

Ref.	SLA1	SLA1.1	SLA2	SLA2.1	SLA2.2	SLA3	SLA3.1	SLA3.2	SLA4	SLA4.1	SLA4.2	SLA5	SLA5.1	SLA5.2	SLA6	SLA7	SLA8	SLA9
Nome	Disponibilidade das API PSD2 *	Disponibilidade das API PSD2 - Responsabilidade SBS	Performance para PISP	Performance para PISP - Componente SBS	Performance para PISP - Componente Banco	Performance para AISP	Performance para AISP - Componente SBS	Performance para AISP - Componente Banco	Performance para CBPII	Performance para CBPII - Componente SBS	Performance para CBPII - Componente Banco	Taxa de Erros nas respostas aos TPPs	Taxa de Erros nas respostas - Responsabilidade SBS	Taxa de Erros nas respostas - Responsabilidade Bancos	Resolução incidentes - Críticos	Resolução incidentes - Alta	Resolução incidentes - Média	Resolução incidentes - Baixa
SLA	99,0%	99,0%	5.000 ms	2.500 ms	2.500 ms	7.000 ms	3.500 ms	3.500 ms	5.000 ms	2.500 ms	2.500 ms	10%	5%	5%	90% em < 4h	90% em < 16h	80% em < 2 dias úteis	80% em < 5 dias úteis
EBA GL	2.2	NA	2.3.a	NA	NA	2.3.b	NA	NA	2.3.c	NA	NA	2.3.d	NA	NA	6.1	6.1	NA	NA
Total		100%	343	343	0	1.829	710	3.283	0	0	0	10,92%	0,03%	10,89%	n.a.	n.a.	n.a.	n.a.
01-dez	100%	100%	0	0	0	1.851	749	2.147	0	0	0	28,00%	0,00%	28,00%				
02-dez	100%	100%	0	0	0	2.106	701	2.071	0	0	0	15,15%	0,00%	15,15%				
03-dez	100%	100%	0	0	0	2.374	692	2.333	0	0	0	18,06%	0,00%	18,06%				
04-dez	100%	100%	0	0	0	2.504	610	2.791	0	0	0	9,68%	0,00%	9,68%				
05-dez	100%	100%	0	0	0	2.202	755	2.604	0	0	0	15,63%	0,00%	15,63%				
06-dez	100%	100%	0	0	0	2.175	699	2.952	0	0	0	19,59%	0,00%	19,59%				
07-dez	100%	100%	0	0	0	1.880	865	2.029	0	0	0	37,50%	0,00%	37,50%				
08-dez	100%	100%	0	0	0	2.053	653	3.020	0	0	0	9,21%	0,00%	9,21%				
09-dez	100%	100%	0	0	0	1.791	720	2.283	0	0	0	9,50%	0,00%	9,50%				
10-dez	100%	100%	0	0	0	1.584	676	2.371	0	0	0	20,34%	0,00%	20,34%				
11-dez	100%	100%	0	0	0	2.494	687	3.074	0	0	0	14,67%	0,00%	14,67%				
12-dez	100%	100%	0	0	0	2.603	710	3.324	0	0	0	8,14%	0,00%	8,14%				
13-dez	100%	100%	0	0	0	2.069	688	2.034	0	0	0	24,19%	0,00%	24,19%				
14-dez	100%	100%	0	0	0	2.979	748	3.201	0	0	0	13,16%	0,00%	13,16%				
15-dez	100%	100%	0	0	0	1.812	625	2.256	0	0	0	26,92%	0,00%	26,92%				
16-dez	100%	100%	0	0	0	2.404	747	2.966	0	0	0	11,20%	0,00%	11,20%				
17-dez	100%	100%	0	0	0	1.195	705	2.499	0	0	0	10,53%	0,00%	10,53%				
18-dez	100%	100%	0	0	0	2.231	787	2.452	0	0	0	13,04%	0,00%	13,04%				
19-dez	100%	100%	0	0	0	1.822	731	2.275	0	0	0	15,00%	0,00%	15,00%				
20-dez	100%	100%	0	0	0	2.248	793	2.325	0	0	0	14,18%	0,00%	14,18%				
21-dez	100%	100%	0	0	0	2.547	820	3.776	0	0	0	20,45%	0,00%	20,45%				
22-dez	100%	100%	0	0	0	2.471	844	3.183	0	0	0	17,59%	0,00%	17,59%				
23-dez	100%	100%	0	0	0	2.287	891	2.957	0	0	0	14,63%	0,00%	14,63%				
24-dez	100%	100%	0	0	0	3.811	2.260	3.826	0	0	0	32,00%	4,00%	28,00%				
25-dez	100%	100%	0	0	0	1.045	621	2.257	0	0	0	40,00%	0,00%	40,00%				
26-dez	100%	100%	0	0	0	1.858	634	2.387	0	0	0	15,22%	0,00%	15,22%				
27-dez	100%	100%	0	0	0	1.895	704	2.738	0	0	0	11,57%	0,00%	11,57%				
28-dez	100%	100%	0	0	0	2.592	736	4.409	0	0	0	32,14%	0,00%	32,14%				
29-dez	100%	100%	0	0	0	2.761	722	3.060	0	0	0	30,77%	0,00%	30,77%				
30-dez	100%	100%	0	0	0	1.528	633	3.249	0	0	0	9,43%	0,00%	9,43%				
31-dez	100%	100%	0	0	0	1.756	580	2.743	0	0	0	21,43%	0,00%	21,43%				
01-jan	100%	100%	0	0	0	1.172	482	3.069	0	0	0	30,36%	0,00%	30,36%				
02-jan	100%	100%	0	0	0	2.323	579	3.245	0	0	0	11,65%	0,00%	11,65%				
03-jan	100%	100%	0	0	0	1.149	554	2.020	0	0	0	17,02%	0,00%	17,02%				
04-jan	100%	100%	0	0	0	1.247	576	2.739	0	0	0	16,95%	0,00%	16,95%				

05-jan	100%	100%	0	0	0	2.938	592	4.536	0	0	0	30,00%	0,00%	30,00%
06-jan	100%	100%	0	0	0	1.418	567	2.986	0	0	0	11,16%	0,00%	11,16%
07-jan	100%	100%	0	0	0	2.439	563	3.127	0	0	0	17,43%	0,00%	17,43%
08-jan	100%	100%	0	0	0	761	540	3.678	0	0	0	2,51%	0,00%	2,51%
09-jan	100%	100%	0	0	0	742	530	3.932	0	0	0	2,07%	0,00%	2,07%
10-jan	100%	100%	0	0	0	641	516	2.182	0	0	0	4,32%	0,00%	4,32%
11-jan	100%	100%	0	0	0	1.277	592	3.943	0	0	0	15,85%	0,00%	15,85%
12-jan	100%	100%	0	0	0	2.057	655	4.103	0	0	0	11,24%	0,00%	11,24%
13-jan	100%	100%	0	0	0	1.390	845	4.369	0	0	0	4,93%	0,00%	4,93%
14-jan	100%	100%	0	0	0	1.804	1.110	3.758	0	0	0	8,30%	0,00%	8,30%
15-jan	100%	100%	0	0	0	2.625	1.127	3.687	0	0	0	5,93%	0,00%	5,93%
16-jan	100%	100%	0	0	0	1.594	1.034	3.640	0	0	0	3,70%	0,00%	3,70%
17-jan	100%	100%	0	0	0	1.654	1.062	3.239	0	0	0	5,74%	0,00%	5,74%
18-jan	100%	100%	0	0	0	2.031	1.105	3.242	0	0	0	19,23%	0,00%	19,23%
19-jan	100%	100%	0	0	0	1.642	1.171	3.027	0	0	0	21,43%	0,00%	21,43%
20-jan	100%	100%	0	0	0	1.631	1.003	2.677	0	0	0	12,98%	0,00%	12,98%
21-jan	100%	100%	0	0	0	1.973	1.003	2.788	0	0	0	22,03%	0,00%	22,03%
22-jan	100%	100%	0	0	0	1.786	1.065	3.220	0	0	0	11,11%	0,00%	11,11%
23-jan	100%	100%	0	0	0	2.150	1.108	3.420	0	0	0	12,28%	0,00%	12,28%
24-jan	100%	100%	0	0	0	2.477	1.068	4.733	0	0	0	27,59%	0,00%	27,59%
25-jan	100%	100%	0	0	0	2.837	1.004	4.861	0	0	0	29,41%	0,00%	29,41%
26-jan	100%	100%	0	0	0	1.047	1.047	0	0	0	0	60,00%	3,64%	56,36%
27-jan	100%	100%	0	0	0	1.779	1.025	3.232	0	0	0	11,11%	0,00%	11,11%
28-jan	100%	100%	0	0	0	2.055	1.060	4.143	0	0	0	16,18%	0,00%	16,18%
29-jan	100%	100%	0	0	0	1.976	1.102	2.914	0	0	0	18,75%	0,00%	18,75%
30-jan	100%	100%	0	0	0	1.637	1.066	2.144	0	0	0	17,22%	0,00%	17,22%
31-jan	100%	100%	0	0	0	1.783	1.090	2.249	0	0	0	12,09%	0,00%	12,09%
01-fev	100%	100%	0	0	0	2.271	1.072	3.380	0	0	0	16,84%	0,00%	16,84%
02-fev	100%	100%	0	0	0	2.095	1.018	3.067	0	0	0	8,11%	0,00%	8,11%
03-fev	100%	100%	0	0	0	1.501	708	2.310	0	0	0	5,88%	0,00%	5,88%
04-fev	100%	100%	0	0	0	1.696	537	2.423	0	0	0	6,84%	0,00%	6,84%
05-fev	100%	100%	0	0	0	1.496	512	2.989	0	0	0	12,65%	0,00%	12,65%
06-fev	100%	100%	0	0	0	1.157	465	2.477	0	0	0	17,75%	0,00%	17,75%
07-fev	100%	100%	0	0	0	1.360	507	2.887	0	0	0	6,15%	0,00%	6,15%
08-fev	100%	100%	0	0	0	2.020	506	4.118	0	0	0	12,86%	0,00%	12,86%
09-fev	100%	100%	0	0	0	1.726	479	3.306	0	0	0	12,96%	0,00%	12,96%
10-fev	100%	100%	0	0	0	1.967	546	3.226	0	0	0	6,44%	0,00%	6,44%
11-fev	100%	100%	0	0	0	2.076	565	2.999	0	0	0	11,43%	0,00%	11,43%
12-fev	100%	100%	0	0	0	4.476	628	6.518	0	0	0	5,95%	0,00%	5,95%
13-fev	100%	100%	0	0	0	1.405	531	3.007	0	0	0	13,38%	0,00%	13,38%
14-fev	100%	100%	0	0	0	3.332	565	5.507	0	0	0	7,48%	0,00%	7,48%
15-fev	100%	100%	0	0	0	1.697	529	3.595	0	0	0	7,59%	0,00%	7,59%
16-fev	100%	100%	0	0	0	1.288	570	2.613	0	0	0	11,25%	0,00%	11,25%
17-fev	100%	100%	0	0	0	1.932	571	3.329	0	0	0	6,90%	0,00%	6,90%
18-fev	100%	100%	0	0	0	2.200	870	3.906	0	0	0	7,61%	0,00%	7,61%

19-fev	100%	100%	343	343	0	1.592	516	2.974	0	0	0	10,13%	0,00%	10,13%
20-fev	100%	100%	0	0	0	2.066	560	3.787	0	0	0	12,07%	0,00%	12,07%
21-fev	100%	100%	0	0	0	1.060	502	2.356	0	0	0	9,41%	0,00%	9,41%
22-fev	100%	100%	0	0	0	1.878	489	4.168	0	0	0	6,15%	0,00%	6,15%
23-fev	100%	100%	0	0	0	5.373	577	9.592	0	0	0	6,67%	0,00%	6,67%
24-fev	100%	100%	0	0	0	1.312	528	2.990	0	0	0	5,88%	0,00%	5,88%
25-fev	100%	100%	0	0	0	1.358	524	2.905	0	0	0	6,86%	0,00%	6,86%
26-fev	100%	100%	0	0	0	1.266	581	2.755	0	0	0	6,37%	0,00%	6,37%
27-fev	100%	100%	0	0	0	1.580	539	3.473	0	0	0	10,63%	0,00%	10,63%
28-fev	100%	100%	0	0	0	2.571	565	3.434	0	0	0	7,95%	0,00%	7,95%
29-fev	100%	100%	0	0	0	3.600	577	4.061	0	0	0	7,58%	0,00%	7,58%