

PRODUCT SPECIFICATIONS FOR REALPAGE CONTACT CENTER—SALES TRAINING AND TIME SOLUTIONS (STATS)

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—SALES TRAINING AND TIME SOLUTIONS (STATS)

REALPAGE CONTACT CENTER—SALES TRAINING AND TIME SOLUTIONS (STATS) provides properties and their parent companies with increased visibility into their leasing call tracking and marketing efforts, while improving their ability to effectively coach and train on-site leasing staff. STATS provides improved data about each prospect, and allows a community to listen to inbound call recordings for calls answered by the on-site leasing team.

REALPAGE CONTACT CENTER—SALES TRAINING AND TIME SOLUTIONS (STATS) is the tracking component of the RealPage Contact Center product suite. The major capabilities of STATS include:

- Supports stand-alone use or use in conjunction with communities using a RealPage Contact Center leasing product (All Calls, Missed Calls, or After Hours Calls).
Note: Does not include any RealPage Contact Center leasing call products when used as a stand-alone solution.
- Provides dedicated toll-free numbers (TFNs) or local numbers for specific ad-source tracking. TFNs or local numbers are available as an add-on at an additional cost.
- Provides on-demand web-based reporting, which is available at both the community and portfolio level.
- Provides access to call recordings—available as an option at no extra cost—for Authorized Users.

Note: The REALPAGE CONTACT CENTER—SALES TRAINING AND TIME SOLUTIONS (STATS) 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—SALES TRAINING AND TIME SOLUTIONS (STATS) Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE CONTACT CENTER—SALES TRAINING AND TIME SOLUTIONS (STATS)

This section outlines the major capabilities of REALPAGE CONTACT CENTER—SALES TRAINING AND TIME SOLUTIONS (STATS):

3.1. Call Routing and Provisioning Features

- a. Provides TFNs or local numbers to use on print and Internet advertisements. Note: Provides exact ad-source tracking for guest cards.
- b. Provides Capture Caller ID (when available) to assist with prospect follow-up
- c. Clients are responsible for listing the correct phone numbers on advertisements.
- d. Provides on-demand web-based reporting from both the community and portfolio level. Note: You can access this functionality through the RealPage Reporting portal.
- e. Provides the ability to restrict reporting parameters based on regions and other administrative restrictions.
- f. Subscribes to specific reports and receives automated emails containing the requested reports, based on a user-specified frequency.

3.2. Community Level Reports Available at the Community Level

- a. STATS Ad-Source Effectiveness: Provides a list of ad sources stratified by ad-source cost and the volume of incoming guest cards (GC) and visits set during a user-specified period.
- b. STATS Activity Report: Provides the individual call details by ad source, and includes additional information such as caller ID, toll-free number dialed, call time, and answered by, and provides the ability to link to a specific call recording during a user-specified period.
- c. STATS Call Distribution: Shows a matrix of the volume and percentage of calls received by day, and during a block of time, during a user-specified period.
- d. STATS ZIP Code Analysis: Shows a summary of call volume by ZIP Code.

3.3. Portfolio Level Reports Available at the Portfolio Level

- a. Ad-Source Total Calls: Shows the total calls per ad source during a user-specified period.
- b. Ad-Source Total Calls per Hour: Shows the total calls per ad source per hour during a user-specified period.
- c. Ad-Source Total Calls per Month—Summary: Shows the total calls per ad-source by region and manager during a user-specified period.
- d. Peak Calls by Day: Shows the volume of total calls by day, property, and region during a user-specified period.
- e. Peak Calls by Hour: Shows the volume of total calls by hour, property, and region during a user-specified period.
- f. Access Call Recordings:
 - (i) Allows access to call recordings of inbound calls
 - (ii) Allows access to recordings for up to 90 days
 - (iii) Provides these features at no additional cost

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.