAINTENANCE COMMUNICATIONS

This section outlines the major capabilities of REALPAGE CONTACT CENTER — MAINTENANCE COMMUNICATIONS:

3.1. Call Routing and Provisioning features include:

- a. Call routing based on the maintenance call product purchased (see 3.3 Product Options below in this document)
- b. Provide customized IVR greetings
- c. Provide toll-free number for maintenance call purposes
- d. Transmission of a maintenance work order email or, when integrated, a maintenance entry into a property management system

3.2. Maintenance Interaction Information feature provides access to the following information, when provided by the resident:

- a. Emergency work order
- b. Non-emergency work order
- c. Name
- d. Phone number(s)
- e. Email
- f. Building and unit
- g. Maintenance issue qualification
- h. Comments documented by an RPCC Agent and date and time of the maintenance request.
- i. Permission to enter the unit
- j. Pet and alarm information

3.3. Product Options permit Site Owners to select call handling and routing options based on their unique needs:

- a. All Calls:
 - (i) Route all incoming maintenance calls directly to the Maintenance Communications Center depending on the IVR selection by the caller
 - (ii) Allow calls to be routed back to the leasing office or to voice mail, depending on the IVR option selected by the prospect
- b. Missed Calls:

- (i) Route only those maintenance calls that are missed by the on-site office to the RealPage Contact Center
 - (ii) Route call initially to the property and back to the Maintenance Communications Center only when the on-site team does not answer the phone
 - (iii) Designate the number of rings allowed at the property before rolling over to the Maintenance Contact Center
 - c. All chat:
 - (i) Any work order generated via chat will follow the same process as all Maintenance Voice communications.
- 3.4. Additional Add on Options permit the Site Owners to further customize their product options based on their unique needs:
 - a. Access call recordings and chat transcripts (charged per Authorized User):
 - (i) Allows access to call recordings of inbound calls and chat transcripts
 - (ii) Access recordings and transcripts for up to 90 days
 - b. Custom call greeting:
 - (i) Allows the IVR call greeting to be customized to a customer's needs
 - c. Crisis line:
 - (i) Provides properties the ability to use a toll-free number to serve as an internal company-only escalation number
 - (ii) Allows major issues (for example, fires) to be escalated to the property or property management company executives
 - (iii) Simultaneously dispatches crisis call recordings by phone and email to client-designated key individuals
- 3.5. Reporting features permit an Authorized User to:
 - a. Access a suite of reports through the RealPage portal, which offers a variety of information that is available at both the property and portfolio levels.
 - b. Review contact volume and work order information

For purposes of work order tracking, all interactions directed into the Maintenance Queue are considered "billable work orders" for example, if a work order is created on Monday, and a resident calls back on Thursday, due to their work order not being closed, the contact center will update and generate a second work order.

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.