

**RULES AND REGULATIONS OF RMLS™  
REGIONAL MULTIPLE LISTING SERVICE, INC.**

**SECTION 1: QUALIFICATIONS; MINIMUM SERVICE REQUIREMENTS**

- 1.1 Qualifications.** Except as set forth in this Section 1.1, no person will be entitled to access the RMLS™ System as a Participant unless such person is a member of a Board or Association of REALTORS® and such person holds a current, valid real estate broker's license and is authorized to make blanket unilateral offers of cooperation and compensation to other Participants acting either as Subagents, Buyer Agents or both; or certified by an appropriate state agency to engage in the appraisal of real property. No licensee may access the RMLS™ System as a Subscriber unless such person holds a valid real estate sales license or a valid real estate appraisal license and such person is affiliated with a Participant.
- 1.2 Participant's Minimum Service Requirements.** Each licensee (including, without limitation, brokers and managers) associated with an RMLS™ Participant in any office participating in RMLS™ shall be a Subscriber unless RMLS™ has granted Participant a waiver with respect to such licensee as hereinafter provided. At a Participant's request, RMLS™ shall provide Office Service for as many of such Participant's offices as such Participant requests. See Rule 1.5 for more information on waivers.
- 1.3 Subscriber's Minimum Service Requirements.** Each Subscriber is required to subscribe for the following minimum level of service: One (1) Basic Service. Basic Service shall entitle each Subscriber to have access to the RMLS™ online database in accordance with the Subscriber Agreement and these Rules and Regulations.
- 1.4 Changes in Service.** Each Participant shall notify RMLS™ within 15 days upon:
- a. Participant's opening of any new office for which Participant wants Office Service or the closing of any existing office that has Office Service ; and
  - b. The beginning or termination of any licensee's association with Participant.
- Closed offices and terminated Subscribers will be deleted from Participant's Agreement in accordance therewith; and new offices and Subscribers will be added.
- 1.5 Waivers.** A Participant may obtain a waiver from the minimum service requirements of Section 1.3 above relating to any affiliated licensee for a minimum time period of six months or in the case of illness three months by delivering a statement to RMLS™ in which Participant and the relevant licensee certify that the licensee is contractually prohibited from doing, and does not in fact do, any of the following:
- a. Transact any business listing, selling or showing properties listed only in the RMLS™ Multiple Listing Service;
  - b. Access the RMLS™ System (other than Personal Assistants or Administrative personnel);
  - c. Have access to, or use of, any lockbox access device or code permitting entry to properties listed in the RMLS™ System; or
  - d. Have contact information displayed on marketing materials for an active listed property in the RMLS™ system.

Upon any breach of such certification, in addition to any other rights and remedies of RMLS™, RMLS™ shall assess fees to such licensee's Participant for Subscriber Basic Service retroactive to the date of such licensee's listing or selling activity, and such licensee shall be thereafter deemed to be a Subscriber. If a licensed Personal Assistant is found in violation of the waiver agreement, full dues back until the waiver renewal letter was signed will be due upon the Rules Committee's determination of violation. For offices located outside the area described in Rule 3.8, the contractual certification may be made by the Participant on behalf of any licensees in such office.

- 1.6 **Orientation.** Any applicant for MLS participation and any licensee (including licensed or certified appraisers) affiliated with an MLS participant who has access to and use of MLS-generated information shall complete an orientation program of no more than eight (8) classroom hours devoted to the MLS rules and regulations and computer training related to MLS information entry and retrieval and the operation of the MLS within thirty (30) days after access has been provided.

## SECTION 2: FEES

- 2.1 **Establishment of Fees.** RMLS™ fees will be established periodically by the RMLS™ Board of Directors and will be adjusted from time to time. The current fee schedule is attached as Schedule "A".
- 2.2 **Failure to Pay.** Failure to pay required fees within thirty-five (35) days of the invoice date shall result in all services being suspended until the fees are paid in full. RMLS™ shall give at least ten (10) days notice of overdue fees prior to suspending service. A late fee may be imposed if an invoice is not paid when due, prior to the suspension of service.
- ~~2.3 **Reinstatement Fee.** To reinstate service suspended for non payment, a reinstatement fee will be required in the amount shown on Schedule A.~~
- 2.43 **No Refunds.** Fees for prepaid services will not be refunded once the service period begins.

## SECTION 3: LISTING PROCEDURES

- 3.1 **Data Loading.** Except as provided in Section 3.2 for listings with a delayed marketing date and in Section 3.3 for Office Exclusive listings, listing data must be loaded into the RMLS™ System within 72 hours after all necessary signatures have been obtained. In the case of New Construction, it is acceptable to publish a subset of sample listings in a development. Listings may be published in either of two ways:
- a. **Broker Load.** Participants (or their authorized Subscribers having the appropriate User Class designation specified by the Participant) may enter listing information with appropriate User passwords;
  - b. **RMLS™ Load.** RMLS™ staff will load listing data into the RMLS™ System. The Participant must provide RMLS™ with the completed Listing Data Input Form for each listing before RMLS™ will load such data. RMLS™ will dispose of all Listing Data Input Forms 30 days after submission.
- 3.2 **Acceptable Listings.** RMLS™ shall accept exclusive right to sell listing contracts and exclusive agency listing contracts, and may accept other forms of agreement which make it possible for the

Listing Broker to offer cooperation and compensation to the other Participants of the Multiple Listing Service acting as Subagents, Buyer Agents, or both. RMLS™ also accepts Commercial Lease listings. All listing contracts shall set forth the date that marketing is to begin. Marketing includes, but is not limited to, placing any yard sign, social media or internet exposure, broker tours and direct marketing to any real estate professionals or consumers. If the date that marketing is to begin is more than 72 hours after the effective date of the Listing Agreement, entry into RMLS™ must occur on that date, but no other marketing can commence prior to that date.

The following listings will not be accepted by RMLS™:

- a. Undeeded Time Shares and/or Time Shares that include management company contracts
- b. Residential Rental Listings
- c. Net Listings
- d. Open Listings

**3.3 Office Exclusives.** If the Owner refuses to permit the listing to be Published by RMLS™, the Participant may take the listing as an Office Exclusive. ~~Such listing shall be accompanied by a written statement signed by the Owner stating he does not desire the listing to be Published by RMLS™.~~ The Participant shall submit the RMLS™ Office Exclusive Addendum form signed by the Owner. Such statement shall be provided to RMLS™ within 72 hours after all necessary signatures have been obtained on the Listing Agreement. of the listing date. For Commercial Lease category, no ~~statement~~ Office Exclusive Addendum form is required.

**3.4 Proper Form.** All listings submitted to RMLS™ for Publication shall be on a completed RMLS™ Listing Data Input Form. Participants may use forms of listing contracts other than the RMLS™ Listing Contract Form, but all such forms shall contain such clauses as may be designated by RMLS™ from time to time. The listing agreement must include the seller's written authorization to submit the listing information to RMLS™.

**3.5 New Construction Listings.** Listings involving new construction shall classify such construction as:

- a. "New" - construction completed, but property has never been occupied;
- b. "Under Construction" - ground broken and construction actually under way; or
- c. "Proposed" - not yet under construction.

**3.6 Manufactured Housing.** Listings involving manufactured homes must be identified. These listings are denoted as either including the sale of real property or not including the sale of real property by using the correct abbreviation in the Property Type field.

**3.7 Photographs.** Listing Brokers may submit up to sixteen (16) photographs for all listings to be Published in the RMLS™ System. The photographs are to be submitted without any added text or graphics, or any alterations that misrepresent the property. At the time of publication, listings submitted to RMLS™ are required to have one (1) photograph of the exterior building view, except for bare land, which must have a photograph of the land. If the seller does not wish to have a photograph published, a Photograph Omission Form or equivalent document signed by the seller is required and must be submitted to RMLS™ within 72 hours of listing publication.

The exterior building view is to be photograph number one (1) if multiple photographs are submitted. Residential new construction is required to have a photograph, which may be of the

floor plan or exterior elevation until the building is completed, at which time a photograph of the exterior building view must be added.

- 3.8 **Listings Subject To Rules and Regulations of RMLS™.** Except for Office Exclusive listings and Commercial Lease listings, all listings procured through a Participant's Subscribers for properties located within the following areas shall be loaded into the System or submitted to RMLS™, and are immediately subject to RMLS™ Rules and Regulations: Oregon Counties of Multnomah, Clackamas, Washington, Yamhill, Columbia, Douglas, Lane, Coos, Curry, Grant, Hood River, Sherman, Gilliam, Morrow, Union, Baker, Umatilla, Wallowa, Wheeler and Wasco; and Clark County, Cowlitz, Pacific, Skamania, and Klickitat in the state of Washington. RMLS™ members may add listings outside these geographically defined areas at their discretion. Commercial Lease listings may be added at the discretion of the Listing Broker, but, if added, are subject to all applicable Rules and Regulations.
- 3.9 **Listing Input Deadline.** All listings shall be loaded by the Participant or, if the Participant requests RMLS™ load, mailed or delivered to RMLS™, within 72 Hours of effective date of the listing agreement.
- 3.10 **Complete Listing Details.** Listing Brokers shall complete all required data fields in the Listing Data Input Form when a listing is loaded by the Listing Broker or submitted to RMLS™ for computer entry. The full gross listing price stated in the listing contract will be included in the information published in the MLS compilation of current listings except for Auction listings which do not have a list price. The full gross listing price (Base Lease Rate in the case of Commercial Lease listings) stated in the listing contract will be included in the information published in the MLS compilation of current listings.
- 3.11 **RMLS™ Responsibility for Accuracy of Information.** The information published and disseminated by RMLS™ is communicated verbatim, without change by RMLS™, as filed by the Participant. RMLS™ does not verify such information provided and disclaims any responsibility for its accuracy. Each Participant agrees to hold the MLS harmless against any liability arising from any inaccuracy or inadequacy of the information such Participant provides. However, RMLS™ reserves the right to remove listings or portions thereof from the system in the event of certain violations of these RMLS™ Rules and Regulations and if RMLS™ has any reason to believe that any portion of the listing content may violate a third-party's intellectual property rights, be defamatory, or otherwise expose RMLS™ to liability.
- 3.12 **Exclusions From Listings.** Except for Commercial Lease listings, the exclusive right to sell listing is the form of listing submitted to RMLS™ in which the seller authorizes the Listing Broker to cooperate with and compensate other RMLS™ brokers, with no exceptions. The exclusive agency listing also authorizes the Listing Broker, as exclusive agent, to offer cooperation and compensation on blanket unilateral bases, but also reserves to the seller the general right to sell the property on an unlimited or restrictive basis.

Exclusive agency listings and exclusive right to sell listings with named prospects exempted will be distinguished in the RMLS™ System from exclusive right to sell listings with no named prospects exempted, since they can present special risks of procuring cause controversies and administrative problems not posed by exclusive right to sell listings with no named prospect exempted. Exclusive Agency Listings must be denoted in the List Type field as EA. A listing which excludes individually named prospective Purchasers, as may be agreed to by the Seller and Listing Broker, shall clearly indicate such exemption in the Agent/Private Remarks when loaded into the RMLS™

System by the Listing Broker or (in the case of RMLS™ load) on the Listing Data Input Form. Commercial Lease listings do not have the List Type field.

**3.13 Expiration Date on Listings.** All listing agreements for listings placed in the RMLS™ System shall bear a definite and final expiration date as negotiated between the Listing Broker and the Owner. Listings filed with the multiple listing service will automatically be removed from the compilation of current listings on the expiration date specified in the agreement, unless prior to that date the MLS receives notice that the listing has been extended or renewed.

If notice of renewal or extension is received after the listing has been removed from the compilation of current listings, the extension or renewal will be published in the same manner as a new listing. Extensions and renewals of listings must be signed by the seller(s) and filed with the service.

**3.14 Listing Multiple Unit Properties.** If several properties which are to be sold or which may be sold separately are included in one listing (for example, multiple lots in a development or two tax lots which can be sold either separately or together), each must be indicated individually in the listing. If part of a listed property has been sold, both the sale and the changes to the still listed property must be correctly reflected by adding additional listing(s).

**3.15 Listings Changes.** Any change in the listed price (base lease rate for Commercial Lease) or other change in the original listing shall be made only when authorized in writing by the Seller and shall be reported to RMLS™ within 72 Hours of such change.

**3.16 Accepted Offers.** The Listing Broker shall report all accepted offers, unless the negotiations are carried on by the cooperating broker directly with the Owner under the following circumstances:

- a. The Listing Broker gives the Cooperating Broker specific authority to negotiate directly, or
- b. After reasonable effort, the Cooperating Broker cannot contact the Listing Broker or his representative; however, the Listing Broker, at his option, may preclude such negotiations by Cooperating Brokers.

In these circumstances, the Cooperating Broker shall report accepted offers to the listing broker within 24 hours after occurrence and the listing broker shall report them to RMLS™ within 48 hours after receiving notice from the cooperating broker.

**Note:** The listing agreement of a property filed with the MLS by the listing broker should include a provision expressly granting the listing broker authority to advertise; to file the listing with the MLS; to provide timely notice of status changes of the listing to the MLS; and to provide sales information including selling price to the MLS upon sale of the property.

Accepted offers shall be reported as "accepted offer with bumpable buyer," "short sale pending," "pending" or "sold" within 72 Hours of the effective date of such status. No status change will be accepted by RMLS™ without all required data. Commercial Leases must be reported as "leased" within 72 Hours of the effective date of such status. If partially leased, the listing must be changed to reflect the new square footage available within 72 Hours of the change. There is no "pending", "bumpable buyer," "short sale pending" or "sold" status for Commercial Lease listings.

a. "Accepted Offer with Bumpable Buyer". Accepted offers with bumpable buyers shall be only those listings with an accepted offer which provides: 1) that the buyer's purchase is contingent upon the sale of the buyer's property within a limited time; 2) the buyer's property is in a

category which can be listed in RMLS™; and 3) that if the seller receives another acceptable offer, the first buyer has a specified period to remove the contingency. A property may not remain in "active" status if an offer has been accepted with the foregoing terms. "Accepted offer with bumpable buyer" sales will remain as searchable listings in "BMP" status in the RMLS™ System until a status change is reported.

- b. "Short Sale Pending". Short sale pending offers shall include only those listings: 1) where there is a Short Sale as defined in section 3.25; 2) where the Seller has accepted the offer; and 3) where the 3<sup>rd</sup> Party approvals have not yet been obtained. A property may not remain in "active" status if it meets these conditions, but "Short sale pending" sales will remain as searchable listings in "SSP" status in the RMLS™ System until a status change is reported. Once third party approvals have been obtained, the listing status must be changed from "Short Sale Pending" to Pending, after which they will not be searchable as "active" or as "SSP" listings.
- c. "Pending". Any accepted offer except "accepted offers with a bumpable buyer" and "short sale pending" shall be reported as "pending." Listings with "pending" sales will not remain as active listings, but will remain in the RMLS™ System as "pending" until reported "sold", "canceled", "withdrawn" or placed back on the market due to the failure of the sale. "Pending" sales will not expire when the expiration date is reached unless the status is changed.
- d. "Sold". Any property that has closed shall be reported as "sold", indicating the sold date, sold price, selling office and selling agent.
- e. "Leased". Any property in the Commercial Lease category that has been leased shall be reported as "leased", indicating the leased date, leased square footage, and cooperating office and agent.

**3.17 Sale Fail of Pending or Accepted Offer with Bumpable Buyer Sales.** The Listing Broker shall report the appropriate change of status of any "pending" or "accepted offer with bumpable buyer" sale to RMLS™ 72 Hours of such sale failure.

**3.18 Withdrawal or Cancellation of Listing Prior to Expiration.** Listings may be withdrawn from RMLS™ by the Listing Broker before the expiration date of the listing agreement provided the Listing Broker obtains a written statement signed by the Owner stating his desire to withdraw such listing from RMLS™. Such statement shall be provided to RMLS™ upon request. Withdrawn signifies that the listing employment contract remains in force except that the property is being removed from RMLS™ and will no longer be actively marketed or advertised unless it is an Office Exclusive as defined in Rule 3.3. Withdrawn listings will expire on their expiration date. Listings may also be cancelled prior to their expiration date. Cancelled signifies that the listing contract is cancelled and terminated.

Sellers and lessors do not have the unilateral right to require RMLS™ to withdraw a listing without the Listing Broker's concurrence. However, when a seller/lessor can document that his exclusive relationship with the Listing Broker has been terminated, RMLS™ may cancel the listing at the request of the seller/lessor.

**3.19 Listings of Suspended and Expelled Participants.** When a Participant of RMLS™ is suspended or expelled from RMLS™ for failing to abide by a membership duty (i.e., violation of the Code of Ethics, association bylaws, MLS bylaws, MLS Rules and Regulations, or any other membership obligation except failure to pay appropriate dues, fees or charges), all listings currently in RMLS™

from the suspended or expelled Participant shall, at the option of the Participant, be retained in RMLS™ until sold, withdrawn or expired, and shall not be renewed or extended by RMLS™ beyond the termination date of the listing agreement in effect when the suspension or expulsion became effective. If a Participant has been suspended or expelled from a Board or Association of REALTORS® or RMLS™ (or both) for failure to pay appropriate dues, fees, or charges, RMLS™ is not obliged to provide services, including continued inclusion of the suspended or expelled Participant's listings in the MLS System. Prior to any removal of a suspended or expelled Participant's listing from RMLS™, the suspended or expelled Participant shall be advised in writing by RMLS™ of the intended removal so that the Participant may advise its clients.

**3.20 Listings of Resigned Participants.** When a Participant resigns from RMLS™, RMLS™ shall discontinue publishing of such Participant's listings after written notice.

**3.21 RMLS™ Lockbox System.** RMLS™ shall provide a Lockbox system to active subscribers legally eligible for RMLS™ access for the purpose of legitimate real estate business subject to their execution of a user agreement. This agreement shall provide that lockbox access devices may not be used under any circumstances by anyone other than the lockbox system user. The Lockbox system shall be provided by a recognized Lockbox vendor and it shall comply with current NAR® security requirements.

**3.22 Fair Housing.** RMLS™, its Participants and Subscribers support and will comply in all respects with all federal, state, and local fair housing laws, including, without limitation, the Federal Fair Housing Amendments Act of 1988 which prohibits, among other things, discrimination in real estate transactions based upon race, sex, color, religion, handicap, familial status or national origin. State of Oregon law prohibits discrimination based on marital status and source of income.

**3.23 Limited Representation Listings.** Limited Representation listings are listing agreements under which the listing broker will **NOT** provide one, or more, of the following services:

- a. accept and present to the Owner(s) offers to purchase procured by Cooperating Brokers but instead give Cooperating Brokers authority to present offers to purchase directly to the Owner(s)
- b. advise the Owner(s) as to the merits of offers to purchase
- c. assist the Owner(s) in developing, communicating, or presenting counter-offers
- d. participate on the Owner's(s') behalf in negotiations leading to the sale of the listed property

Limited representation listings must be identified by entering the designation "LR" in the RMLS™ System, so potential Cooperating Brokers will be aware of the extent of the services the Listing Broker will provide to the Owner(s), and any potential for Cooperating Brokers being asked to provide some or all of these services to the Listing Brokers' clients, prior to initiating efforts to show or sell the property. This section does not apply to the Commercial Lease category.

**3.24 Personal Promotion and Contact Information in Public Remarks and on Photos Prohibited.**

Listings submitted to RMLS™ may be used to provide information pertinent to the listed property only and may not be used to provide broker, seller or lessor contact information, or to advertise a subscriber's services to the public by way of direct or indirect advertising or "branding" of the listing data (through linking or otherwise), including photograph(s). This rule does not prohibit the incidental inclusion of yard signs in photographs. "Virtual tours" and "Video Tours" may not include "branding" or personal advertising in the body of the tour. RMLS™ may remove personal promotion from public remarks or photo(s) with personal promotion.

- 3.25 **Short Sales.** Participants must disclose potential short sales (defined as a transaction where title transfers, where the sale price is insufficient to pay the total of all liens and costs of sale and where the seller does not bring sufficient liquid assets to the closing to cure all deficiencies) when reasonably known to the listing participants. When disclosed, participants may, at their discretion, advise other participants whether and how any reduction in the gross commission established in the listing contract, required by the lender as a condition of approving the sale, will be apportioned between listing and cooperating participants.
- 3.26 **Availability for Showing.** With the exception of Commercial Lease and Auction listings, all active listings shall be available for showing immediately upon entry into the RMLS™ system, excluding listings which require all offers to be made contingent on interior inspection. Listings can not restrict showing until a future date.
- 3.27 **Sold, Not Listed Records.** RMLS™ subscribers may enter information on properties sold to a represented buyer that were not listed in the RMLS™ System, which can include properties offered For Sale By Owner, through a non-RMLS™ broker, or listed with an RMLS™ participant office as an office exclusive where the listing office declines to enter the information after the sale. The Selling Agent entering the information is responsible for the accuracy of the content. These records will be clearly marked with a status “Sold, Not Listed”, and will display “Non-RMLS” as the listing agent and office. Submission of listing of sold properties not filed with RMLS™ by participants for comparable purposes requires the authority of the buyer or seller. This section does not apply to the Commercial Lease category.
- 3.28 **Reporting Resolution of Contingencies.** The listing broker shall report to RMLS™ within twenty-four (24) hours that a contingency on file with the multiple listing service has been fulfilled or renewed, or the agreement cancelled.
- 3.29 **Reporting Cancellation of Pending Sale.** The listing broker shall report immediately to RMLS™ the cancellation of any pending sale, and the listing shall be reinstated immediately.

#### SECTION 4: ENFORCEMENT OF RULES AND REGULATIONS

- 4.1 **Consideration of Alleged Violations.** The Rules and Regulations Committee of the RMLS™ Board of Directors shall give consideration to all written complaints from Participants, Subscribers, and RMLS™ Staff alleging violations of the Rules and Regulations.
- 4.2 **Violations of Rules and Regulations.** All Participants and Subscribers, except for Subscribers that are not members of the National Association of REALTORS®, are subject to the standards of the Professional Standards Manual of the National Association of REALTORS®. If the alleged offense is a violation of a Participant Agreement, Subscriber Agreement or these Rules and Regulations and does not involve a charge of alleged professional misconduct or request for arbitration, it may be considered and determined by the Rules & Regulations Committee, and, if a violation is determined, the Rules & Regulations Committee has the power to impose a sanction. The recipient of such sanction may request a hearing before a Hearings Panel established by the RMLS™ Board of Directors by filing a written request for such hearing within twenty (20) days following receipt of the Rules & Regulations Committee’s decision. The hearing shall be conducted by the Hearings Panel in substantial accordance with the procedures applicable to Professional Standards Hearings under the Professional Standards Manual of the National Association of REALTORS®. The Hearing Panel may reduce or eliminate (but not increase) the sanction imposed by the Rules & Regulations Committee. The recipient of such sanction may appeal the decision of the Hearing Panel to the



RMLS™ Board of Directors by filing a written appeal within twenty (20) days following receipt of the Hearings Panel’s decision. Decisions of the Hearings Panel shall be automatically reviewed by the RMLS™ Board of Directors, which may ratify the decision of the Hearings Panel, or, in the alternative, may reduce or eliminate (but not increase) any sanctions imposed by the Hearings Panel.

- 4.3 **Complaints of Unethical Conduct.** All other complaints of unethical conduct shall be referred by the Board of Directors of RMLS™ to the appropriate Board or Association of REALTORS® for action in accordance with procedures outlined in such Board's or Association's Bylaws. Shareholders should assist each other in the endeavor to ensure the greatest degree of compliance possible.

**SECTION 5: SANCTIONS FOR VIOLATIONS**

- 5.1 **Sanctions.** Failure to comply with the Rules and Regulations of RMLS™ may result in action taken as described in Section 4.2 above. In addition to any other rights and remedies of RMLS™ or other affected parties, the following specific violations carry the potential fines and sanctions listed below. If corrected within seven calendar days of notification, fines for violations with sanctions under \$100.00 are waived.

- a. **New Listings:**
  - Input Over 72 Hours from Effective Date \$100.00 Fine
  - Input Over 144 Hours from Effective Date \$200.00 Fine
- b. **Extensions:**
  - Input Over 72 Hours from Extension \$25.00 Fine
- c. **Pending:**
  - Input Over 72 Hours from Seller's or 3<sup>rd</sup> Party (for Short Sales) Acceptance \$100.00 Fine
  - Input Over 144 Hours from Seller's or 3<sup>rd</sup> Party (for Short Sales) Acceptance \$200.00 Fine
- d. **Accepted Offer with Bumpable Buyer:**
  - Input Over 72 Hours from Seller's Acceptance \$100.00 Fine
  - Input Over 144 Hours from Seller's Acceptance \$200.00 Fine
- e. **Short Sale Pending:**
  - Input Over 72 Hours from Seller's Acceptance \$100.00 Fine
  - Input Over 144 Hours from Seller's Acceptance \$200.00 Fine
- f. **Sold or Leased:**
  - Input Over 72 Hours from Effective Date \$50.00 Fine
  - Input Over 144 Hours from Effective Date \$75.00 Fine
- g. **Incorrect or Missing Information in Required Fields:**
  - Each Incidence \$25.00 Fine
- h. **Incorrect Selling Agent/Office Information:** \$100.00 Fine
- i. **Back On Market:**
  - Input Over 72 Hours from Status Change \$25.00 Fine
- j. **Price Change or Square Footage Change in Commercial Lease category:**
  - Input Over 72 Hours from Price Change \$25.00 Fine
- k. **Lockbox Access:** For unauthorized use of RMLS™ lockbox system access device or method, fine of up to Two Thousand Five Hundred Dollars (\$2,500.00) to be established by RMLS™ Rules & Regulations Committee and/or suspension or expulsion from RMLS™.
- l. **PRIVATE ID:** For unauthorized disclosure of Private ID password to RMLS™ System or otherwise providing unauthorized access to RMLS™ System or data to another person, fine of up to Two Thousand Five Hundred Dollars

(\$2,500.00) to be established by RMLS™ Rules & Regulations Committee and/or suspension or expulsion from RMLS™.

- m. **Limited Representation:** **\$200.00 Fine**  
Failure to designate a limited representation listing as such
- n. **Personal Promotion in Internet (Public) Remarks and/or on Listing Photo(s):**
  - First Offense **\$50.00 Fine**
  - Second Offense **\$250.00 Fine**
  - Third Offense and Subsequent Offenses **\$500.00 Fine**
- o. **Conditions to Compensation:** For placing prohibited conditions upon offers of compensation (Rule 6.2) removal of listing if uncorrected upon notification, and:
  - First Offense **\$50.00 Fine**
  - Second Offense **\$250.00 Fine**
  - Third Offense and Subsequent Offenses **\$500.00 Fine**
- p. **Availability for Showing:**  
Restricting showing to a future date. **\$200.00 Fine**
- q. **Waivers:** For violation of the waiver agreement (Rule 1.5) **(Participant Broker) \$250.00 Fine**  
**(Licensee) \$250.00 Fine**

**and in the case of a licensed Personal Assistant assessed fees for  
Subscriber Basic Service retroactive from when the waiver agreement was signed.**

- r. **Marketing of Listing Prior to RMLS™ Publication: For marketing which commences before the date the listing is required to be entered in the RMLS™, a fine of up to One Thousand Dollars (\$1,000) to be established by the RMLS™ Rules and Regulations Committee.**

- 5.2 **Suspensions.** Any suspension, except suspensions for failure to pay appropriate dues, fees, or charges, shall be for a period of not less than thirty (30) days and shall not exceed six (6) months.
- 5.3 **Expulsion.** Expulsions shall be for a period of one (1) year, after which the expelled Participant or Subscriber may apply for reinstatement with RMLS™.

## **SECTION 6: DIVISION OF COMMISSIONS**

- 6.1 **No Control of Commission Rates or Fees Charged By Participants.** RMLS™ shall not fix, control, recommend, suggest or maintain commission rates, fees or other compensation for services to be rendered by Participants or Subscribers in any manner whatsoever. Further, RMLS™ shall not fix, control, recommend, suggest or maintain the division of commissions, fees or other compensation between cooperating Participants or among Participants, Subscribers and others.
- 6.2 **Cooperative Compensation Specified on Each Listing.** The Listing Broker shall specify, on each listing filed with RMLS™, the compensation offered to other RMLS™ Participants for their services in the sale of such listing. Such offers are unconditional except that entitlement to compensation is determined by the cooperating broker's performance as the procuring cause of sale (or lease). The Listing Broker's obligation to compensate any cooperating broker as the procuring cause of sale (or lease) may be excused if it is determined through arbitration that, through no fault of the Listing Broker and in the exercise of good faith and reasonable care, it was impossible or financially unfeasible for the Listing Broker to collect a commission pursuant to the listing agreement. In such instances, entitlement to cooperative compensation offered through RMLS™ would be a question to be determined by an arbitration hearing panel based on all relevant facts and circumstances including, but not limited to, why it was impossible or financially unfeasible for the Listing Broker to collect some or all of the commission established in the listing agreement; at what point in the

transaction did the Listing Broker know (or should have known) that some or all of the commission established in the listing agreement might not be paid; and how promptly had the Listing Broker communicated to cooperating brokers that the commission established in the listing agreement might not be paid. Listings containing conditions or restrictions upon offers of compensation are prohibited (including, without limitation, conditions requiring registration of buyers upon first visiting the listing property). Such listings shall be removed from the System by RMLS™ immediately upon discovery. This prohibition may not apply to listings sold under FNMA, HUD, or similar programs, or to short sales, to the extent permitted by, and in a manner consistent with, Rule 3.25.

The essential and appropriate requirement is that the information to be published shall clearly inform the Participants as to the compensation they will receive in cooperative transactions unless advised otherwise by the Listing Broker in writing in advance of submitting an offer to purchase. The compensation specified on listings published by RMLS™ shall be shown in one of the following forms: a) by showing a percentage of the gross selling price; or b) by showing a definite dollar amount.

**Note:** In filing a property in the RMLS™ System, the Participant of the Service is making blanket unilateral offers of cooperation to the other Participants, and shall therefore specify on each listing placed in the RMLS™ System the compensation being offered to the other Participants. Specifying the compensation on each listing is necessary because the cooperating broker has the right to know what his compensation shall be prior to his endeavor to sell.

The Listing Broker retains the right to determine the amount of compensation offered to other Participants (acting as subagents, buyer agents, or in other agency or nonagency capacities defined by law), which may be the same or different. This shall not preclude the Listing Broker from offering any RMLS™ Participant compensation other than the compensation indicated on any listing published by RMLS™ provided the Listing Broker informs the other broker in writing in advance of submitting an offer to purchase and provided that the modification in the specified compensation is not the result of any agreement among all or any other Participants in RMLS™. Any superseding offer of compensation must be expressed as either a percentage of the gross sales price or as a flat dollar amount.

RMLS™ shall not have a rule requiring the Listing Broker to disclose the amount of total negotiated commission in his or her listing contract and RMLS™ shall not publish the total negotiated commission on a listing, which has been submitted to RMLS™ by a Participant. RMLS™ shall not disclose in any way the total commission negotiated between the seller and the Listing Broker.

The listing broker may, from time to time, adjust the compensation offered to other multiple listing service participants for their services with respect to any listing by advance published notice to the service so that all participants will be advised.

Nothing in these MLS rules precludes a listing participant and a cooperating participant, as a matter of mutual agreement, from modifying the cooperative compensation to be paid in the event of a successful transaction.

For the Commercial Lease category only, the commission structure may be provided alternatively in a schedule, which may be expressed other than as a percentage of the aggregate base lease price or a flat dollar amount. If a schedule is used, this will be indicated on the listing and made available to cooperating brokers upon request.

- 6.3 **Dual or Variable Rate Commission Agreements.** The existence of a dual or variable rate commission agreement (i.e., one in which the seller/landlord agrees to pay a specified commission if the property is sold/leased by the Listing Broker without assistance and a different commission if the sale/lease results through the efforts of a cooperating broker; or one in which the seller/landlord agrees to pay a specified commission if the property is sold/leased by the Listing Broker either with or without the assistance of a cooperating broker and a different commission if the sale/lease results through the efforts of a seller/landlord) shall be disclosed by the Listing Broker by a key, code or symbol as required by RMLS™. The Listing Broker shall, in response to inquiries from potential cooperating brokers, disclose the differential that would result in either a cooperative transaction or, alternatively, in a sale/lease that results through the efforts of the seller/landlord. If the cooperating broker is a buyer/tenant representative, the buyer/tenant representative must disclose such information to his or her client before the client makes an offer to purchase or lease.
- 6.4 **Division of Commission with Non-Members.** RMLS™ shall make no rule on the division of commissions between Participants and non-members. This should remain solely the responsibility of the Listing Broker.
- 6.5 **Participant as Principal.** If a Participant or any licensee (or licensed or certified appraiser) affiliated with a Participant has any interest in property, other listing of which is to be disseminated through the RMLS™, that person shall disclose that interest when the listing is filed with RMLS™ and such information shall be disseminated to all RMLS™ Participants.

## **SECTION 7: SHOWING PROCEDURES**

- 7.1 The appointment for showing of listed property shall be arranged as indicated in the RMLS™ Listing Data Input Form.
- a. A Cooperating Broker or Appraiser may use the lockbox system access device to enter a listing whose status is Active, Bumpable or Short Sale Pending, only in accordance with the instructions on the RMLS™ Listing Data Input Form or in accordance with the express instructions of the Listing Broker or Owner.
  - b. A Cooperating Broker or Appraiser may use the lockbox system access device to enter a listing whose status is other than Active, Bumpable or Short Sale Pending, only with the express permission of the Listing Broker or Owner.
  - c. If the Listing Broker's representative is to accompany a Cooperating Broker on the showing of a listing, that requirement must be included in the RMLS™ Listing Data Input Form and the Listing Broker must have a representative available to accompany the showing at the convenience of the Owner and customer.
  - d. No Participant or Subscriber may require from a Cooperating Broker a prospective Purchaser's address or telephone number.

## SECTION 8: OFFERS AND NEGOTIATIONS

- 8.1 **Appointments for Presenting Offers.** Appointments for presenting offers and negotiations with the Owner for the purchase or lease of listed property shall be conducted through the Listing Broker unless the Listing Broker gives the Cooperating Broker specific authority to present an offer and deal directly with the Owner.
- 8.2 **Timely Presentation of Offers.** Per the Code of Ethics, the Listing Broker or representative must present all offers as soon as possible or give the Cooperating Broker satisfactory reason for not doing so. The Listing Broker shall submit to the seller or lessor all written offers until closing unless precluded by law, government rule, regulation or agreed otherwise in writing between the seller or lessor and Listing Broker. Unless the subsequent offer is contingent upon the termination of an existing contract, the Listing Broker shall recommend that the seller or lessor obtain the advice of legal counsel prior to acceptance of the subsequent offer.
- 8.3 **Right of Cooperating Broker in Presentation of Offer.** The cooperating broker (subagent or buyer agent) or his representative has the right to participate in the presentation to the seller or lessor of any offer he secures to purchase or lease. He does not have the right to be present at any discussion or evaluation of that offer by the seller or lessor and the listing broker. However, if the seller or lessor gives written instructions to the listing broker that the cooperating broker not be present when an offer the cooperating broker secured is presented, the cooperating broker has the right to a copy of the seller's or lessor's written instructions. None of the foregoing diminishes the listing broker's right to control the establishment of appointments for such presentations.
- 8.4 **Right of Listing Broker in Presentation of Counter-Offers.** The Listing Broker or his representative has the right to participate in the presentation of any counter-offer made by the seller or lessor. He does not have the right to be present at any discussion or evaluation of a counter-offer by the purchaser or lessee (except when the cooperating broker is a subagent). However, if the purchaser or lessee gives written instructions to the cooperating broker that the Listing Broker not be present when a counter-offer is presented, the Listing Broker has the right to a copy of the purchaser's or lessee's written instructions. Such statement shall be supplied to the Listing Broker upon request.
- 8.5 **Refusal to Sell.** If the seller or lessor of any listed property filed with RMLS™ refuses to accept a written offer satisfying the terms and conditions stated in the listing, such fact shall be transmitted immediately to RMLS™ and shall be transmitted to all Participants.
- 8.6 **Participant as Purchaser.** If a Participant or any licensee (including licensed and certified appraisers) affiliated with a Participant wishes to acquire an interest in property listed with another Participant, such contemplated interest shall be disclosed, in writing, to the Listing Broker not later than the time an offer to purchase is submitted to the Listing Broker.

## SECTION 9: PROHIBITIONS

- 9.1 **Information for Participants Only.** Any listing filed with RMLS™ shall not be made available to any broker or firm not a member of RMLS™ without the prior consent of the listing broker.
- 9.2 **No Disclosure of Private ID Passwords.** Each RMLS™ subscriber is provided a Private ID password for accessing the RMLS™ System, which is for their personal and exclusive use only, and which may not be disclosed or given to any other person.

9.3 **Advertising of Listing Placed in RMLS™.** No listing shall be advertised by any Participant or Subscriber other than the Listing Broker without the prior consent of the Listing Broker.

9.4 **Solicitation of Listing Placed in RMLS™.** Participants shall not solicit a listing on property listed with RMLS™ unless such solicitation is consistent with Article 16 of the REALTORS® Code of Ethics, its Standard of Practice and its Case Interpretations.

**Note:** This section is to be construed in a manner consistent with Article 16 of the Code of Ethics. This section is intended to encourage Sellers or Lessors to permit their properties to be Published in the RMLS™ System by protecting them from being solicited, prior to expiration of the listing, by brokers and salespersons seeking the listing upon its expiration.

Without such protection, a seller or lessor could receive hundreds of calls, communications, and visits from brokers and salespersons who have been made aware through MLS filing of the date the listing will expire and desire to substitute themselves for the present broker.

This section is intended to encourage brokers to participate in RMLS™ Service by assuring them that other Participants and Subscribers will not attempt to persuade the Seller or Lessor to breach the listing agreement or to interfere with their attempts to market the property. Absent the protection afforded by this section, Listing Brokers would be most reluctant to reveal the identity of the Seller (Lessor) or the availability of the property to other brokers.

This section does not preclude solicitation of listings under the circumstances otherwise recognized by Standards of Practice related to Article 16 of the Code of Ethics.

9.5 **Use of the Terms MLS and Multiple Listing Service.** No MLS participant, subscriber, or licensee affiliated with any participant shall, through the name of their firm, their URLs, their e-mail addresses, their website addresses, or in any other way represent, suggest, or imply that the individual or firm is an MLS, or that they operate an MLS. Participants, subscribers and licensees affiliated with participants shall not represent, suggest, or imply that consumers or others have direct access to MLS databases, or that consumers or others are able to search MLS databases available only to participants and subscribers. This does not prohibit participants and subscribers from representing that any information they are authorized under MLS rules to provide to clients or customers is available on their websites or otherwise.

9.6 **For Sale Signs.** Only the for sale sign of the listing broker may be placed on a property.

9.7 **Sold Signs.** Prior to closing, only the sold sign of the listing broker may be placed on a property, unless the listing broker authorizes the cooperating (selling) broker to post such a sign.

#### **SECTION 10: OWNERSHIP OF DATA, COPYRIGHTS, AND INTERNET POLICY**

10.1 **Confidentiality of RMLS™ Information.** Any information Published by RMLS™ shall be considered the official information of RMLS™. Such information is confidential and intended for the exclusive use of Participants and Subscribers in connection with the sale or lease or appraisal of

property Published in the RMLS™ System. Any reproduction, publication or other use of such information without the express written consent of RMLS™ is prohibited. Any disclosure of passwords that allow access to the RMLS™ System, including the Intranet members-only site RMLSweb.com, is prohibited.

- 10.2 **Limitations on Use of RMLS™ Information.** Use of information from RMLS™ compilation of current listing information, from the RMLS™ statistical report, or from any sold or comparable report of RMLS™ for public mass-media advertising by an RMLS™ Participant or in other public representation, may not be prohibited.

However, any print or non-print forms of advertising or other forms of public representations based in whole or in part on information supplied by RMLS™ must clearly demonstrate the period of time over which such claims are based and must include the following, or substantially similar, notice: *Based on information from the RMLS™ for the period (date) through (date).*

- 10.3 **Authority to Publish.** By the act of submitting any property listing content to RMLS™, the Participant represents that Participant has been authorized and also thereby does grant authority for the MLS to include the property listing content in its copyrighted MLS compilation and also in any statistical report on comparables. Listing content includes, but is not limited to, photographs, images, graphics, audio and video recordings, virtual tours, drawings, descriptions, remarks, narratives, pricing information, and other details or information related to listed property.

All right, title, and interest in each copy of every multiple listing compilation created and copyrighted by RMLS™ and in the copyrights therein, shall at all times remain vested in RMLS™.

- 10.4 **Reproduction.** No Participant or Subscriber shall reproduce any portion of the RMLS™ System, including, without limitation, any RMLS™ Book or RMLS™ on-line computer system, or any data therein contained, without the express written consent of RMLS™. Notwithstanding the foregoing, Participants and Subscribers may reproduce from the on-line computer system and distribute property listing data to prospective Purchasers for a maximum of 100 properties for the sole purpose of selling such properties to such prospective Purchasers, or, in the case of the Commercial Lease category, for the sole purpose of leasing such properties to prospective Lessees.

Reproductions made in accordance with this Section 10.4 shall be prepared in such a fashion that property listing data of the properties other than that in which the prospective Purchaser or Lessee has expressed interest, or in which the Participant or their Subscriber are seeking to promote interest, does not appear on such reproduction.

Nothing contained herein shall preclude any Participant from utilizing, displaying, distributing, or reproducing property listing sheets or other books of data pertaining exclusively to properties currently listed for sale or lease with such Participant.

Any RMLS™ information, whether provided in written, printed, electronic or any other form or format, is provided for the exclusive use of the Participant and those Subscribers affiliated with the Participant who are authorized to have access to such information. Such information may not be transmitted, retransmitted or provided in any manner to any other person, including provision of access through dissemination of Private IDs or passwords, which is prohibited.

None of the foregoing shall be construed to prevent any person legitimately in possession of current listing information, "sold" information, "comparable" information or statistical information

from utilizing such information to support an estimate value on a particular property for a particular client. However, only such information that RMLS™ has deemed to be nonconfidential and necessary to support the estimate of value may be reproduced and attached to the report as supporting documentation. Any other use of such information is unauthorized and prohibited by these Rules and Regulations.

- 10.5 **Distribution.** Participants shall at all times maintain control over, and responsibility for, RMLS™ printed computer reports provided to them by or on behalf of RMLS™, and shall not distribute any such copies to persons other than Subscribers who are affiliated with such Participants. Participants and those persons affiliated as licensees with such Participants shall be permitted to display the MLS compilation to prospective purchasers only in conjunction with their ordinary business activities of attempting to locate ready, willing and able buyers for the properties described in said MLS compilation.
- 10.6 **Nondisclosure.** No Participant or Subscriber shall disclose, disseminate, copy, or use the equipment, computer programs or related documentation (including without limitation any security features) provided under the Participant and Subscriber Agreements other than for performing the functions described in the documentation in the ordinary course of business, and shall keep the System and its computer programs, including related documentation, confidential.
- 10.7 **Scope of Use.** No Participant or Subscriber shall allow any other person or persons to use the equipment, computer programs, documentation, data or other information provided to Participant or Subscriber under the Participant or Subscriber Agreements other than in the ordinary course of business without the prior written consent of RMLS™.
- 10.8 **Ownership of Database.** All data, databases and information provided to Participants and Subscribers or contained at any time within the System database shall be and remain the sole and exclusive property of RMLS™ except as provided in licensing agreements executed between RMLS™ and their providers. The Participant and Subscriber Agreements grant such persons a license only to use and access such data for the purpose and to the extent necessary to carry on their business in the ordinary course, and no Participant or Subscriber shall disclose, disseminate, copy or use such data other than in the ordinary course of business, and shall keep all such data confidential. The Participant and Subscriber Agreements are not intended to give members any rights of ownership in any provider, vendor, hardware, software, data or databases of RMLS™ which are and shall remain at all times the exclusive property of RMLS™ and their providers, as the case may be. Participants and Subscribers must keep their Private ID access codes confidential and must not allow others to use them.

Each Participant shall be entitled to lease from RMLS™ a number of copies of each MLS compilation sufficient to provide the participant and each person affiliated as a licensee (including licensed or certified appraisers) with such participant with one copy of such compilation. The participant shall pay for each such copy the rental fee set by the association. Participants shall acquire by such lease only the right to use the MLS compilation in accordance with these rules.

- 10.9 **Internet Advertising Policy.** No Participant's listings will be displayed on any web site by RMLS™ without the consent of the Participant. Any such display permitted by the Participant shall be subject to such additional conditions as may be established from time to time by the RMLS™ Board of Directors.



- 10.10 **Access to Comparable and Statistical Information.** Members of the local Boards or Associations of REALTORS® serving the areas in which RMLS™ operates who are actively engaged in real estate brokerage, management, mortgage financing, appraising, land development or building, but who do not participate in RMLS™, are nonetheless entitled to receive by purchase all information other than current listing information that is generated by RMLS™, including “comparable” information, “sold” information, and statistical reports. This information is provided for the exclusive use of members and affiliates of local Boards and Associations who are also engaged in the real estate business, and this information may not be transmitted, retransmitted, or provided in any manner to any unauthorized individual, office or firm, except as provided in these Rules and Regulations and in any license agreement or purchase agreement required by RMLS™ with respect to such information.
- 10.11 **Photo Rights.** Participant’s submission of a photograph to RMLS™ for publication by RMLS™ as a part of Participant’s listing data constitutes Participant’s representation that Participant has the right to authorize and hereby authorizes RMLS™ to either publish or sub-license others to publish the photograph as set forth in Section 10.3 above. Participant agrees to indemnify RMLS™ in the event of any litigation brought against RMLS™ or any of its authorized licensees of RMLS™ data relating to the reproduction of the photograph by the RMLS™ or other authorized entities.

#### SECTION 11: INTERNET DATA EXCHANGE (IDX)

- 11.1 **Definition.** IDX affords RMLS™ participants the ability to authorize limited electronic display of their listings by other participants.
- 11.2 **Authorization.** Participants’ consent for display of their listings by other participants pursuant to these rules and regulations is presumed unless a participant affirmatively notifies RMLS™ that the participant refuses to permit display (either on a blanket or on a listing-by-listing basis). If a participant refuses on a blanket basis to permit the display of that participant’s listings, that participant may not download, frame or display the aggregated RMLS™ data of other participants. Even where participants have given blanket authority for other participants to display their listings on IDX sites, such consent may be withdrawn on a listing-by-listing basis where the seller has prohibited all Internet display.
- 11.3 **Participation.** Participation in IDX is available to all RMLS™ participants who consent to display of their listings by other participants. Participants must notify RMLS™ of their intention to display IDX information and must give RMLS™ direct access for purposes of monitoring/ensuring compliance with applicable rules and policies.

RMLS™ Participants may not use IDX-provided listings for any purpose other than display as provided for in these rules. This does not require Participants to prevent indexing of IDX listings by recognized search engines.

Participants must refresh all RMLS™ downloads and IDX displays automatically fed by those downloads at least once every three (3) days.

Listings, including property addresses, can be included in IDX displays except where a seller has directed their listing brokers to withhold their listing or the listing’s property address from all display on the Internet (including, but not limited to, publicly-accessible websites or VOWs).

Participants may select the listings they choose to display on their IDX sites based only on objective criteria including, but not limited to, factors such as geography or location (“uptown,” “downtown,” etc.), list price, type of property (e.g., condominiums, cooperatives, single-family detached, multi-family), cooperative compensation offered by listing brokers, type of listing (e.g., exclusive right-to-sell or exclusive agency), or the level of service being provided by the listing firm. Selection of listings displayed on any IDX site must be independently made by each participant.

Except as provided in the IDX policy and these rules, an IDX site or a participant or user operating an IDX site or displaying IDX information as otherwise permitted may not distribute, provide, or make any portion of the RMLS™ database available to any person or entity.

Any IDX display controlled by a Participant must clearly identify the name of the brokerage firm under which they operate in a readily visible color and typeface. For purposes of the IDX policy and these rules, “control” means the ability to add, delete, modify and update information as required by the IDX policy and RMLS™ rules.

(a) The following applies to an IDX display controlled by a Participant or Subscriber that:

- (i) Allows third-parties to write comments or reviews about particular listings or displays a hyperlink to such comments or reviews in immediate conjunction with particular listings, or
- (ii) Displays an automated estimate of the market value of the listing (or hyperlink to such estimate) in immediate conjunction with the listing.

Either or both of those features shall be disabled or discontinued for the seller’s listings at the request of the seller. The listing broker or agent shall communicate to RMLS™ that the seller has elected to have one or both of these features disabled or discontinued on all displays controlled by Participants. Except for the foregoing and subject to 11.3.b, a Participant’s IDX display may communicate the Participant’s professional judgment concerning any listing. Nothing shall prevent an IDX display from notifying its customers that a particular feature has been disabled at the request of the seller.

(b) Participants shall maintain a means (e.g., e-mail address, telephone number) to receive comments about the accuracy of any data or information that is added by or on behalf of the Participant beyond that supplied by RMLS™ and that relates to a specific property. Participants shall correct or remove any false data or information relating to a specific property upon receipt of a communication from the listing broker or listing agent for the property explaining why the data or information is false. However, participants shall not be obligated to remove or correct any data or information that simply reflects good faith opinion, advice, or professional judgment.

**11.4 Display.** Listings displayed pursuant to IDX shall contain only those fields of data designated by RMLS™. Display of all other fields (as determined by RMLS™) is prohibited. Confidential fields intended only for other RMLS™ participants and users (e.g., cooperative compensation offers, showing instructions, property security information, etc.) may not be displayed.

Participants shall not modify or manipulate information relating to other participants’ listings. (This is not a limitation on site design but refers to changes to actual listing data.) RMLS™ data may be augmented with additional data not otherwise prohibited from display so long as the source of the additional data is clearly identified. This requirement does not restrict the format of RMLS™ data display or display of fewer than all of the available listings or fewer authorized data fields.

All listings displayed pursuant to IDX shall identify the listing firm in a reasonably prominent location and in a readily visible color and typeface not smaller than the median used in the display of listing data. Displays of minimal information (e.g., “thumbnails,” text messages, “tweets,” etc., of two hundred [200] characters or less) are exempt from this requirement but only when linked directly to a display that includes all required disclosures.

Non-principal brokers and sales licensees affiliated with IDX participants may display information available through IDX on their own websites subject to their participant’s consent and control and the requirements of state law and/or regulation.

All listings displayed pursuant to IDX shall show RMLS™ as the source of the information. Displays of minimal information (e.g., “thumbnails,” text messages, “tweets,” etc., of two hundred [200] characters or less) are exempt from this requirement but only when linked directly to a display that includes all required disclosures.

Participants (and their affiliated licensees, if applicable) shall indicate on their websites that IDX information is provided exclusively for consumers’ personal, non-commercial use, that it may not be used for any purpose other than to identify prospective properties consumers may be interested in purchasing, and that the data is deemed reliable but is not guaranteed accurate by RMLS™. RMLS™ may, at its discretion, require use of other disclaimers as necessary to protect participants and/or RMLS™ from liability. Displays of minimal information (e.g., “thumbnails,” text messages, “tweets,” etc., of two hundred [200] characters or less) are exempt from this requirement but only when linked directly to a display that includes all required disclosures.

Display of expired, withdrawn, and canceled listings is prohibited.

## **SECTION 12: VIRTUAL OFFICE WEBSITE (VOW)**

- 12.1** (a) A Virtual Office Website (“VOW”) is a Participant’s Internet website, or a feature of a Participant’s website, through which the Participant is capable of providing real estate brokerage services to consumers with whom the Participant has first established a broker-consumer relationship (as defined by state law) where the consumer has the opportunity to search RMLS™ Listing Information, subject to the Participant’s oversight, supervision, and accountability. A non-principal broker or sales licensee affiliated with a Participant may, with his or her Participant’s consent, operate a VOW. Any VOW of a non-principal broker or sales licensee is subject to the Participant’s oversight, supervision, and accountability.
- (b) As used in Section 12 of these Rules, the term “Participant” includes a Participant’s affiliated non-principal brokers and sales licensees – except when the term is used in the phrases “Participant’s consent” and “Participant’s oversight, supervision, and accountability”. References to “VOW” and “VOWs” include all VOWs, whether operated by a Participant, by a non-principal broker or sales licensee, or by an Affiliated VOW Partner (“AVP”) on behalf of a Participant.
- (c) “Affiliated VOW Partner” (“AVP”) refers to an entity or person designated by a Participant to operate a VOW on behalf of the Participant, subject to the Participant’s supervision, accountability and compliance with the VOW Policy. No AVP has independent participation rights in the RMLS™ by virtue of its right to receive information on behalf of a Participant. No AVP has the right to use RMLS™ Listing Information except in connection with operation of a VOW on behalf of one or

more Participants. Access by an AVP to RMLS™ Listing Information is derivative of the rights of the Participant on whose behalf the AVP operates a VOW.

(d) As used in Section 12 of these Rules, the term “RMLS™ Listing Information” refers to active listing information and sold data provided by Participants to RMLS™ and aggregated and distributed by the RMLS™ to Participants.

**12.2** (a) The right of a Participant’s VOW to display RMLS™ Listing Information is limited to that supplied by RMLS™. However, a Participant with offices participating in other MLSs may operate a master website with links to the VOWs of the other offices.

(b) Subject to the provisions of the VOW Policy and these Rules, a Participant’s VOW, including any VOW operated on behalf of a Participant by an AVP, may provide other features, information, or functions, e.g. Internet Data Exchange (“IDX”).

(c) Except as otherwise provided in the VOW Policy or in these Rules, a Participant need not obtain separate permission from other RMLS™ Participants whose listings will be displayed on the Participant’s VOW.

**12.3** (a) Before permitting any consumer to search for or retrieve any RMLS™ Listing Information on his or her VOW, the Participant must take each of the following steps:

(i) The Participant must first establish with that consumer a lawful broker-consumer relationship (as defined by state law), including completion of all actions required by state law in connection with providing real estate brokerage services to clients and customers (hereinafter “Registrants”). Such actions shall include, but are not limited to, satisfying all applicable agency, non-agency, and other disclosure obligations, and execution of any required agreements.

(ii) The Participant must obtain the name of, and a valid email address for, each Registrant. The Participant must send an email to the address provided by the Registrant confirming that the Registrant has agreed to the Terms of Use (described in subsection (d) below). The Participant must verify that the email address provided by the Registrant is valid and that the Registrant has agreed to the Terms of Use.

(iii) The Participant must require each Registrant to have a user name and a password, the combination of which is different from those of all other Registrants on the VOW. The Participant may, at his or her option, supply the user name and password or may allow the Registrant to establish its user name and password. The Participant must also assure that any email address is associated with only one user name and password.

(b) The Participant must assure that each Registrant’s password expires on a date certain but may provide for renewal of the password. The Participant must at all times maintain a record of the name, email address, user name, and current password of each Registrant. The Participant must keep such records for not less than 180 days after the expiration of the validity of the Registrant’s password.

(c) If RMLS™ has reason to believe that a Participant’s VOW has caused or permitted a breach in the security of RMLS™ Listing Information or a violation of RMLS™ rules, the Participant shall,

upon request of RMLS™, provide the name, email address, user name, and current password, of any Registrant suspected of involvement in the breach or violation. The Participant shall also, if requested by RMLS™, provide an audit trail of activity by any such Registrant.

(d) The Participant shall require each Registrant to review, and affirmatively to express agreement (by mouse click or otherwise) to, a “Terms of Use” provision that provides at least the following:

i. That the Registrant acknowledges entering into a lawful consumer-broker relationship with the Participant;

ii. That all information obtained by the Registrant from the VOW is intended only for the Registrant’s personal, non-commercial use;

iii. That the Registrant has a bona fide interest in the purchase, sale, or lease of real estate of the type being offered through the VOW;

iv. That the Registrant will not copy, redistribute, or retransmit any of the information provided except in connection with the Registrant’s consideration of the purchase or sale of an individual property;

v. That the Registrant acknowledges RMLS™’s ownership of, and the validity of RMLS™’s copyright in, the RMLS™ database.

(e) The Terms of Use Agreement may not impose a financial obligation on the Registrant or create any representation agreement between the Registrant and the Participant. Any agreement entered into at any time between the Participant and Registrant imposing a financial obligation on the Registrant or creating representation of the Registrant by the Participant must be established separately from the Terms of Use, must be prominently labeled as such, and may not be accepted solely by mouse click.

(f) The Terms of Use Agreement shall also expressly authorize RMLS™, and other RMLS™ Participants or their duly authorized representatives, to access the VOW for the purposes of verifying compliance with RMLS™ rules and monitoring display of Participants’ listings by the VOW. The Agreement may also include such other provisions as may be agreed to between the Participant and the Registrant.

**12.4** A Participant’s VOW must prominently display an e-mail address, telephone number, or specific identification of another mode of communication (e.g., live chat) by which a consumer can contact the Participant to ask questions, or get more information, about any property displayed on the VOW. The Participant, or a non-principal broker or sales licensee licensed with the Participant, must be willing and able to respond knowledgeably to inquiries from Registrants about properties within the market area served by that Participant and displayed on the VOW.

**12.5** A Participant’s VOW must employ reasonable efforts to monitor for, and prevent, misappropriation, “scraping”, and other unauthorized use of RMLS™ Listing Information. A Participant’s VOW shall utilize appropriate security protection such as firewalls as long as this requirement does not impose security obligations greater than those employed concurrently by RMLS™.

- 12.6** (a) A Participant's VOW shall not display listings or property addresses of any seller who has affirmatively directed the listing broker to withhold the seller's listing or property address from display on the Internet. The listing broker shall communicate to RMLS™ that the seller has elected not to permit display of the listing or property address on the Internet. Notwithstanding the foregoing, a Participant who operates a VOW may provide to consumers via other delivery mechanisms, such as email, fax, or otherwise, the listings of sellers who have determined not to have the listing for their property displayed on the Internet.
- (b) A Participant who lists a property for a seller who has elected not to have the property listing or the property address displayed on the Internet shall cause the seller to execute the Seller Internet Opt-Out Form provided by RMLS™ or a document that includes substantially similar provisions.
- (c) The Participant shall retain such forms for at least one year from the date they are signed, or one year from the date the listing goes off the market, whichever is greater.
- 12.7** (a) Subject to subsection (b), a Participant's VOW may allow third-parties (i) to write comments or reviews about particular listings or display a hyperlink to such comments or reviews in immediate conjunction with particular listings, or (ii) display an automated estimate of the market value of the listing (or hyperlink to such estimate) in immediate conjunction with the listing
- (b) Notwithstanding the foregoing, at the request of a seller the Participant shall disable or discontinue either or both of those features described in subsection (a) as to any listing of the seller. The listing broker or agent shall communicate to RMLS™ that the seller has elected to have one or both of these features disabled or discontinued on all Participants' websites. Subject to the foregoing and to Section 12.8, a Participant's VOW may communicate the Participant's professional judgment concerning any listing. A Participant's VOW may notify its customers that a particular feature has been disabled "at the request of the seller."
- 12.8** A Participant's VOW shall maintain a means (e.g., e-mail address, telephone number) to receive comments from the listing broker about the accuracy of any information that is added by or on behalf of the Participant beyond that supplied by RMLS™ and that relates to a specific property displayed on the VOW. The Participant shall correct or remove any false information relating to a specific property within 48 hours following receipt of a communication from the listing broker explaining why the data or information is false. The Participant shall not, however, be obligated to correct or remove any data or information that simply reflects good faith opinion, advice, or professional judgment.
- 12.9** A Participant shall cause RMLS™ Listing Information available on its VOW to be refreshed at least once every three (3) days.
- 12.10** Except as provided in these rules, the National Association of REALTORS® VOW Policy, or any other applicable RMLS™ rules or policies, no Participant shall distribute, provide, or make accessible any portion of the RMLS™ Listing Information to any person or entity.
- 12.11** A Participant's VOW must display the Participant's privacy policy informing Registrants of all of the ways in which information that they provide may be used.
- 12.12** A Participant's VOW may exclude listings from display based only on objective criteria, including, but not limited to, factors such as geography, list price, type of property, cooperative compensation offered by listing broker, and whether the listing broker is a REALTOR®.

- 12.13** A Participant who intends to operate a VOW to display RMLS™ Listing Information must notify RMLS™ of its intention to establish a VOW and must make the VOW readily accessible to RMLS™ and to all RMLS™ Participants for purposes of verifying compliance with these Rules, the VOW Policy, and any other applicable RMLS™ rules or policies.
- 12.14** A Participant may operate more than one VOW himself or herself or through an AVP. A Participant who operates his or her own VOW may contract with an AVP to have the AVP operate other VOWs on his or her behalf. However, any VOW operated on behalf of a Participant by an AVP is subject to the supervision and accountability of the Participant.
- 12.15** A Participant's VOW may not make available for search by, or display to, Registrants any of the following information:
- a. The compensation offered to other RMLS™ Participants.
  - b. The type of listing agreement, i.e., exclusive right to sell or exclusive agency.
  - c. The seller's and occupant's name(s), phone number(s), or e-mail address(es).
  - d. Instructions or remarks intended for cooperating brokers only, such as those regarding showings or security of listed property.
- 12.16** A Participant shall not change the content of any RMLS™ Listing Information that is displayed on a VOW from the content as it is provided in RMLS™. The Participant may, however, augment RMLS™ Listing Information with additional information not otherwise prohibited by these Rules or by other applicable RMLS™ rules or policies as long as the source of such other information is clearly identified. This rule does not restrict the format of display of RMLS™ Listing Information on VOWs or the display on VOWs of fewer than all of the listings or fewer than all of the authorized information fields.
- 12.17** A Participant shall cause to be placed on his or her VOW a notice indicating that the RMLS™ Listing Information displayed on the VOW is deemed reliable but is not guaranteed accurate by RMLS™. A Participant's VOW may include other appropriate disclaimers necessary to protect the Participant and/or RMLS™ from liability.
- 12.18** A Participant shall limit the number of listings that a Registrant may view, retrieve, or download to not more than 100 current listings and not more than 100 sold listings in response to any inquiry.
- 12.19** A Participant shall require that Registrants' passwords be reconfirmed or changed every 90 days.
- 12.20** A Participant may display advertising and the identification of other entities ("co-branding") on any VOW the Participant operates or that is operated on his or her behalf. However, a Participant may not display on any such VOW deceptive or misleading advertising or co-branding. For purposes of this Section, co-branding will be presumed not to be deceptive or misleading if the Participant's logo and contact information (or that of at least one Participant, in the case of a VOW established and operated on behalf of more than one Participant) is displayed in immediate conjunction with that of every other party, and the logo and contact information of all Participants displayed on the VOW is as large as the logo of the AVP and larger than that of any third party.

- 12.21 A Participant shall cause any listing displayed on his or her VOW that is obtained from other sources, including from another MLS or from a broker not participating in RMLS™, to identify the source of the listing.
- 12.22 Participants and the AVPs operating VOWs on their behalf must execute the license agreement required by RMLS™.

### SECTION 13: DEFINITIONS

As used in these Rules and Regulations, the following terms shall have the meaning stated below:

- 13.1 **Buyer Agent.** The broker who represents or has an agreement with a buyer or prospective buyer with respect to a transaction or proposed transaction is a Buyer's Agent.
- 13.2 **Cooperating Broker.** Broker acting as a Buyer Agent (or in other agency or nonagency capacities defined by law), who is selling or leasing the property of a Listing Broker.
- 13.3 **Integrated Tax Services.** A portion of RMLS™ System services providing Participants and Subscribers the ability to access county tax data.
- 13.4 **Listing Broker.** RMLS™ Participant who lists a property for sale or lease.
- 13.5 **Lockbox Access Devices.** SentiCard® and Remote Access Device (RAD).
- 13.6 **Office Service.** Office services provided to a Participant pursuant to this Agreement, including permitting a user with the appropriate access code using certain equipment to access and interface with all functions, features and levels of On-line System Services intended for Participants.
- 13.7 **On-Line System Services.** The services available through RMLSweb Intranet System.
- 13.8 **Owner(s).** The person(s) having legal ownership of the property or the person(s)' authorized agent or person(s) having the legal right to sell or lease the property, except that the owner shall not include a person(s) who merely has the right to purchase the property, but does not yet own it. The preceding sentence shall not prevent RMLS™ from accepting listings from a company providing bona fide relocation services, regardless of whether such company actually goes into title to the property.
- 13.9 **Participant.** The REALTOR® Principal of any firm, partnership or corporation designated by such firm, partnership or corporation, who shall have all rights, benefits and privileges of RMLS™ Office Service Access, and shall accept all obligations to RMLS™ for the Participant's firm, partnership or corporation and for compliance with the Rules and Regulations of RMLS™ by all Subscribers affiliated with the Participant.
- 13.10 **Private ID.** Access code or password to the RMLS™ On-Line System Services.



- 13.11 **Publication or Publish.** The reproduction and dissemination of listing information through the System or the reproduction and dissemination of some or all of the listing information by authorized RMLS™ licensees.
- 13.12 **Purchaser(s).** The buyer(s) or prospective buyer(s) under sale agreement or the buyer(s)' authorized agent.
- 13.13 **RMLS™.** Regional Multiple Listing Service, Inc.
- 13.14 **RMLS™ Service; RMLS™ System.** The on-line computer system database and functions, and the other services and products provided by or through RMLS™.
- 13.15 **Shareholders.** Any Board or Association of REALTORS® holding stock in RMLS™. Currently, the Shareholders are the Portland Metropolitan Association of REALTORS®, the East Metro Association of REALTORS®, and the Clark County Association of REALTORS®.
- 13.16 **Subscriber.** Any real estate licensee described in Section 1.2 above, who has signed a Subscriber Agreement with RMLS™ contracting at least for the minimum service requirements set forth in Section 1.3 above.

#### SECTION 14: MISCELLANEOUS

- 14.1 **Integrated Tax Services.** Integrated Tax Services shall be included as a part of On-line System Services to the extent that Integrated Tax Services data is available for counties identified by RMLS™, and provided pursuant to any resulting contractual arrangements between RMLS™ and the tax data providers.
- 14.2 **Force Majeure.** Neither RMLS™ nor any Participant or Subscriber shall be responsible for any interruption of, interference with, lessening of, or suspension of its performance under any Participant or Subscriber Agreement due to causes beyond the reasonable control of such party, including but not limited to strikes, lockouts, riots, epidemics, war, government regulation, fire, flood, natural disasters, Acts of God, material shortages, failures, malfunctions or inadequacies of equipment, or other cause beyond the reasonable control of such party.
- 14.3 **Governing Law.** The Participant and Subscriber Agreements, these Rules and Regulations and any disputes arising thereunder shall in all respects be governed by and interpreted in accordance with the applicable law of the State of Oregon or the State of Washington, as appropriate, and the applicable rules, policies and Code of Ethics of the National Association of REALTORS®, the Oregon Association of REALTORS® and the applicable local Board or Association of REALTORS®, regardless of the relation of any other jurisdiction to such Agreements and matters.
- 14.4 **Assignment.** No Participant or Subscriber may assign their interest under any Participant or Subscriber Agreement or their right to access the RMLS™ System without the prior written consent of RMLS™.
- 14.5 **Limit of Liability.** RMLS™ shall not be liable to Participant, Subscriber or any third party for any indirect, special, consequential or incidental damage, including, without limitation, any loss of income or profit arising out of, or in connection with, the performance of their respective obligations in providing service under the Participant or Subscriber Agreements.

**14.6 Sexual Harassment.** Sexual Harassment is unlawful; it also creates a work environment that is intimidating and offensive to employees and subscribers. Sexual harassment may substantially interfere with an individual's work performance and the effectiveness of the organization. RMLS™ has a strict policy prohibiting all forms of sexual harassment. The policy applies to employees and subscribers in connection with any RMLS™ function. No employee or subscriber shall engage in any conduct constituting sexual harassment. No employee or subscriber against whom a charge of sexual harassment has been made shall in any manner seek reprisal against the employee or subscriber making the charge. An employee or subscriber who observes an act of sexual harassment shall report the act to the President of RMLS™ or to a member of the RMLS™ Executive Committee.

- a. **Definition:** "Sexual Harassment" is defined for purposes of this policy as any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature or with sexual overtones. It includes, but is not limited to: 1. Offensive comments; 2. Jokes or suggestions about the gender or gender-related physical attributes of another; 3. Sexually suggestive jokes, profanity or euphemisms; 4. Obscene or lewd gestures; 5. Unwanted physical contact; 6. The display of sexually explicit or suggestive pictures, drawings or written materials; or, 7. A social invitation accompanied by a discussion of performance reviews, evaluation or merit.
- b. **Enforcement:** All charges that an RMLS™ employee has sexually harassed a subscriber or another employee shall be acted upon as provided in the RMLS™ Employee Handbook. All charges that a subscriber has sexually harassed an RMLS™ employee shall be referred to the Executive Committee of the Board of Directors for appropriate action, which may include, without limitation, counseling, oral or written reprimand, or expulsion from the organization.

#### **SECTION 15: CHANGES IN RULES AND REGULATIONS**

**15.1 Changes in Rules and Regulations.** Amendments to these Rules and Regulations of RMLS™ shall be by a majority vote of the RMLS™ Board of Directors.

## RMLS™ Rules and Regulations - Attachment A

**Standard Office and Subscriber Fees:** Subscribers should check with their broker to determine whether the Standard or Alternate Fee Structure applies for their office.

Office Access Fees	\$100 per month
Subscriber's Basic Service Fee	\$105 per quarter

**Alternate Office and Subscriber Fees:** Subscribers should check with their broker to determine whether the Standard or Alternate Fee Structure applies for their office.

Office Access Fees	None
Subscriber's Basic Service Fee	\$135 per quarter

### **SentriLock SentriCard®:**

SentriCard® Service Fee	\$33 per quarter
SentriLock Startup Costs	
SentriCard®	\$8
SentriCard® Activation Fee	\$25
SentriCard® Reader Kit	\$100
(Includes Remote Access Device with charger and a Home Reader)	

### **Additional Office and Subscriber Fees:**

Late Fee	\$5
<del>Reinstatement Fee</del>	<del>\$25</del>
Firm Initiation Fee	\$500 (Initial Charge)
Branch Office Initiation Fee	\$100 (Initial Charge)

### **Administrative/Clerical and Personal Assistant Fees:**

Office Manager/Input Person Access Fee (Billed to the Office)	\$25 per quarter
Personal Assistant Access Fee (Billed to the Subscribing Broker)	\$25 per quarter

## RMLS™ Listing Content License Fees

### \* MONTHLY DATA ACCESS FEES (all data access except VOW)

#### **Basic Listing Content License Fees VIA RETS (IDX; Broker Specific Feeds)**

- A \$50 non-refundable monthly access fee per Firm, OR
- A \$300 non-refundable monthly access fee (to serve an unlimited number of Firms)

#### **Enhanced Listing Content License Fees VIA RETS (Internal; Enhanced Feeds)**

- A \$100 non-refundable monthly access fee per Firm, OR
- A \$600 non-refundable monthly access fee (to serve an unlimited number of Firms)

### \* VOW FEES (in addition to any other applicable Data Service fees)

- \$25 Set Up Fee for each party to a VOW Database Access Agreement (whether they are AVP, Firm or Subscriber)
- \$50/month for each VOW website, billed to the party who receives the data (Firm, Subscriber or AVP)

\*Including any applicable tax.

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