RM AGENT SUITE - PRODUCT SPECIFIC TERMS

These Product Specific Terms apply to the RM Agent Suite and are incorporated into the applicable Order. Capitalized terms not otherwise defined here have the meaning given in the PROS AI Terms or the PROS Master Subscription Agreement, or similar agreement signed between you and PROS (the "***MSA***"). If there is a conflict with respect to the RM Agents, the order of precedence is: the Order; these Product Specific Terms; the PROS AI Terms; the MSA — except that the DPA prevails with respect to Personal Data. We periodically update this page by posting a revised copy under the "Product Specific Terms" link at https://pros.com/contracts-center/, so please check back here for current information.

Last Updated: October 30, 2026

A. Usage limits

The RM Agents are measured by Agent Requests, which are consumed in credits ("Credits"). The number of Credits consumed by an Agent Request varies with the complexity of the request. PROS may update Credit values published in the Documentation or in these Product Specific Terms with effect from the start of the next Subscription Term, and will not increase them retroactively within a Subscription Term. The Order specifies the number of Credits, Agent Requests or other scoping metric that Customer is entitled to consume during the Subscription Term. Where the Order states usage as "Unlimited," no Credit or Agent Request limit applies for the applicable Subscription Term. Entitlements for any renewal term will be set in the renewal Order. Customer's use of the RM Agents must in all cases be consistent with fair and reasonable use (meaning use consistent with ordinary interactive use by Users that does not materially degrade the Subscription Service for PROS or other customers) and the Documentation, and is subject to the rate limits described in the Documentation. These requirements apply even where the Order states usage as "Unlimited."

"Agent Request" means one question, prompt, task or other input submitted to the RM Agents by a User, whether typed or selected from a suggested prompt. Each follow-up question, and each request to generate an answer again, is a separate Agent Request. A request is one Agent Request regardless of how many agents the orchestration agent invokes to answer it.

The following are not Agent Requests: (a) a request that fails because of a PROS error; (b) a question an agent asks before providing an answer; (c) work performed among the agents in producing an answer; (d) requests submitted in a sandbox or other non-production environment made available by PROS; and (e) requests generated by PROS in testing, demonstrating or supporting the Subscription Service. A **"PROS error"** means a verified failure of the RM Agents to return a response caused by the Subscription Service, and excludes failures caused by Customer's environment, network or connectivity, the quality or availability of Customer Data, or any third-party system.

Customer will not generate Agent Requests by automated, scripted or programmatic means, or through shared, generic or non-human accounts, without PROS's prior written consent or as permitted in the Documentation. PROS may apply reasonable rate limits to Agent Requests, including limits on the number of Agent Requests per User and per period of time, as described in the Documentation, and will make consumption data available to Customer through the Subscription Service or on request. PROS's usage records are, absent manifest error, the authoritative measure of Agent Requests and Credits consumed.

Unused Credits and other entitlements expire at the end of the Subscription Term, do not carry over, and are not refundable, creditable or exchangeable. If the Order states an entitlement or scoping metric (other than "Unlimited") and Customer exceeds its entitlement, PROS may invoice the excess at the overage rate stated in the Order or throttle or suspend further Agent Requests until additional entitlements are purchased. PROS will use reasonable efforts to notify Customer before throttling or suspending.

An Order that states usage as "Unlimited" expires at the end of its Subscription Term and does not renew or extend, including if the Core Service Order renews or is extended. Any renewal requires a new or amended Order under the then-current Product Specific Terms and pricing, which may include a Credit-based entitlement. PROS will notify Customer in writing at least 90 days before the end of the Subscription Term of the proposed renewal terms, and will make usage data available to Customer to support that discussion.

B. Subscription Fees

Customer's Subscription fee will remain fixed during the Subscription Term unless:

(i) Customer exceeds any entitlement stated in the Order (other than where usage is stated as "Unlimited"),

(ii) Customer purchases additional Agent Requests, Credits or a paid Add-On,

(iii) Customer upgrades to a higher Edition package, where available,

(iv) Customer subscribes to additional product capabilities or products, or

(v) otherwise agreed in the Order.

Customer's fees may be otherwise adjusted as described in Section C (Fee Adjustments) below.

C. Fee Adjustments

If Customer purchases additional Agent Requests, Credits or a paid Add-On, or subscribes to additional product capabilities, PROS will invoice a prorated portion of the applicable Annual Fee proportional to the remainder of the then-current year of the Subscription Term. Any additional Annual Fee applies for the remainder of the Subscription Term, and continues into a renewal term only if a renewal Order so provides.

D. Capabilities

The capabilities of the RM Agent Suite are set out in the table below, and a capability is included only where marked with an "X" for the edition Customer has ordered. PROS may add capabilities and editions to the table from time to time; capabilities added to the edition Customer has ordered are included at no additional charge for the Subscription Term; their use may consume Credits under any renewal Order, and PROS may set Credit values for new capabilities. PROS may designate a capability as beta, in which case it is provided "as is", without warranty or service level commitment, and may be modified or withdrawn at any time. The RM Agents are PROS AI and are Agents, in each case as defined in the PROS AI Terms, and the PROS AI Terms govern all Input to and Output from the RM Agents.

Capabilities	RM Agent Suite
Demand Analyst Agent. Addresses questions about forecasted and historical demand, typically at the origin-and-destination (O&D) level, returning data insights, plots and charts together with recommendations informed by those results.	X
Flight Analyst Agent. Addresses questions about booking rate, load factors, overbooking and decrement, typically at the flight or leg/segment level, returning data insights, plots and charts together with recommendations informed by those results.	X
Pricing Analyst Agent. Addresses questions about fares for each booking class or reservation booking designator (RBD), typically at the origin-and-destination (O&D) level, returning data insights, plots and charts together with recommendations informed by those results.	X
Agent Orchestration. Determines which agent or combination of agents to invoke for a given Agent Request and limits each agent's access to those PROS RM database tables relevant to its use case.	X