

RealPage Exchange For YieldStar Permitted Use and Restrictions

This document (the “SLA”), governing the RealPage Exchange for YieldStar Permitted Use and Restrictions (“PERMITTED USE”), is a policy governing the use of the RealPage Exchange Services for YieldStar (the “EXCHANGE SERVICES”) under the terms of the RealPage Exchange AppPartner, AppDeveloper, and Site Owner Interface Agreements (the “EXCHANGE SERVICES AGREEMENTS”) between RealPage, Inc. (“REALPAGE”) and users of the REALPAGE EXCHANGE SERVICES (“USERS”). The PERMITTED USE applies separately to each account using EXCHANGE SERVICES. Unless otherwise provided herein, the PERMITTED USE is subject to the terms of the EXCHANGE SERVICES AGREEMENTS and capitalized terms will have the meaning specified in the EXCHANGE SERVICES AGREEMENTS. RealPage reserves the right to change the terms of this SLA in accordance with the EXCHANGE SERVICES AGREEMENTS.

YieldStar offers two general types of services provided by the EXCHANGE SERVICES: BATCH and REAL-TIME.

- **BATCH:** A selective list of batch exports is available in CSV (for Yieldstar exports) and XML format (for Yardi Standard interface exports) once each day after the nightly processing is completed (exact times may vary but it would be in the window of 5am-10am) for each client licensed to use RealPage Exchange Services for YieldStar. The type and format of the CSV or XML for each export is specified in the YieldStar Exchange Services documentation and is not subject to change to suit specific customized needs. Authorized users may access these exports from a secure FTP server hosted by RealPage using a specific user name and password issued by YieldStar.
- **REAL-TIME:** A selective list of real-time responses are available in XML format through web services via a W3C standard SOAP protocol. The type and format of the XML request and response for each web service method is specified in the YieldStar Exchange Services documentation and is not subject to change to suit specific customized needs. Authorized users may access these web services through a specific user name and password issued by YieldStar.

Permitted Use

A typical use case would involve the following:

- Third-party application would call YieldStar web services in response to web user requests for pricing & availability on a per-site basis.
- Users would typically search for all available units, or a specific unit from the third-party application
- User may also be able to search available units by floor plan and lease start date from the third-party application

- When a specific unit is selected by the user, the application will return a pricing grid from YieldStar showing rents by lease start date and lease term
- If a user clicks on a specific rate, the third-party application may initiate a new lease or renewal lease application process

Users are prohibited from accessing either BATCH or REAL-TIME services in a manner that could damage, disable, overburden, or impair in any manner the functionality or proper operation of the EXCHANGE SERVICES. Specifically,

- Users are prohibited from consuming BATCH services from our servers in a polling fashion, and are restricted to receiving one batch file per site per export type per day.
- Users are prohibited from using REAL-TIME services in a polling manner, or any other manner that would be consistent with batch retrieval (i.e. calling the service in a loop for all pricing of a specific property or for all properties iteratively).
- Users are prohibited from using BATCH or REAL-TIME for the purpose of screen scrapping, bots, or web crawlers.
- Volume of inbound requests for REAL-TIME services cannot exceed 24k requests/day/per user (approximately 1000 requests/hour), unless a different threshold is specified in the user's EXCHANGE SERVICES AGREEMENTS.
- RealPage reserves the right to deny service in any way that, in RealPage's judgment, adversely affects the performance or function of the RealPage Systems, Services or Web Sites or interferes with the ability of authorized parties to access the RealPage Systems, Services or Websites.