

| 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 | Performance para PISP | Performance para PISP - Componente SIBS | Performance para PISP - Componente | Performance para AISP | Performance para AISP - Componente SIBS | Performance para AISP - Componente | Performance para CBPII | Performance para CBPII - Componente SIBS | Performance para CBPII - Componente | Taxa de Erros nas respostas aos TPPs | Taxa de Erros nas respostas - Responsabilidade | Taxa de Erros nas respostas - Responsabilidade | 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% | 100% | 288 | 288 | 0 | 2.783 | 560 | 3.348 | 0 | 0 | 0 | 4,48% | 0,01% | 4,47% | n.a. | n.a. | n.a. | 33,30% |
| 01-abr | 100% | 100% | 0 | 0 | 0 | 3.270 | 583 | 4.354 | 0 | 0 | 0 | 3,36% | 0,00% | 3,36% | | | | |
| 02-abr | 100% | 100% | 0 | 0 | 0 | 2.913 | 604 | 3.964 | 0 | 0 | 0 | 2,48% | 0,00% | 2,48% | | | | |
| 03-abr | 100% | 100% | 0 | 0 | 0 | 2.861 | 644 | 3.667 | 0 | 0 | 0 | 4,71% | 0,00% | 4,71% | | | | |
| 04-abr | 100% | 100% | 0 | 0 | 0 | 4.021 | 635 | 6.957 | 0 | 0 | 0 | 11,73% | 0,00% | 11,73% | | | | |
| 05-abr | 100% | 100% | 0 | 0 | 0 | 3.252 | 676 | 4.384 | 0 | 0 | 0 | 8,13% | 0,00% | 8,13% | | | | |
| 06-abr | 100% | 100% | 0 | 0 | 0 | 2.867 | 663 | 3.637 | 0 | 0 | 0 | 7,19% | 0,00% | 7,19% | | | | |
| 07-abr | 100% | 100% | 0 | 0 | 0 | 2.696 | 666 | 3.392 | 0 | 0 | 0 | 7,13% | 0,00% | 7,13% | | | | |
| 08-abr | 100% | 100% | 0 | 0 | 0 | 2.439 | 550 | 3.481 | 0 | 0 | 0 | 5,58% | 0,00% | 5,58% | | | | |
| 09-abr | 100% | 100% | 0 | 0 | 0 | 2.682 | 550 | 3.531 | 0 | 0 | 0 | 7,33% | 0,07% | 7,27% | | | | |
| 10-abr | 100% | 100% | 0 | 0 | 0 | 2.856 | 543 | 3.822 | 0 | 0 | 0 | 7,37% | 0,00% | 7,37% | | | | |
| 11-abr | 100% | 100% | 0 | 0 | 0 | 3.957 | 545 | 6.283 | 0 | 0 | 0 | 15,03% | 0,00% | 15,03% | | | | |
| 12-abr | 100% | 100% | 0 | 0 | 0 | 2.567 | 549 | 4.042 | 0 | 0 | 0 | 7,78% | 0,00% | 7,78% | | | | |
| 13-abr | 100% | 100% | 0 | 0 | 0 | 2.834 | 542 | 3.718 | 0 | 0 | 0 | 7,68% | 0,00% | 7,68% | | | | |
| 14-abr | 100% | 100% | 0 | 0 | 0 | 3.004 | 527 | 3.702 | 0 | 0 | 0 | 6,33% | 0,00% | 6,33% | | | | |
| 15-abr | 100% | 100% | 0 | 0 | 0 | 2.972 | 528 | 3.970 | 0 | 0 | 0 | 8,80% | 0,00% | 8,80% | | | | |
| 16-abr | 100% | 100% | 0 | 0 | 0 | 2.893 | 559 | 3.718 | 0 | 0 | 0 | 7,88% | 0,00% | 7,88% | | | | |
| 17-abr | 100% | 100% | 0 | 0 | 0 | 2.795 | 562 | 3.497 | 0 | 0 | 0 | 7,81% | 0,00% | 7,81% | | | | |
| 18-abr | 100% | 100% | 0 | 0 | 0 | 3.860 | 559 | 5.757 | 0 | 0 | 0 | 11,94% | 0,00% | 11,94% | | | | |
| 19-abr | 100% | 100% | 0 | 0 | 0 | 3.055 | 563 | 3.948 | 0 | 0 | 0 | 9,16% | 0,00% | 9,16% | | | | |
| 20-abr | 100% | 100% | 0 | 0 | 0 | 2.610 | 683 | 3.574 | 0 | 0 | 0 | 6,48% | 0,00% | 6,48% | | | | |
| 21-abr | 100% | 100% | 0 | 0 | 0 | 2.966 | 572 | 3.808 | 0 | 0 | 0 | 8,61% | 0,00% | 8,61% | | | | |
| 22-abr | 100% | 100% | 0 | 0 | 0 | 2.390 | 517 | 4.316 | 0 | 0 | 0 | 6,38% | 0,00% | 6,38% | | | | |
| 23-abr | 100% | 100% | 0 | 0 | 0 | 2.690 | 527 | 4.243 | 0 | 0 | 0 | 5,92% | 0,00% | 5,92% | | | | |
| 24-abr | 100% | 100% | 0 | 0 | 0 | 2.673 | 555 | 3.166 | 0 | 0 | 0 | 6,20% | 0,00% | 6,20% | | | | |
| 25-abr | 100% | 100% | 0 | 0 | 0 | 3.534 | 547 | 5.201 | 0 | 0 | 0 | 11,92% | 0,00% | 11,92% | | | | |
| 26-abr | 100% | 100% | 0 | 0 | 0 | 2.279 | 536 | 2.986 | 0 | 0 | 0 | 8,10% | 0,00% | 8,10% | | | | |
| 27-abr | 100% | 100% | 0 | 0 | 0 | 2.711 | 552 | 3.766 | 0 | 0 | 0 | 11,38% | 0,00% | 11,38% | | | | |
| 28-abr | 100% | 100% | 0 | 0 | 0 | 2.372 | 549 | 2.938 | 0 | 0 | 0 | 7,36% | 0,00% | 7,36% | | | | |
| 29-abr | 100% | 100% | 0 | 0 | 0 | 2.415 | 545 | 2.953 | 0 | 0 | 0 | 6,82% | 0,00% | 6,82% | | | | |
| 30-abr | 100% | 100% | 0 | 0 | 0 | 2.636 | 545 | 3.114 | 0 | 0 | 0 | 8,99% | 0,00% | 8,99% | | | | |
| 01-mai | 100% | 100% | 0 | 0 | 0 | 2.501 | 533 | 3.048 | 0 | 0 | 0 | 1,57% | 0,00% | 1,57% | | | | |
| 02-mai | 100% | 100% | 0 | 0 | 0 | 3.410 | 536 | 4.244 | 0 | 0 | 0 | 6,09% | 0,00% | 6,09% | | | | |
| 03-mai | 100% | 100% | 0 | 0 | 0 | 2.870 | 537 | 3.193 | 0 | 0 | 0 | 0,85% | 0,00% | 0,85% | | | | |
| 04-mai | 100% | 100% | 0 | 0 | 0 | 3.614 | 546 | 4.185 | 0 | 0 | 0 | 3,07% | 0,00% | 3,07% | | | | |

| Month | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD | YTD |
|--------|------|------|-----|-----|-----|-------|-----|-------|-----|-----|-----|-------|-------|-------|
| 05-mai | 100% | 100% | 0 | 0 | 0 | 2.930 | 613 | 3.378 | 0 | 0 | 0 | 0,95% | 0,00% | 0,95% |
| 06-mai | 100% | 100% | 0 | 0 | 0 | 3.078 | 605 | 3.397 | 0 | 0 | 0 | 0,86% | 0,00% | 0,86% |
| 07-mai | 100% | 100% | 0 | 0 | 0 | 2.978 | 555 | 3.557 | 0 | 0 | 0 | 1,51% | 0,00% | 1,51% |
| 08-mai | 100% | 100% | 0 | 0 | 0 | 2.958 | 573 | 3.244 | 0 | 0 | 0 | 1,48% | 0,00% | 1,48% |
| 09-mai | 100% | 100% | 0 | 0 | 0 | 3.332 | 559 | 4.098 | 0 | 0 | 0 | 2,49% | 0,00% | 2,49% |
| 10-mai | 100% | 100% | 0 | 0 | 0 | 2.843 | 546 | 3.229 | 0 | 0 | 0 | 0,87% | 0,00% | 0,87% |
| 11-mai | 100% | 100% | 0 | 0 | 0 | 3.124 | 569 | 3.403 | 0 | 0 | 0 | 1,48% | 0,00% | 1,48% |
| 12-mai | 100% | 100% | 0 | 0 | 0 | 3.220 | 590 | 3.694 | 0 | 0 | 0 | 1,33% | 0,00% | 1,33% |
| 13-mai | 100% | 100% | 0 | 0 | 0 | 2.846 | 605 | 3.342 | 0 | 0 | 0 | 0,71% | 0,00% | 0,71% |
| 14-mai | 100% | 100% | 0 | 0 | 0 | 3.334 | 554 | 3.780 | 0 | 0 | 0 | 1,69% | 0,00% | 1,69% |
| 15-mai | 100% | 100% | 0 | 0 | 0 | 3.282 | 558 | 3.785 | 0 | 0 | 0 | 2,08% | 0,00% | 2,08% |
| 16-mai | 100% | 100% | 0 | 0 | 0 | 2.980 | 543 | 3.399 | 0 | 0 | 0 | 1,24% | 0,00% | 1,24% |
| 17-mai | 100% | 100% | 0 | 0 | 0 | 3.145 | 537 | 3.562 | 0 | 0 | 0 | 0,61% | 0,00% | 0,61% |
| 18-mai | 100% | 100% | 0 | 0 | 0 | 3.463 | 552 | 4.297 | 0 | 0 | 0 | 3,49% | 0,00% | 3,49% |
| 19-mai | 100% | 100% | 0 | 0 | 0 | 2.482 | 537 | 3.125 | 0 | 0 | 0 | 1,42% | 0,00% | 1,42% |
| 20-mai | 100% | 100% | 0 | 0 | 0 | 3.027 | 547 | 3.288 | 0 | 0 | 0 | 0,53% | 0,00% | 0,53% |
| 21-mai | 100% | 100% | 0 | 0 | 0 | 3.188 | 524 | 3.804 | 0 | 0 | 0 | 2,24% | 0,00% | 2,24% |
| 22-mai | 100% | 100% | 0 | 0 | 0 | 3.286 | 545 | 3.723 | 0 | 0 | 0 | 2,40% | 0,00% | 2,40% |
| 23-mai | 100% | 100% | 0 | 0 | 0 | 4.477 | 547 | 5.471 | 0 | 0 | 0 | 2,61% | 0,00% | 2,61% |
| 24-mai | 100% | 100% | 0 | 0 | 0 | 2.430 | 548 | 2.837 | 0 | 0 | 0 | 0,81% | 0,00% | 0,81% |
| 25-mai | 100% | 100% | 0 | 0 | 0 | 3.102 | 550 | 3.518 | 0 | 0 | 0 | 2,67% | 0,00% | 2,67% |
| 26-mai | 100% | 100% | 0 | 0 | 0 | 2.760 | 567 | 2.901 | 0 | 0 | 0 | 1,49% | 0,00% | 1,49% |
| 27-mai | 100% | 100% | 288 | 288 | 0 | 3.001 | 575 | 3.312 | 0 | 0 | 0 | 2,67% | 0,00% | 2,67% |
| 28-mai | 100% | 100% | 0 | 0 | 0 | 2.860 | 597 | 3.031 | 0 | 0 | 0 | 1,64% | 0,05% | 1,59% |
| 29-mai | 100% | 100% | 0 | 0 | 0 | 2.358 | 596 | 2.795 | 0 | 0 | 0 | 1,20% | 0,00% | 1,20% |
| 30-mai | 100% | 100% | 0 | 0 | 0 | 3.866 | 602 | 4.996 | 0 | 0 | 0 | 3,52% | 0,00% | 3,52% |
| 31-mai | 100% | 100% | 0 | 0 | 0 | 2.481 | 600 | 2.590 | 0 | 0 | 0 | 0,90% | 0,00% | 0,90% |
| 01-jun | 100% | 100% | 0 | 0 | 0 | 2.640 | 574 | 3.038 | 0 | 0 | 0 | 2,21% | 0,00% | 2,21% |
| 02-jun | 100% | 100% | 0 | 0 | 0 | 2.670 | 550 | 2.951 | 0 | 0 | 0 | 2,65% | 0,00% | 2,65% |
| 03-jun | 100% | 100% | 0 | 0 | 0 | 2.680 | 553 | 2.912 | 0 | 0 | 0 | 1,95% | 0,00% | 1,95% |
| 04-jun | 100% | 100% | 0 | 0 | 0 | 2.521 | 553 | 2.836 | 0 | 0 | 0 | 3,00% | 0,00% | 3,00% |
| 05-jun | 100% | 100% | 0 | 0 | 0 | 2.451 | 560 | 2.776 | 0 | 0 | 0 | 2,63% | 0,00% | 2,63% |
| 06-jun | 100% | 100% | 0 | 0 | 0 | 3.777 | 415 | 4.753 | 0 | 0 | 0 | 5,47% | 0,00% | 5,47% |
| 07-jun | 100% | 100% | 0 | 0 | 0 | 2.464 | 413 | 2.735 | 0 | 0 | 0 | 0,96% | 0,00% | 0,96% |
| 08-jun | 100% | 100% | 0 | 0 | 0 | 2.380 | 438 | 2.765 | 0 | 0 | 0 | 1,53% | 0,00% | 1,53% |
| 09-jun | 100% | 100% | 0 | 0 | 0 | 2.296 | 460 | 2.643 | 0 | 0 | 0 | 1,24% | 0,00% | 1,24% |
| 10-jun | 100% | 100% | 0 | 0 | 0 | 2.405 | 452 | 2.669 | 0 | 0 | 0 | 0,91% | 0,00% | 0,91% |
| 11-jun | 100% | 100% | 0 | 0 | 0 | 2.320 | 459 | 2.593 | 0 | 0 | 0 | 0,80% | 0,00% | 0,80% |
| 12-jun | 100% | 100% | 0 | 0 | 0 | 2.271 | 467 | 2.762 | 0 | 0 | 0 | 1,48% | 0,00% | 1,48% |
| 13-jun | 100% | 100% | 0 | 0 | 0 | 2.643 | 484 | 2.904 | 0 | 0 | 0 | 0,75% | 0,00% | 0,75% |
| 14-jun | 100% | 100% | 0 | 0 | 0 | 2.523 | 485 | 2.685 | 0 | 0 | 0 | 0,83% | 0,00% | 0,83% |
| 15-jun | 100% | 100% | 0 | 0 | 0 | 2.646 | 510 | 2.982 | 0 | 0 | 0 | 2,98% | 0,00% | 2,98% |
| 16-jun | 100% | 100% | 0 | 0 | 0 | 2.606 | 538 | 2.883 | 0 | 0 | 0 | 0,93% | 0,00% | 0,93% |
| 17-jun | 100% | 100% | 0 | 0 | 0 | 2.652 | 557 | 2.884 | 0 | 0 | 0 | 1,65% | 0,00% | 1,65% |
| 18-jun | 100% | 100% | 0 | 0 | 0 | 2.540 | 585 | 2.745 | 0 | 0 | 0 | 0,95% | 0,00% | 0,95% |

| | | | | | | | | | | | | | | |
|--------|------|------|---|---|---|-------|-------|-------|---|---|---|--------|-------|--------|
| 19-jun | 100% | 100% | 0 | 0 | 0 | 2.685 | 616 | 2.850 | 0 | 0 | 0 | 0,49% | 0,00% | 0,49% |
| 20-jun | 100% | 100% | 0 | 0 | 0 | 2.528 | 635 | 2.583 | 0 | 0 | 0 | 1,21% | 0,00% | 1,21% |
| 21-jun | 100% | 100% | 0 | 0 | 0 | 2.564 | 656 | 2.559 | 0 | 0 | 0 | 0,76% | 0,00% | 0,76% |
| 22-jun | 100% | 100% | 0 | 0 | 0 | 2.896 | 733 | 2.949 | 0 | 0 | 0 | 2,16% | 0,00% | 2,16% |
| 23-jun | 100% | 100% | 0 | 0 | 0 | 2.683 | 787 | 2.650 | 0 | 0 | 0 | 1,22% | 0,00% | 1,22% |
| 24-jun | 100% | 100% | 0 | 0 | 0 | 3.016 | 1.079 | 2.791 | 0 | 0 | 0 | 3,54% | 0,00% | 3,54% |
| 25-jun | 100% | 100% | 0 | 0 | 0 | 1.863 | 438 | 2.523 | 0 | 0 | 0 | 14,16% | 0,00% | 14,16% |
| 26-jun | 100% | 100% | 0 | 0 | 0 | 1.483 | 471 | 2.432 | 0 | 0 | 0 | 19,94% | 0,00% | 19,94% |
| 27-jun | 100% | 100% | 0 | 0 | 0 | 1.566 | 441 | 2.992 | 0 | 0 | 0 | 21,47% | 0,00% | 21,47% |
| 28-jun | 100% | 100% | 0 | 0 | 0 | 1.442 | 428 | 2.136 | 0 | 0 | 0 | 26,66% | 0,00% | 26,66% |
| 29-jun | 100% | 100% | 0 | 0 | 0 | 1.765 | 452 | 2.590 | 0 | 0 | 0 | 17,97% | 0,00% | 17,97% |
| 30-jun | 100% | 100% | 0 | 0 | 0 | 1.927 | 487 | 2.647 | 0 | 0 | 0 | 16,53% | 0,34% | 16,20% |