

**MULTI-ASSOCIATION/BOARD OF REALTORS®
SUPRA WIRELESS INFORMATION NETWORK
RULES AND REGULATIONS**

The following rules shall apply to Members who participate in the Supra Wireless Information Network of the Multi-Association/Board of REALTORS®. These rules shall remain in full force and effect until changed or modified in agreement with all participating Association/Board of REALTORS®

The Use of KeyBoxes on Property

1. Member participating in the Supra Wireless Information Network are not required to place electronic keyboxes on listed property. It is the Member's choice to encourage the use of keyboxes on listed property.
2. Only one keybox is allowed per property.
3. Key(s) to the property are to be returned to keybox when showing/viewing of property is complete. Failure to return keys to keybox will result in a \$25.00 fine.
4. Placement of shackle code anywhere on a keybox whether permanent or removable, is prohibited. Member can be charged the current replacement cost of keybox plus fined an additional \$25.00.

KeyBox Serial Number in Listing

1. Members may input into the Multiple Listing Service of CNYIS, the keybox serial number of any keybox placed on a listing which is listed in the MLS. If the property is not listed with MLS, the property should not have a keybox on it. (This rule applies to Cayuga, Cortland, Jefferson-Lewis, Oswego and Syracuse.)

Transfer of KeyBoxes

1. Members may transfer keyboxes from Member to Member. The established value of each keybox at the present time is \$94.00 plus tax per keybox. Members who complete transfer of keyboxes are required to notify their Association/Board which will notify CNYIS through SupraNET of the keybox serial number and the name of the Member now responsible for that keybox on the KeyBox Transfer Form. (Failure to report the transfer of a keybox will result in a \$20.00 fine for both parties involved in the transfer.)

KeyBox Inventory

1. Each Association/Board reserves the right to recall keyboxes based on an individual Member having a surplus of keyboxes. To balance the keyboxes in the system, an inventory will be taken once a year. A count of the number of keyboxes listed in the Showing Instructions field within Matrix will be compared to the number of keyboxes assigned to each Member. Please note that only listings on (A)Active, (C)Continue to Show, (P)Pending listings plus 10% on multi, apartment, commercial, and rental listings with the Showing Instructions of Lockbox – 24 Hour Access, Lockbox – Call First, Lockbox – Must Make Appointment, Lockbox – Timed Access and Lockbox - Vacant will qualify to be counted as having a keybox. All (A) Active, (C) Continue to Show, (P) Pending listings plus 10% under residential and condo/townhouse will be considered as having a keybox with the exception of To Be Built. The Member needs to sign and return to the Association/Board the “KeyBox Inventory” letter by the reconcile date on the letter agreeing to number of said KeyBoxes in the Member’s inventory. Failure to return signed “KeyBox Inventory” letter could result in a charge to the Member for “Number of KeyBoxes” in Member’s inventory at the current replacement cost of each KeyBox.

2. If a Member's records disagree with the inventory figures, the Member may request an inventory detail list. This list will include serial numbers of all keyboxes assigned to that Member. The Member will have 10 days to compare the detail list to their company records and resolve any discrepancies. If after 10 days the Member has not resolved all discrepancies, a \$10.00 monthly keybox reconciliation charge will be billed to the Member until all discrepancies have been resolved.
3. Each Association/Board reserves the right to initiate interim inventories as needed to ensure sufficient distribution of keyboxes within the system.
4. Each Member will be allowed to hold keyboxes equal to the inventory figure plus 10%. In the event that a Member exceeds his/her figure, he/she will have 10 days to return the excess keyboxes. After 10 days, it will be assumed that your company is keeping any keyboxes over the 10% overage and current replacement cost plus tax, will be assessed to the Member's company account.
5. Any return of keyboxes will be documented on a KeyBox Return Verification Form.
6. Each Member should have one person appointed as a keybox contact for ordering additional keyboxes (preferably the Member or Office Manager.) Each Member should notify their Association/Board of this appointment. Each office is encouraged to call ahead so that inventory levels can be checked and the keyboxes can be ready for pick up. You will be required to sign a Pick-up Verification Form. Orders will be filled on the basis of availability.
7. The signature of the Member will be required on all forms.
8. KeyBoxes in the possession of the Member that are not registered to the Member are to be returned to the Association/Board.
9. KeyBoxes are to be removed from listed property no later than 24-hours after closing. KeyBoxes are to be removed immediately if listing is Expired (X) or Withdrawn (W). If the Association/Board is notified of a KeyBox still on a property, the Member to whom the KeyBox is registered to will be notified by the Association/Board to remove the KeyBox immediately. If the Association/Board has to have the KeyBox removed for reasons other than KeyBox failure, the Member to whom the KeyBox is registered to will be billed the cost of having the KeyBox professionally removed.
10. When a Member leaves the MLS, the Member is responsible for returning all assigned KeyBoxes in Member's inventory to the MLS/Association/Board KeyBoxes were assigned from. The Member is responsible for all unreturned KeyBoxes according to the Member's inventory at current replacement cost of a KeyBox.
11. The cost and responsibility are with the Member for their inventory and not with each Association/Board. For keyboxes that become damaged, lost or stolen, a payment must be made to your Association/Board within 30 days of the incident. Non payment may result in termination of services.

XpressKey and eKey

1. Each Member and each Licensee under a Member will only be allowed to have one XpressKey and one eKey at any one time. Ekey holders must update their eKey every day. XpressKey keyholders must update daily.

2. A Keyholder may use his/her **eKey and/or XpressKey** to access an electronic keybox at anytime provided he/she is following the “Showing Instructions” and "Private Remarks" area of MLS.
3. Changes requested by a Keyholder for programming of his/her **XpressKey** or his/her electronic keybox may only be made by the staff at the Association/Board Office. The staff is authorized to reprogram electronic keyboxes for hours other than the predetermined timed access currently in the electronic keybox. The predetermined timed access is 7:00 a.m. to 10:00 p.m. or 8:00 a.m. to 11:00 p.m. for daylight savings time.
4. A Keyholder who is "dropped" must turn in his/her **XpressKey according to the “Keyholder Agreement” for Supra Keybox System, Section 11. Termination.**
5. In the event a Keyholder loses, destroys or damages his/her **XpressKey**, the Keyholder will be required to pay **the cost for replacing the equipment according to the “Keyholder Agreement” for Supra Keybox System, #4. Fees and Payment; b.** “If the XpressKEY is lost, destroyed or damaged, the cost for replacement shall be **\$249.00**. Keyholder may elect to purchase replacement insurance (“Insurance”) at any time during the Term. Insurance only covers the XpressKEY and one (1) screen replacement per annual billing period. Screen replacements in excess of the one (1) will be billed to Keyholder at \$40.00 per occurrence.”
6. Keyholders who participate in the Multi-Association/Board of REALTORS® Supra Wireless Information Network shall not allow their access card to be loaned, given or used by other persons at any time with the exception of loans made necessary by electronic failure (not including battery failure) of the access card. In the event of electronic failure of the **eKey or XpressKey**, the Keyholder may only loan or borrow an **eKey or XpressKey** to/from a Keyholder affiliated with the same Member. If a Keyholder is found to have allowed their access card to be loaned, given or used by other persons at any time with the exception of loans made necessary by electronic failure (not including battery failure) of the access card, there will be a \$1,000.00 fine for each violation to the Keyholder, and/or suspension or revocation of the use of the key. Additionally, Keyholder will be fined \$100.00 per property accessed in violation of the card’s proper use.
7. Keyholders must execute a **“Keyholder Agreement’ for the Supra Keybox System** prior to being issued an **eKey and/or XpressKey** or a keybox. The Association/Board will also enforce all additional rules and regulations contained in the lease agreement.
8. Leased keys to Home Inspectors. Each Association/Board may, at their discretion, lease keys to Home Inspectors who are Affiliate Members of their Association/Board of REALTORS®. In such instances, the lease agreement shall be signed by the keyholder and by a principal, partner or corporate office of the keyholders firm. Also Home Inspectors within the same company may lease a key under the same terms as the main affiliate member. The main affiliate has to accept liability for any additional home inspector requesting a key.
 - All applicants must belong to the Association/Board to which they are applying for key access.
 - Applicants must submit an application to the Association/Board Board of Directors for Affiliate membership approval with a **\$50.00 application fee**.
 - Once approved, applicants are required to pay a **\$300.00 annual fee to the Association/Board and \$162.91 semi-annual fee for the XpressKey or \$19.53 monthly for the eKey to Supra.**
 - All applicants will be required to pay a **\$50.00 activation fee for each key.**

- All applicants must follow the Multi-Association/Board of REALTORS® Supra Wireless Information Network Rules and Regulations.
 - All applicants must have a scheduled appointment either with the REALTOR® or the Homeowner before entering a home for the purpose of a contracted inspection.
 - Proof of Liability Insurance.
 - Three written recommendations from current Association/Board Members (broker of record) and/or their Licensees to be submitted with application.
9. Authorized unlicensed personal assistants who are under the direct supervision of a Designated REALTOR®, or MLS Participant and their licensed designee, may hold a lockbox key on the same terms and conditions as non-principal brokers and sales licensees. However, this does not permit unlicensed personal assistants to conduct real estate activities.

10. “Key Service Only” Membership:

- **Available to REALTORS® who are not CNYIS members, nor members of the Buffalo or Rochester MLS services, nor primary or secondary members of any MLS service that CNYIS provides key service to, such as the Jefferson/Lewis or Cortland MLSs.**
- **The licensee must hold REALTOR® membership** and have a primary MLS membership in another Board/Association. We will require a letter of good standing.
- In order for an agent to get key box only service, **the Broker must join CNYIS** by either a flat annual fee of \$96.00 (which will be pro-rated monthly), or take key access, either eKEY or xPressKEY.
- Licensees under this Broker who want key access will pay key fees only which are currently: \$50 activation fee and \$19.53 monthly fee for eKEY Basic, or \$50 activation fee and \$32.52 monthly fee for eKEY Professional, or a \$75 activation fee and \$162.91 twice a year for the xPressKey.
- For every licensee that takes key service, the broker will be entitled to **5 key boxes per key holder**. Additional key boxes can be acquired with a \$94 + tax deposit per key box, which is fully refundable when the key box is returned in good working condition. For any lost, damaged, or non-working boxes, outside of normal wear, the deposit will be forfeited.
- **All key boxes are assigned to the Broker** and the Broker is responsible for all key boxes.
- **Absolutely NO sharing of keys** is tolerated, the Broker will be assessed a fine if this does occur. (\$1,000.00)
- Keys from CNYIS work with the Jefferson/Lewis, and Cortland key boxes, and can work with the Rochester and Buffalo key boxes when cooperation is requested from those MLSs.
- All users are required to follow the “Multi-Association/Board of REALTORS® Supra Wireless Information Network Rules and Regulations”.
- User will have to reauthorize when switching between key services.

11. One Day Codes :

- **Available to REALTORS® who are not CNYIS members, nor members of the Buffalo or Rochester MLS services, nor primary or secondary members of any MLS service that CNYIS provides key service to, such as the Jefferson/Lewis or Cortland MLSs. (Same as Supra Key Only Service)**

- **The licensee must hold REALTOR® membership** and have a primary MLS membership in another Board/Association. (NO one day codes to anyone who is not a REALTOR ex: home inspectors, photographers, etc.)
- **Broker does not have to join**
- **Fine to Agent’s Broker** if found to have given a code to someone not eligible (\$1,000.00)
- Supra will provide CNYIS with list of who codes have been given to so CNYIS can monitor.
- Codes will be active for **2-72 hours**.
- **Process:** CNYIS/Jeff-Lewis/Cortland member goes into their SupraWEB account to enable “non-member access”. They choose the keybox (must be registered to them in their inventory on SupraWeb) and enter the mobile phone # of the non-member to grant access. They choose the length of access for this person. This non-member will receive a text and e-mail with instructions to download the eKEY app, register, and authorize the app. Must have cellular coverage or access to Wi-Fi.

12. Use of the eKey and/or XpressKey for purposes other than the intended use for which it was given shall subject the Keyholder to the penalties set forth herein.

CHARGES AND PENALTIES

PENALTIES:

Failure to report a transfer of KeyBox(es) to another Member:	\$20.00 each Member
Failure to return key to Keybox after showing/viewing	\$25.00 to Keyholder
Placement of Shackle Code on Keybox	\$25.00 to Member plus Keybox Replacement Cost
Misuse of the eKey or XpressKey	\$1,000.00 to Keyholder Repeat of violation could mean loss of privilege and/or suspension of key

KEYBOX RECONCILIATION CHARGES:

Monthly Charge	\$10.00 per month
Unreturned “KeyBox Inventory” letter	\$40.00 to \$100.00 per Keybox
Missing KeyBoxes	\$40.00 to \$100.00 per missing