CSIMarket

SLA Addendum A

Individual subscription

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Addendum A: Individual subscription

This Addendum sets the service levels for the CSIMarket Individual subscription. It is read with the CSIMarket Master Service Level Agreement (CSIMarket_Master_SLA_v1.0); where they differ, this Addendum governs.

A1. Plan

Item	Term
Plan	CSIMarket Individual: web subscription + MCP server connection for the subscriber's AI agent
Use	Personal, non-commercial research only
Users	One named person
Fees and billing	Monthly or annual, as on the order. Current prices: Pricing
Datasets and endpoints	As listed for the Individual plan on the product pages in the Product Schedule, and as returned by the entitlement endpoint
Rate limits	As published on the Pricing page at the time of order

A2. Service levels

Service level	Individual
Availability target	None: reasonable efforts
Scheduled maintenance notice	48 hours
Maintenance cap	Not applicable
Data Freshness target	None; typical lag under 24 hours from SEC acceptance
Support channels	support@csimarket.com and dashboard ticket
First response, all severities	3 Business Days
Data-correction acknowledgement	5 Business Days
Breaking-change notice	90 days
Service Credits	None
DPA	Not applicable
Personal data breach notification	Without undue delay after CSIMarket confirms a breach affecting the subscriber's account or credentials