

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>290</b>	<b>290</b>	<b>0</b>	<b>2.617</b>	<b>342</b>	<b>4.857</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,25%</b>	<b>0,10%</b>	<b>15,16%</b>	<b>n.a.</b>	<b>n.a.</b>	<b>n.a.</b>	<b>14,29%</b>
<b>01-out</b>	100%	100%	239	239	0	2.299	434	3.371	0	0	0	12,96%	0,00%	12,96%				
<b>02-out</b>	100%	100%	262	262	0	2.096	406	3.082	0	0	0	15,31%	0,00%	15,31%				
<b>03-out</b>	100%	100%	0	0	0	2.710	391	4.218	0	0	0	18,72%	0,00%	18,72%				
<b>04-out</b>	100%	100%	359	359	0	2.055	349	3.689	0	0	0	21,28%	0,00%	21,28%				
<b>05-out</b>	100%	100%	356	356	0	2.108	347	3.501	0	0	0	17,86%	0,00%	17,86%				
<b>06-out</b>	100%	100%	348	348	0	2.283	398	3.600	0	0	0	12,65%	0,00%	12,65%				
<b>07-out</b>	100%	100%	184	184	0	2.077	396	3.637	0	0	0	12,83%	0,00%	12,83%				
<b>08-out</b>	100%	100%	243	243	0	2.081	378	3.635	0	0	0	14,00%	0,00%	14,00%				
<b>09-out</b>	100%	100%	317	317	0	2.338	407	3.776	0	0	0	14,87%	0,00%	14,87%				
<b>10-out</b>	100%	100%	303	303	0	2.483	388	4.638	0	0	0	16,90%	0,00%	16,90%				
<b>11-out</b>	100%	100%	358	358	0	1.991	388	3.301	0	0	0	20,85%	0,00%	20,85%				
<b>12-out</b>	100%	100%	296	296	0	2.176	394	3.743	0	0	0	14,05%	0,00%	14,05%				
<b>13-out</b>	100%	100%	349	349	0	2.083	408	3.824	0	0	0	15,89%	0,00%	15,89%				
<b>14-out</b>	100%	100%	342	342	0	2.175	364	3.773	0	0	0	20,00%	0,00%	20,00%				
<b>15-out</b>	100%	100%	204	204	0	2.426	395	3.463	0	0	0	12,40%	0,00%	12,40%				
<b>16-out</b>	100%	100%	655	655	0	2.197	305	3.307	0	0	0	11,84%	0,00%	11,84%				
<b>17-out</b>	100%	100%	174	174	0	2.166	292	3.797	0	0	0	16,93%	0,00%	16,93%				
<b>18-out</b>	100%	100%	212	212	0	1.952	286	3.594	0	0	0	15,34%	0,00%	15,34%				
<b>19-out</b>	100%	100%	170	170	0	2.160	284	3.844	0	0	0	15,02%	0,00%	15,02%				
<b>20-out</b>	100%	100%	371	371	0	2.660	297	4.296	0	0	0	11,82%	0,00%	11,82%				
<b>21-out</b>	100%	100%	208	208	0	2.398	302	3.978	0	0	0	16,65%	0,00%	16,65%				
<b>22-out</b>	100%	100%	402	402	0	2.483	289	4.177	0	0	0	13,64%	0,00%	13,64%				
<b>23-out</b>	100%	100%	0	0	0	2.231	280	3.975	0	0	0	9,61%	0,00%	9,61%				
<b>24-out</b>	100%	100%	238	238	0	1.825	278	3.501	0	0	0	9,43%	0,00%	9,43%				
<b>25-out</b>	100%	100%	177	177	0	2.160	274	3.583	0	0	0	15,08%	0,00%	15,08%				
<b>26-out</b>	100%	100%	0	0	0	2.377	278	3.782	0	0	0	8,25%	0,00%	8,25%				
<b>27-out</b>	100%	100%	0	0	0	2.294	279	3.931	0	0	0	11,02%	0,00%	11,02%				
<b>28-out</b>	100%	100%	0	0	0	2.262	287	3.965	0	0	0	13,13%	0,00%	13,13%				
<b>29-out</b>	100%	100%	0	0	0	2.434	287	4.146	0	0	0	13,15%	0,00%	13,15%				
<b>30-out</b>	100%	100%	0	0	0	2.418	292	4.532	0	0	0	12,38%	0,00%	12,38%				
<b>31-out</b>	100%	100%	0	0	0	2.041	282	4.671	0	0	0	12,53%	0,00%	12,53%				
<b>01-nov</b>	100%	100%	0	0	0	2.070	284	4.264	0	0	0	19,85%	0,00%	19,85%				
<b>02-nov</b>	100%	100%	0	0	0	2.626	288	4.688	0	0	0	14,33%	0,00%	14,33%				
<b>03-nov</b>	100%	100%	0	0	0	2.644	289	4.608	0	0	0	12,78%	0,00%	12,78%				

04-nov	100%	100%	0	0	0	2.137	284	4.073	0	0	0	15,51%	0,00%	15,51%
05-nov	100%	100%	0	0	0	2.579	281	4.576	0	0	0	17,05%	0,00%	17,05%
06-nov	100%	100%	0	0	0	2.864	296	4.910	0	0	0	13,37%	0,00%	13,37%
07-nov	100%	100%	0	0	0	2.602	294	5.057	0	0	0	18,05%	0,00%	18,05%
08-nov	100%	100%	0	0	0	2.423	291	4.728	0	0	0	17,93%	0,00%	17,93%
09-nov	100%	100%	0	0	0	2.678	298	5.066	0	0	0	16,09%	0,00%	16,09%
10-nov	100%	100%	0	0	0	2.887	296	5.471	0	0	0	17,63%	0,00%	17,63%
11-nov	100%	100%	0	0	0	2.805	307	4.914	0	0	0	14,25%	0,00%	14,25%
12-nov	100%	100%	0	0	0	3.023	300	5.408	0	0	0	15,60%	0,00%	15,60%
13-nov	100%	100%	0	0	0	2.690	293	5.103	0	0	0	16,46%	0,00%	16,46%
14-nov	100%	100%	0	0	0	2.707	290	5.416	0	0	0	18,69%	0,00%	18,69%
15-nov	100%	100%	0	0	0	2.534	284	4.867	0	0	0	19,00%	0,00%	19,00%
16-nov	100%	100%	0	0	0	2.422	300	4.778	0	0	0	14,22%	0,00%	14,22%
17-nov	100%	100%	0	0	0	2.351	294	4.486	0	0	0	22,90%	0,00%	22,90%
18-nov	100%	100%	0	0	0	2.119	309	4.477	0	0	0	33,60%	0,00%	33,60%
19-nov	100%	100%	0	0	0	2.190	299	4.634	0	0	0	31,72%	0,00%	31,72%
20-nov	100%	100%	0	0	0	2.644	299	4.933	0	0	0	19,23%	0,00%	19,23%
21-nov	100%	100%	0	0	0	3.049	293	5.496	0	0	0	17,00%	0,00%	17,00%
22-nov	100%	100%	0	0	0	2.127	297	4.540	0	0	0	20,56%	0,00%	20,56%
23-nov	100%	100%	0	0	0	2.529	305	5.437	0	0	0	10,65%	0,00%	10,65%
24-nov	100%	100%	0	0	0	2.675	305	5.384	0	0	0	12,53%	0,00%	12,53%
25-nov	100%	100%	0	0	0	2.181	299	5.099	0	0	0	11,84%	0,00%	11,84%
26-nov	100%	100%	0	0	0	2.420	333	4.732	0	0	0	9,18%	0,03%	9,15%
27-nov	100%	100%	0	0	0	2.507	313	4.998	0	0	0	14,56%	0,00%	14,56%
28-nov	100%	100%	0	0	0	2.720	306	5.367	0	0	0	14,94%	0,00%	14,94%
29-nov	100%	100%	0	0	0	2.376	306	4.988	0	0	0	16,66%	0,00%	16,66%
30-nov	100%	100%	0	0	0	2.975	337	5.681	0	0	0	12,08%	0,00%	12,08%
01-dez	100%	100%	0	0	0	2.471	295	4.797	0	0	0	15,67%	0,00%	15,67%
02-dez	100%	100%	0	0	0	2.659	358	5.210	0	0	0	15,01%	0,27%	14,73%
03-dez	100%	100%	0	0	0	4.059	1.583	5.436	0	0	0	17,44%	3,09%	14,35%
04-dez	100%	100%	0	0	0	2.758	311	5.576	0	0	0	19,44%	0,00%	19,44%
05-dez	100%	100%	0	0	0	2.644	292	5.399	0	0	0	17,14%	0,00%	17,14%
06-dez	100%	100%	0	0	0	2.529	292	5.061	0	0	0	19,56%	0,00%	19,56%
07-dez	100%	100%	0	0	0	2.809	349	5.457	0	0	0	16,18%	0,40%	15,78%
08-dez	100%	100%	0	0	0	2.490	303	5.092	0	0	0	16,59%	0,08%	16,51%
09-dez	100%	100%	0	0	0	2.765	289	5.263	0	0	0	18,83%	0,00%	18,83%
10-dez	100%	100%	0	0	0	2.961	310	5.602	0	0	0	16,26%	0,04%	16,22%
11-dez	100%	100%	0	0	0	2.662	326	5.177	0	0	0	15,29%	0,00%	15,29%
12-dez	100%	100%	0	0	0	2.731	290	5.313	0	0	0	15,63%	0,04%	15,59%
13-dez	100%	100%	0	0	0	2.497	284	5.276	0	0	0	20,26%	0,00%	20,26%
14-dez	100%	100%	0	0	0	2.989	299	5.740	0	0	0	21,67%	0,00%	21,67%
15-dez	100%	100%	0	0	0	2.820	375	5.707	0	0	0	14,05%	0,19%	13,87%
16-dez	100%	100%	0	0	0	2.700	300	5.326	0	0	0	14,66%	0,00%	14,66%
17-dez	100%	100%	0	0	0	2.669	308	5.349	0	0	0	17,69%	0,00%	17,69%
18-dez	100%	100%	0	0	0	2.773	300	5.430	0	0	0	15,02%	0,00%	15,02%

19-dez	100%	100%	0	0	0	2.764	302	5.365	0	0	0	15,06%	0,00%	15,06%
20-dez	100%	100%	0	0	0	2.424	304	5.069	0	0	0	18,41%	0,05%	18,37%
21-dez	100%	100%	0	0	0	2.906	357	5.384	0	0	0	16,08%	0,00%	16,08%
22-dez	100%	100%	0	0	0	2.998	316	5.506	0	0	0	16,10%	0,11%	15,99%
23-dez	100%	100%	0	0	0	3.180	735	5.470	0	0	0	13,70%	1,02%	12,68%
24-dez	100%	100%	0	0	0	2.902	355	5.211	0	0	0	12,43%	0,11%	12,32%
25-dez	100%	100%	0	0	0	2.632	277	5.077	0	0	0	12,65%	0,00%	12,65%
26-dez	100%	100%	0	0	0	2.926	287	5.519	0	0	0	12,77%	0,00%	12,77%
27-dez	100%	100%	0	0	0	3.044	283	5.325	0	0	0	9,91%	0,00%	9,91%
28-dez	100%	100%	0	0	0	3.233	314	5.525	0	0	0	9,59%	0,07%	9,51%
29-dez	100%	100%	0	0	0	3.287	313	5.576	0	0	0	12,49%	0,00%	12,49%
30-dez	100%	100%	0	0	0	3.146	321	5.632	0	0	0	10,57%	0,00%	10,57%
31-dez	100%	100%	0	0	0	3.095	329	5.481	0	0	0	10,91%	0,05%	10,86%

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