Leslie AI LLC — Fee, Usage and Pass-Through Schedule

Version 1.0 · Effective November 1, 2026 · Incorporated into the Agreement by the Order Form

This Schedule sets the rules for billing. Each customer's prices, allowances and rates are in its Order Form. Charges fall into four categories (Subscription, Implementation, Usage and Third-Party Charges), and every invoice uses the same four. Capitalized terms have the meanings given in the Master Terms.

1. Subscription

1.1 Billable Door. Each residential unit or rentable door that is active in Customer's property management system and within the portfolio scope of any Active Pipeline. Vacant units in scope count. Units marked inactive, sold or off-management do not.

1.2 Count Date. Leslie AI counts Billable Doors on the first day of each billing month from Customer's system of record and shows the count in the Software.

1.3 Adds and Removals. Doors added during a month are billed from the next month's count; door changes are not prorated mid-month. Removing doors lowers the next month's fee, but never below the monthly minimum.

1.4 Calculation. The monthly Subscription Fee is the greater of (Billable Doors × per-door rate) and the monthly minimum, using the single per-door rate and minimum in the Order Form, or any negotiated pricing stated there, with no other discount.

1.5 Partial First Month. Prorated daily from the Go-Live Date.

1.6 Upgrades and Reductions. Customer may add Pipelines or other products at any time by Change Order or in the Software, billed from the next billing month. Pipelines, rates and the monthly minimum may be reduced only at renewal. Door counts still change monthly under Section 1.3.

2. Implementation

2.1 Setup and onboarding fees are billed as stated in the Order Form.

2.2 Custom onboarding, data migration, integrations and development are billed under a Statement of Work.

2.3 Hourly work is not part of the standard Services and is used only as an exception, such as for unscheduled work under Section 4.8 of the Master Terms. It is billed at $150 per hour, in 15-minute increments, and only with Customer's prior email approval of the work and an estimate of hours.

3. Usage

3.1 Pooled Allowances. Allowances are pooled across all of Customer's Billable Doors for the month and do not roll over.

3.2 Text Messages. Measured per segment, as the carrier counts them: generally 160 characters, or 70 characters when a message contains emoji or special characters. Inbound and outbound segments both count.

3.3 AI Replies and Phone Calls. An AI reply is each text, email or draft that Leslie's AI provider writes for Customer. Phone calls are measured in minutes answered by Leslie's voice agent, rounded up to the next whole minute per call. Each has the pooled monthly allowance and overage rate stated in the Order Form. Email is included without a limit.

3.4 Overage. Billed monthly in arrears at the rates in the Order Form. Leslie AI will alert Customer when usage reaches 80% of an allowance.

4. Third-Party Charges

Category	Billing unit	How billed
Carrier registration (A2P 10DLC brand and campaign fees)	Per registration and per month, as the carrier charges	Included in the Subscription Fee
Carrier pass-through surcharges	Per segment, as the carrier charges	Included in the text message overage rate in the Order Form
Phone numbers provisioned for Customer	Per number per month	Included in the Subscription Fee
ID verification for self-guided showings (Stripe Identity), only if self-guided showings are on	Per check	At actual cost, itemized

Category	Billing unit	How billed
Smart lockbox access for self-guided showings (Igloo), only if self-guided showings are on	Per lock per month	At actual cost, itemized
Tenant screening (if offered)	Per report	Rate in the Order Form, or Customer's own account
Other customer-specific vendor charges	As listed in the Order Form	At actual cost, itemized

4.1 At Cost. "At actual cost" means no markup. Any Leslie AI margin is not a pass-through charge; it is quoted as a Leslie AI usage rate in the Order Form.

4.2 Provider Rate Changes. If a provider changes its rate for a listed category, Leslie AI may pass the change through from its effective date. Leslie AI will give notice as far in advance as practicable and show the effective date on the invoice. This does not change Leslie AI's own subscription or usage rates.

4.3 New Categories. Leslie AI will not bill a new category of charge without Customer's written approval.

4.4 Customer's Own Accounts. Services Customer buys under its own account (for example, its property management system, or its own screening account) are billed by that provider to Customer and are not Leslie AI charges.

5. Payments

5.1 Leslie AI Invoices. Paid through Leslie AI's payment processor, named on the Subprocessor List, by card or bank debit. Leslie AI may change its payment processor on notice to Customer. ACH bank debit is the preferred method and carries no fee. A credit card surcharge (2.9%, no more than Leslie AI's actual processing fee), a $25 returned-ACH fee, and chargeback fees at actual cost apply only as stated in Sections 6.9 and 6.10 of the Master Terms and in the Order Form.

5.2 Resident Payments. Rent and other resident payments are separate from Leslie AI's invoices. Leslie AI does not collect, hold or process rent. If a future Leslie AI feature handles resident payments, a separate written addendum will state who pays processing

fees, who handles refunds and chargebacks, and whether the processor bills Customer directly. Any resident-facing fee will first be reviewed under applicable rental and surcharge law.

6. Taxes

6.1 Fees in this Schedule and the Order Form exclude applicable sales, use and similar taxes, which are handled under Section 6.6 of the Master Terms.

6.2 Each invoice lists Subscription, Implementation, Usage and Third-Party Charges as separate lines, and itemizes each pass-through charge, so that tax can be applied correctly to each. Whether a line is taxable depends on the jurisdiction and what the charge covers; listing a pass-through charge separately does not by itself make it exempt.

6.3 Any tax Leslie AI collects is shown as its own line on the invoice.