C3 CODE ONLINE ORDER FORM
MONTH-TO-MONTH PLAN

Last Updated: November 19, 2026

This C3 Code Online Order Form is made as of the Effective Date between Customer and **C3.ai, Inc.** Capitalized terms used but not defined here have the meanings in the C3 Code Terms of Service (the "Terms") and the Additional Billing and Commitment Terms.

1. Customer's Plan. C3 Code for unlimited Users and unlimited sites. Each month Customer pays the $1,000 Monthly Subscription Fee and receives 1,000 Credits ($1.00 for each Credit) for that month. Included Credits must be used within the month. Unused Credits expire at the end of the month.

2. Term; Renewal; Cancellation. This Order Form begins on the Effective Date and renews automatically each month until cancelled. Except as may be otherwise set forth in a separate Order Form, Customer may cancel at any time through the cancellation function in Customer's C3 Code account settings. Cancellation takes effect at the end of the then-current monthly billing period; Customer will retain access through that date and will not be charged the Monthly Subscription Fee for any later month. C3 AI may terminate this Order Form for convenience on thirty (30) days' notice to Customer. If no other Order Form is outstanding when this Order Form ends, the C3 Code Terms of Service terminate with it.

3. Deployment Infrastructure. The Deployment Infrastructure is the C3 hosting services account, as determined by C3 AI, unless the parties expressly agree otherwise in writing.

4. Credits. A "**Credit**" is a unit of consumption with a list price of $1.00 per Credit. Customer may apply Credits only to the following ("**Credit-Eligible Usage**"): (a) use of C3 Code; (b) C3-provided compute, including hosting of Customer's deployed applications on the C3 hosting services; (c) C3-provided LLM usage; and (d) CoE resources purchased under Section S6. Credits have no cash value, are not transferable, and may not be applied to any other product, service, or fee. Customer uses Credits at the multiplier rate for each Usage Type in the C3 Code Credit Rate Card at https://www.c3.ai/c3-code-credit-rate-card, including any applicable surcharge (or as otherwise expressly provided by C3 AI), for all Credit-Eligible Usage in all environments (for example, Dev, QA, and Prod) and all applications. C3 AI may update Usage Types, tiers, multipliers, and other rate terms, and any change to the price per Credit on a month-to-month plan, only on the advance written notice required by the Additional Billing and Commitment Terms. LLM usage under Customer's own provider keys (BYOK) is billed by Customer's provider and does not use Credits. Customer may buy additional Credits at any time ("**Top-Ups**") in minimum quantities of 1,000 Credits at $1.00 per Credit. Top-Ups expire at the end of the month. Usage above the Credits Customer has purchased and not covered by a Top-Up is "**Overage**" and is charged at the list price per Credit.

5. Fees and Payment. The Monthly Subscription Fee is invoiced monthly in advance and is due upon receipt of invoice. Notwithstanding anything to the contrary in the Terms, it is an irrevocable and nonrefundable commitment for that month. Top-Ups are invoiced upon purchase and are due upon receipt of invoice. Overage is invoiced monthly in arrears and is due upon receipt of invoice. C3 AI will provide Customer with the status of Credits used and Credits remaining. All fees are in U.S. dollars and exclude Taxes, which are governed by Section 4 of the Additional Billing and Commitment Terms.

6. Center of Excellence (CoE) Resources and Expenses. Customer may buy CoE FTE resources from C3 AI using Credits during the Subscription Term, as the parties agree in writing, based on the C3 Code Credit Rate Card at https://www.c3.ai/c3-code-credit-rate-card. Customer will reimburse C3 AI at cost plus 15% for reasonable and necessary travel and lodging expenses C3 AI incurs while providing C3 Code or C3 AI Services to Customer.