

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 SIBS	Performance para PISP	Performance para PISP - Componente SIBS	Performance para PISP - Componente Banco	Performance para AISP	Performance para AISP - Componente SIBS	Performance para AISP - Componente Banco	Performance para CBPII	Performance para CBPII - Componente SIBS	Performance para CBPII - Componente Banco	Taxa de Erros nas respostas aos TPPs	Taxa de Erros nas respostas - Responsabilidade SIBS	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%	100%	343	343	0	2.171	598	3.501	0	0	0	7,99%	0,01%	7,98%	n.a.	n.a.	n.a.	n.a.
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%				

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	YTD
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%
01-mar	100%	100%	0	0	0	2.347	548	3.416	0	0	0	7,14%	0,00%	7,14%
02-mar	100%	100%	0	0	0	2.532	586	3.219	0	0	0	7,58%	0,00%	7,58%
03-mar	100%	100%	0	0	0	1.773	588	2.912	0	0	0	4,69%	0,00%	4,69%
04-mar	100%	100%	0	0	0	2.485	596	3.199	0	0	0	6,32%	0,00%	6,32%
05-mar	100%	100%	0	0	0	2.512	607	3.057	0	0	0	3,38%	0,00%	3,38%
06-mar	100%	100%	0	0	0	3.217	586	3.148	0	0	0	3,45%	0,00%	3,45%
07-mar	100%	100%	0	0	0	2.001	596	4.043	0	0	0	4,52%	0,00%	4,52%
08-mar	100%	100%	0	0	0	2.662	581	3.356	0	0	0	8,80%	0,00%	8,80%
09-mar	100%	100%	0	0	0	2.609	549	3.162	0	0	0	2,70%	0,00%	2,70%
10-mar	100%	100%	0	0	0	3.369	537	3.385	0	0	0	2,67%	0,00%	2,67%
11-mar	100%	100%	0	0	0	3.720	525	3.597	0	0	0	3,90%	0,00%	3,90%
12-mar	100%	100%	0	0	0	3.173	529	3.765	0	0	0	5,53%	0,00%	5,53%
13-mar	100%	100%	0	0	0	2.852	525	3.627	0	0	0	7,88%	0,00%	7,88%
14-mar	100%	100%	0	0	0	2.073	530	5.421	0	0	0	5,91%	0,00%	5,91%
15-mar	100%	100%	0	0	0	1.152	530	2.520	0	0	0	3,03%	0,00%	3,03%
16-mar	100%	100%	0	0	0	2.059	529	3.475	0	0	0	2,80%	0,00%	2,80%
17-mar	100%	100%	0	0	0	1.400	540	3.004	0	0	0	1,67%	0,00%	1,67%
18-mar	100%	100%	0	0	0	2.903	565	3.593	0	0	0	4,59%	0,00%	4,59%
19-mar	100%	100%	0	0	0	2.519	545	3.623	0	0	0	4,19%	0,00%	4,19%

20-mar	100%	100%	0	0	0	2.641	566	3.704	0	0	0	3,17%	0,00%	3,17%
21-mar	100%	100%	0	0	0	2.583	555	5.605	0	0	0	7,08%	0,00%	7,08%
22-mar	100%	100%	0	0	0	2.490	558	3.917	0	0	0	4,64%	0,00%	4,64%
23-mar	100%	100%	0	0	0	3.145	562	3.724	0	0	0	5,28%	0,00%	5,28%
24-mar	100%	100%	0	0	0	2.570	569	3.504	0	0	0	4,46%	0,00%	4,46%
25-mar	100%	100%	0	0	0	2.485	566	3.683	0	0	0	3,42%	0,00%	3,42%
26-mar	100%	100%	0	0	0	2.328	566	3.480	0	0	0	2,84%	0,00%	2,84%
27-mar	100%	100%	0	0	0	2.792	582	3.440	0	0	0	4,04%	0,00%	4,04%
28-mar	100%	100%	0	0	0	3.408	579	5.587	0	0	0	12,90%	0,00%	12,90%
29-mar	100%	100%	0	0	0	602	549	1.756	0	0	0	22,88%	0,00%	22,88%
30-mar	100%	100%	0	0	0	632	563	1.961	0	0	0	40,29%	0,00%	40,29%
31-mar	100%	100%	0	0	0	2.040	570	2.888	0	0	0	12,35%	0,00%	12,35%