CSIMarket

SLA Addendum C

Enterprise subscription

Data distribution is managed by:
CSI MARKET FD
Ražanj 188, 22203 Rogoznica, Croatia, Europe

Document control	
Document	CSIMarket SLA Addendum C
Version	1.0
Status	Issued
Issue date	23 November 2026
Effective date	25 November 2026
Master file	CSIMarket_SLA_Addendum_C_Enterprise_v1.0.docx (source of truth)
Published copy	CSIMarket_SLA_Addendum_C_Enterprise_v1.0.pdf (read-only)
Read with	CSIMarket Master Service Level Agreement, version 1.0 (CSIMarket_Master_SLA_v1.0.pdf)
Contact	data.info@csimarket.com

Addendum C: Enterprise subscription

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

C1. Plan

Item	Term
Plan	CSIMarket Enterprise: web access + MCP server connection, organisation-wide licence, full API access
Licensee	One legal entity, all its locations; employees and contractors wherever they work
Affiliates	Group companies need a written addendum
API location lock	None; IP whitelisting and HMAC signing available on request
Fees and billing	Monthly or annual, as on the order. Current prices: Pricing
Datasets and endpoints	As listed for the Enterprise 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 600 requests/minute)
Bulk and CSV export	Included

C2. Service levels

Service level	Enterprise
Monthly Availability target	99.5%
Scheduled maintenance notice	5 Business Days
Maintenance cap	4 hours per month
Data Freshness target	95% of new filings within 24 hours of SEC acceptance, per month
Support channels	support@csimarket.com, dashboard ticket, and a named contact
First response: S1 / S2 / S3 / S4	2 Business Hours / 4 Business Hours / 2 Business Days / 3 Business Days
Update cadence, S1	Every 4 Business Hours until resolved
S1 incident report	Within 5 Business Days (Master SLA clause 6.4)
Data-correction acknowledgement	1 Business Day
Breaking-change notice	90 days
DPA	Available on request from data.info@csimarket.com
Personal data breach notification	Without undue delay after CSIMarket confirms a breach affecting the subscriber's account, credentials or personal data processed under the DPA

C3. Service Credits

Monthly Availability	Credit (% of monthly fee)
Below 99.5%	5%
Below 99.0%	10%
Below 98.0%	25%
Monthly cap	25%

Termination for repeated failure: if Availability is below 98.0% in two consecutive months, or in any three months of a 12-month term, the subscriber may terminate on written notice and receive a pro-rata refund of prepaid fees for the unused term.