CSIMarket

SLA Addendum B

Professional subscription

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Addendum B: Professional subscription

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

B1. Plan

Item	Term
Plan	CSIMarket Professional: web access + MCP server connection, 1 location, full API access
Licensee	One legal entity, one business location; authorised personnel at that location, including remote work for it
Network	API credentials tied to the location's network (IP whitelisting)
Fees and billing	Monthly or annual, as on the order. Current prices: Pricing
Datasets and endpoints	As listed for the Professional plan on the product pages in the Product Schedule, and as returned by the entitlement endpoint
Rate limit	As published on the Pricing page at the time of order (currently 300 requests/minute)
Bulk and CSV export	Not included

B2. Service levels

Service level	Professional
Monthly Availability target	99.0%
Scheduled maintenance notice	48 hours
Maintenance cap	4 hours per month
Data Freshness target	90% of new filings within 24 hours of SEC acceptance, per month
Support channels	support@csimarket.com and dashboard ticket
First response: S1 / S2 / S3 / S4	4 Business Hours / 1 Business Day / 3 Business Days / 5 Business Days
Update cadence, S1	Every Business Day until resolved
Data-correction acknowledgement	2 Business Days
Breaking-change notice	90 days
Service Credits	5% of the monthly fee if Availability is below 99.0%
Credit cap	10% of the monthly fee
DPA	Not included
Personal data breach notification	Without undue delay after CSIMarket confirms a breach affecting the subscriber's account or credentials