

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
<b>SLA</b>	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
<b>EBA GL</b>	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
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>362</b>	<b>362</b>	<b>0</b>	<b>1.965</b>	<b>401</b>	<b>3.097</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19,54%</b>	<b>0,00%</b>	<b>19,54%</b>	n.a.	n.a.	n.a.	n.a.
<b>01-jul</b>	100%	100%	0	0	0	1.971	483	2.734	0	0	0	17,01%	0,21%	16,80%				
<b>02-jul</b>	100%	100%	0	0	0	1.988	449	2.753	0	0	0	17,88%	0,00%	17,88%				
<b>03-jul</b>	100%	100%	0	0	0	1.923	406	2.576	0	0	0	18,26%	0,00%	18,26%				
<b>04-jul</b>	100%	100%	0	0	0	2.187	401	2.930	0	0	0	20,72%	0,00%	20,72%				
<b>05-jul</b>	100%	100%	0	0	0	1.822	396	2.374	0	0	0	11,15%	0,00%	11,15%				
<b>06-jul</b>	100%	100%	0	0	0	1.873	404	2.516	0	0	0	15,03%	0,00%	15,03%				
<b>07-jul</b>	100%	100%	0	0	0	1.783	407	2.598	0	0	0	18,44%	0,00%	18,44%				
<b>08-jul</b>	100%	100%	0	0	0	2.103	412	2.683	0	0	0	17,08%	0,00%	17,08%				
<b>09-jul</b>	100%	100%	0	0	0	2.054	413	2.716	0	0	0	14,55%	0,00%	14,55%				
<b>10-jul</b>	100%	100%	0	0	0	1.885	417	2.713	0	0	0	22,20%	0,00%	22,20%				
<b>11-jul</b>	100%	100%	0	0	0	1.946	409	3.194	0	0	0	25,58%	0,00%	25,58%				
<b>12-jul</b>	100%	100%	0	0	0	2.071	399	3.452	0	0	0	25,61%	0,00%	25,61%				
<b>13-jul</b>	100%	100%	0	0	0	1.938	398	3.038	0	0	0	17,82%	0,00%	17,82%				
<b>14-jul</b>	100%	100%	0	0	0	1.771	423	3.179	0	0	0	21,92%	0,00%	21,92%				
<b>15-jul</b>	100%	100%	0	0	0	2.013	438	3.102	0	0	0	22,14%	0,00%	22,14%				
<b>16-jul</b>	100%	100%	0	0	0	1.350	431	2.432	0	0	0	20,03%	0,00%	20,03%				
<b>17-jul</b>	100%	100%	0	0	0	1.493	447	2.437	0	0	0	20,33%	0,00%	20,33%				
<b>18-jul</b>	100%	100%	0	0	0	1.624	437	2.635	0	0	0	25,00%	0,00%	25,00%				
<b>19-jul</b>	100%	100%	0	0	0	1.605	427	2.890	0	0	0	24,79%	0,00%	24,79%				
<b>20-jul</b>	100%	100%	0	0	0	1.976	457	2.741	0	0	0	21,48%	0,00%	21,48%				
<b>21-jul</b>	100%	100%	0	0	0	2.046	460	2.996	0	0	0	18,71%	0,00%	18,71%				
<b>22-jul</b>	100%	100%	0	0	0	2.087	456	2.948	0	0	0	20,39%	0,00%	20,39%				
<b>23-jul</b>	100%	100%	417	417	0	2.032	484	2.856	0	0	0	20,78%	0,00%	20,78%				
<b>24-jul</b>	100%	100%	363	363	0	1.994	525	2.632	0	0	0	21,70%	0,00%	21,70%				
<b>25-jul</b>	100%	100%	335	335	0	1.966	456	2.999	0	0	0	22,46%	0,00%	22,46%				
<b>26-jul</b>	100%	100%	359	359	0	2.187	475	3.060	0	0	0	23,16%	0,00%	23,16%				
<b>27-jul</b>	100%	100%	388	388	0	1.902	485	2.684	0	0	0	17,71%	0,00%	17,71%				
<b>28-jul</b>	100%	100%	377	377	0	1.885	460	2.563	0	0	0	17,89%	0,00%	17,89%				
<b>29-jul</b>	100%	100%	379	379	0	2.029	481	2.699	0	0	0	17,66%	0,00%	17,66%				
<b>30-jul</b>	100%	100%	377	377	0	2.123	497	3.012	0	0	0	16,68%	0,00%	16,68%				
<b>31-jul</b>	100%	100%	403	403	0	2.229	522	2.697	0	0	0	17,20%	0,00%	17,20%				
<b>01-ago</b>	100%	100%	361	361	0	2.529	481	3.581	0	0	0	19,65%	0,00%	19,65%				
<b>02-ago</b>	100%	100%	348	348	0	1.749	468	2.583	0	0	0	17,98%	0,00%	17,98%				
<b>03-ago</b>	100%	100%	362	362	0	1.871	490	2.541	0	0	0	16,35%	0,00%	16,35%				

04-ago	100%	100%	358	358	0	1.830	493	2.908	0	0	0	14,09%	0,00%	14,09%
05-ago	100%	100%	383	383	0	1.989	483	2.884	0	0	0	20,43%	0,00%	20,43%
06-ago	100%	100%	592	592	0	2.131	455	3.065	0	0	0	20,48%	0,00%	20,48%
07-ago	100%	100%	271	271	0	1.814	401	3.063	0	0	0	20,91%	0,00%	20,91%
08-ago	100%	100%	300	300	0	1.974	381	4.003	0	0	0	23,23%	0,00%	23,23%
09-ago	100%	100%	0	0	0	2.943	391	5.320	0	0	0	26,81%	0,00%	26,81%
10-ago	100%	100%	413	413	0	2.329	389	3.443	0	0	0	20,89%	0,00%	20,89%
11-ago	100%	100%	257	257	0	2.680	415	3.573	0	0	0	15,05%	0,00%	15,05%
12-ago	100%	100%	0	0	0	2.457	409	3.269	0	0	0	13,33%	0,00%	13,33%
13-ago	100%	100%	209	209	0	1.892	397	3.388	0	0	0	20,75%	0,00%	20,75%
14-ago	100%	100%	192	192	0	2.168	389	3.276	0	0	0	20,94%	0,00%	20,94%
15-ago	100%	100%	379	379	0	2.040	387	3.592	0	0	0	26,36%	0,00%	26,36%
16-ago	100%	100%	181	181	0	2.132	395	3.296	0	0	0	22,26%	0,00%	22,26%
17-ago	100%	100%	329	329	0	2.168	411	3.763	0	0	0	21,13%	0,00%	21,13%
18-ago	100%	100%	454	454	0	2.025	411	3.077	0	0	0	21,64%	0,00%	21,64%
19-ago	100%	100%	561	561	0	1.857	416	2.651	0	0	0	20,71%	0,00%	20,71%
20-ago	100%	100%	438	438	0	1.619	423	2.652	0	0	0	18,39%	0,00%	18,39%
21-ago	100%	100%	0	0	0	1.872	440	2.707	0	0	0	20,71%	0,00%	20,71%
22-ago	100%	100%	402	402	0	1.935	414	3.391	0	0	0	22,97%	0,00%	22,97%
23-ago	100%	100%	380	380	0	1.415	409	2.527	0	0	0	26,67%	0,00%	26,67%
24-ago	100%	100%	0	0	0	1.819	434	2.597	0	0	0	20,21%	0,00%	20,21%
25-ago	100%	100%	0	0	0	1.650	389	2.618	0	0	0	23,71%	0,09%	23,62%
26-ago	100%	100%	375	375	0	1.612	345	2.554	0	0	0	21,86%	0,00%	21,86%
27-ago	100%	100%	198	198	0	1.864	325	2.742	0	0	0	21,52%	0,00%	21,52%
28-ago	100%	100%	288	288	0	2.087	331	2.989	0	0	0	17,19%	0,00%	17,19%
29-ago	100%	100%	683	683	0	2.211	327	3.761	0	0	0	18,89%	0,00%	18,89%
30-ago	100%	100%	233	233	0	1.609	314	2.677	0	0	0	23,26%	0,00%	23,26%
31-ago	100%	100%	177	177	0	1.649	324	2.713	0	0	0	14,55%	0,00%	14,55%
01-set	100%	100%	341	341	0	1.991	324	2.805	0	0	0	16,32%	0,00%	16,32%
02-set	100%	100%	466	466	0	1.788	328	2.550	0	0	0	19,27%	0,00%	19,27%
03-set	100%	100%	353	353	0	1.492	329	2.802	0	0	0	21,25%	0,00%	21,25%
04-set	100%	100%	179	179	0	2.121	376	3.290	0	0	0	22,49%	0,00%	22,49%
05-set	100%	100%	234	234	0	2.096	361	3.555	0	0	0	23,90%	0,00%	23,90%
06-set	100%	100%	175	175	0	1.772	347	2.937	0	0	0	23,43%	0,00%	23,43%
07-set	100%	100%	449	449	0	2.160	345	3.404	0	0	0	20,76%	0,00%	20,76%
08-set	100%	100%	0	0	0	1.940	349	3.060	0	0	0	18,01%	0,00%	18,01%
09-set	100%	100%	185	185	0	2.157	352	3.189	0	0	0	20,30%	0,00%	20,30%
10-set	100%	100%	253	253	0	2.004	343	3.234	0	0	0	17,71%	0,00%	17,71%
11-set	100%	100%	242	242	0	1.602	336	3.066	0	0	0	23,19%	0,00%	23,19%
12-set	100%	100%	242	242	0	1.640	336	3.623	0	0	0	25,64%	0,00%	25,64%
13-set	100%	100%	227	227	0	1.806	329	2.907	0	0	0	17,25%	0,00%	17,25%
14-set	100%	100%	198	198	0	1.951	341	3.164	0	0	0	18,26%	0,00%	18,26%
15-set	100%	100%	183	183	0	2.098	372	3.963	0	0	0	20,98%	0,00%	20,98%
16-set	100%	100%	222	222	0	1.916	378	3.345	0	0	0	16,98%	0,00%	16,98%
17-set	100%	100%	0	0	0	2.318	388	4.439	0	0	0	13,56%	0,00%	13,56%

18-set	100%	100%	178	178	0	1.967	393	3.726	0	0	0	17,21%	0,00%	17,21%
19-set	100%	100%	176	176	0	1.990	387	3.755	0	0	0	17,96%	0,00%	17,96%
20-set	100%	100%	272	272	0	1.760	374	3.643	0	0	0	21,74%	0,00%	21,74%
21-set	100%	100%	329	329	0	2.101	378	4.089	0	0	0	23,00%	0,00%	23,00%
22-set	100%	100%	0	0	0	2.113	371	3.648	0	0	0	19,54%	0,00%	19,54%
23-set	100%	100%	366	366	0	1.913	331	3.819	0	0	0	16,74%	0,00%	16,74%
24-set	100%	100%	256	256	0	1.705	320	3.636	0	0	0	15,22%	0,00%	15,22%
25-set	100%	100%	161	161	0	1.862	325	3.714	0	0	0	22,94%	0,00%	22,94%
26-set	100%	100%	0	0	0	2.162	324	3.855	0	0	0	22,29%	0,00%	22,29%
27-set	100%	100%	325	325	0	1.859	321	3.453	0	0	0	21,63%	0,00%	21,63%
28-set	100%	100%	185	185	0	2.071	327	3.489	0	0	0	17,24%	0,00%	17,24%
29-set	100%	100%	0	0	0	2.295	364	3.412	0	0	0	14,41%	0,00%	14,41%
30-set	100%	100%	268	268	0	2.289	404	3.375	0	0	0	14,72%	0,00%	14,72%

\* Devido a falta de informação a Disponibilidade das API PSD2 só se refere a Responsabilidade SIBS