

# TCMLS LOCKBOX KEY SERVICE

- Lockbox key service is for TCMLS Participant and Subscribers only.
- Service activation is available between the the hours of 9:00AM – 4:00PM (Mon-Fri).
- Lockbox key service fees are **SEPARATE** from MLS dues.
- Lockbox key service billing period is the same as MLS dues (July 1<sup>st</sup> - June 30<sup>th</sup>). A pro-rated amount will be billed depending on the month the service is activated.
- TCMLS users with Supra KEYS or BTLE lockboxes from other AOR/MLS can program their KEY and Supra compatible lockboxes for use in TCMLS lockbox system. Applicable *Activation/Programming Fee* and *Annual Access fees* will apply.

The **Supra Lockbox BTLE** is the MLS lockbox of TCMLS and is accessible using the **Supra eKEY** mobile app. The app is available for internet accessible Apple/Android smartphones and devices.

## SERVICE FEE & LOCKBOX PURCHASE



### eKEY Basic\*

Activation Fee:	\$50.00
eKEY software App:	No Cost
Annual Access Fee:	\$126.00

**Lockbox BTLE: \$110.00+tax/box**

*\*eKEY Pro available for \$324/annually. Extra features include integrated MLS listing search, hotsheets, MLS agent roster and Supra HomeTour service.*

## MLS Lockbox Requirement

Supra BTLE is the MLS lockbox of TCMLS. Listings where showings are permitted using access devices must have an MLS lockbox (or another MLS-approved lockbox) on the property. Failure to meet the requirement may result in MLS rules violations with fines starting at \$400.

## Can I use combo lockboxes and keypad door-locks?

Members may use combo lockboxes and keypad door-locks BUT must include an MLS lockbox (or an MLS-approved lockbox) on the property.

## What is an MLS-approved lockbox?

An MLS-approved lockbox is an access device that meets the lockbox requirements as set forth in MLS rules (13.2.2) and is authorized for use in place of the MLS lockbox.

If a member does not want to use the MLS lockbox and would like to use another access device, the member may submit the access device to the MLS Committee for consideration prior to use. The MLS Committee will review the access device and if approved, the access device will be added to the list of authorized access devices that may be used instead of the MLS lockbox. A list of MLS-approved lockboxes will be available on the AOR/MLS website.

## MLS-approved lockbox requirements:

1. Device allows all authorized members timely access to the property by relying on data submitted to the MLS.
2. Complete, accurate and stand-alone instructions in the appropriate agent-only section.
3. Ensures the device will provide reasonable access to the property with any information needed to access the content of the device or the property with a response obligation window of four (4) hours (everyday 8am- 6pm) after initial contact<sup>1</sup>.

*1. Leaving a voicemail or sending a TEXT message for access will meet the initial contact requirement and start the 4 hour response obligation for the listing agent. The 4 hour response obligation runs from 8am to 6pm every day and will resume the following morning where the clock left off.*