Leslie AI LLC — SLA and Support Exhibit

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

This Exhibit sets Leslie AI's service levels and support commitments. Capitalized terms have the meanings given in the Master Terms.

1. Covered Services

The Leslie web application and dashboard, the automated assistant, and the Pipeline execution infrastructure hosted by Leslie AI (the "Platform"). Availability is measured for Customer, for these Covered Functions: (a) Authorized Users can load and use the dashboard; and (b) each Pipeline that is in Customer's Order Form and Active runs its jobs and completes the resulting sends or Ledger Entries within 60 minutes of when they are due.

2. Platform Availability

2.1 Commitment. Leslie AI will make the Platform available at least 99.0% of each calendar month (about 7.2 hours of downtime in a 30-day month).

2.2 Measurement. Platform Availability = (Eligible Minutes − Downtime Minutes) ÷ Eligible Minutes, where Eligible Minutes are the minutes in the month less any minutes excluded under Section 5. Downtime is any period of 10 or more consecutive minutes in which a Covered Function is unavailable to Customer, including jobs that start but stall without completing. Once a period reaches 10 minutes, all of it counts. A failure of a single Pipeline under Section 1(b) counts as Downtime once it lasts 30 or more consecutive minutes, and overlapping failures in the same minute count once. Downtime is shown by Leslie AI's monitoring, or by an outage Customer reports to support with reasonable detail that Leslie AI confirms. Leslie AI will publish current status on a status page.

2.3 Maintenance. Scheduled maintenance is excluded only if Leslie AI gives at least 48 hours' notice, performs it outside 7:00 a.m.–7:00 p.m. Mountain Time on business days, and keeps it within 8 hours in the month. Emergency maintenance means urgent work to fix a security vulnerability or prevent imminent harm to the Platform or Customer Data; Leslie AI will notify Customer as early as practicable and no later than when the work starts. Scheduled or emergency maintenance beyond 8 hours each in a month counts as Downtime.

3. Third-Party Dependencies

The Platform can be available while a provider it relies on is not. When Customer's property management system, Twilio or another carrier, an email provider, the voice provider, or the AI model provider is degraded, Leslie AI will:

- monitor for the failure and, once it is detected, pause affected sends or Ledger Entries rather than send incorrect ones;
- notify Customer of affected Pipelines within the Severity 1 or Severity 2 response time; and
- on recovery, retry automatically only actions that are safe to repeat; for Ledger Entries, check whether the first attempt posted before retrying, so recovery does not create duplicate charges; and hold for Customer review any queued message that would now be late or out of sequence.

Downtime is excluded only to the extent a Connected System or third-party provider caused it. Failures in Leslie AI's own integration code, configuration or recovery are not excluded.

4. Support

4.1 Hours. Business days, 8:00 a.m.–6:00 p.m. Mountain Time, by email to support@lesliepm.com and in-app chat. Severity 1 incidents are monitored 7 days a week, 8:00 a.m.–6:00 p.m. Mountain Time. Severity 1 alerts outside those hours are handled at the start of the next monitored period. Customer can pause any Pipeline at any time with the pause control in the Software.

4.2 Scope. Help-desk support, configuration, onboarding help, updates, routine configuration and troubleshooting, and adjustments after Software updates or minor interface changes in a Connected System. Material rework, such as rebuilding an integration after a Connected System replaces its interface, and other custom work require a Statement of Work.

4.3 Severity Levels and Response Targets.

Severity	Definition	Initial response target	Update cadence
1 — Critical	Platform down, or an Active Pipeline is sending incorrect Automated Communications or making incorrect Ledger Entries	Acknowledge within 2 hours; contain (pause or fix the affected Pipeline) within 4 hours	Every 8 hours until contained
2 — High	A Pipeline or major feature is not working, with no workaround	1 business day	Every 2 business days
3 — Normal	Partial loss of function, or a workaround exists	2 business days	Weekly
4 — Low	Questions, configuration requests, feature requests	5 business days	On resolution

Response times run from the earlier of a Leslie AI monitoring alert and Customer's report to support, and count only during the hours in Section 4.1. Response targets are targets, not guarantees, and do not earn credits. Repeated misses of the Severity 1 target count toward Chronic Failure under Section 7.

5. Exclusions

The following are not Downtime: maintenance that meets Section 2.3; failures of Customer's own systems or network; failures of Connected Systems and third-party providers, to the extent they caused the Downtime under Section 3; suspension under the Master Terms for compliance risk or non-payment; Customer's misuse or configuration; force majeure events; and beta or preview features.

6. Service Credits

Monthly Platform Availability	Credit (% of that month's Subscription Fee)
98.0% to below 99.0%	5%
95.0% to below 98.0%	10%
Below 95.0%	20%

6.1 Credits are calculated on the Subscription Fee for the affected month only, not on Implementation, Usage or Third-Party Charges.

6.2 Total credits in a month are capped at 20% of that month's Subscription Fee.

6.3 Customer must request a credit by email within 30 days after the end of the affected month. Leslie AI applies approved credits to the next invoice. Credits have no cash value, except that Leslie AI refunds an approved credit within 30 days if no further invoice is due.

6.4 Credits are Customer's sole and exclusive remedy for missed service levels, except as stated in Section 7. A credit does not resolve a separate claim about an incorrect Automated Communication or Ledger Entry, which the Master Terms govern.

7. Chronic Failure

Customer may terminate the affected Order Form by notice within 30 days after Leslie AI reports (or Customer reasonably documents) the qualifying result, and receive a refund of prepaid Fees for the period after termination, if:

- Platform Availability falls below 99.0% in any 3 months of a rolling 6-month period, or below 95.0% in any 2 consecutive months; or
- Leslie AI misses the Severity 1 response target 3 or more times in a rolling 3-month period.

8. Changes

Leslie AI may publish new versions of this Exhibit under Section 12.1 of the Master Terms. A new version will not reduce the availability commitment, response targets or credits during Customer's current term.