C3 CODE ADDITIONAL BILLING AND COMMITMENT TERMS

Last Updated: November 19, 2026

These Additional Billing and Commitment Terms (these "**Billing Terms**") are incorporated by reference into, and form part of, the C3 Code Terms of Service (the "**Terms**") between C3.ai, Inc. ("**C3 AI**") and Customer. Capitalized terms used but not defined in these Billing Terms have the meanings given in the Terms.

1. Fees

Customer will pay all fees due under an Order Form, including subscription fees, Top-Ups, Overage, and any other amounts stated in the Order Form (with "Top-Ups" and "Overage" as defined in the Online Order Form). Fees are based on the C3 Code subscriptions and C3 AI Services purchased. C3 AI may adjust the fees and rate terms (including the price per Credit, Usage Types, and multipliers) for month-to-month subscriptions by providing advance written notice to Customer of at least thirty (30) days. Customer's payment obligations under any Order Form are irrevocable and non-cancelable, and any fees paid by Customer to C3 AI are non-refundable, except that C3 AI will refund prepaid fees only (a) if Customer terminates for cause in accordance with Section 8.2 (Termination) of the Terms, to the extent provided in Section 8.5 (Refund or Payment upon Termination) of the Terms, or (b) if C3 AI terminates Customer's use of the allegedly infringing portion of C3 Code or C3 AI Services under Section 5.2 (Other Remedies) of the Terms, to the extent provided in that Section. No other refunds or credits are owed, including upon cancellation or termination of a month-to-month subscription, for unused Credits, or upon discontinuation of any C3 Code feature that interoperates with a Third Party Offering. Notwithstanding the foregoing, fees paid for a month-to-month subscription under the Online Order Form are irrevocable and non-refundable in all cases.

2. Payments

For a Month-to-Month Customer, all invoiced charges (including Top-Ups and Overage) are due upon receipt. For any other Customer, except as otherwise stated in the applicable Order Form or expressly agreed in writing between Customer and C3 AI, invoiced charges are due upon receipt. No separate hosting or LLM fees apply other than Credits consumed and any amounts stated in an Order Form. Past due payments, except to the extent reasonably and timely disputed, will accrue interest at one and one-half percent (1.5%) per month (or the highest rate allowed under applicable laws if less). All amounts due under any Order Form shall be paid in full without any set-off, counterclaim, deduction or withholding.

3. Suspension of Service

If any amount owing by Customer under the Terms is thirty (30) or more days overdue, C3 AI may, without limiting its other rights and remedies, suspend access to and use of C3 Code and C3 AI Services until such amounts are paid in full. C3 AI will give Customer at least ten (10) days' prior notice before initially suspending services under this Section 3. Such notice may be given by email in accordance with Section 9.16 (Notice) of the Terms, including to the billing contact designated by Customer.

4. Taxes

C3 AI's fees do not include any taxes, levies, duties, or similar governmental assessments of any nature, including value-added, sales, use, or withholding taxes, assessable by any jurisdiction whatsoever ("**Taxes**"). Customer is responsible for paying all Taxes associated with Customer's purchases under the Terms. If C3 AI has the legal obligation to pay or collect Taxes for which

Customer is responsible under this Section 4, C3 AI will invoice Customer and Customer will pay that amount unless Customer provides C3 AI with a valid tax exemption certificate authorized by the appropriate taxing authority. C3 AI is solely responsible for taxes assessable against C3 AI based on its income, property, and employees.