

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 eia e	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%	0	0	0	2.874	606	4.857	0	0	0	8,09%	0,08%	8,02%	n.a.	n.a.	n.a.	33,33 %
01-jan	100%	100%	0	0	0	2.723	290	5.071	0	0	0	11,21%	0,00%	11,21%				
02-jan	100%	100%	0	0	0	2.913	292	5.605	0	0	0	11,63%	0,00%	11,63%				
03-jan	100%	100%	0	0	0	2.909	297	5.114	0	0	0	9,38%	0,00%	9,38%				
04-jan	100%	100%	0	0	0	3.400	317	5.760	0	0	0	11,50%	0,00%	11,50%				
05-jan	100%	100%	0	0	0	3.236	329	5.689	0	0	0	9,78%	0,00%	9,78%				
06-jan	100%	100%	0	0	0	2.989	317	5.234	0	0	0	10,57%	0,00%	10,57%				
07-jan	100%	100%	0	0	0	3.069	324	5.594	0	0	0	13,64%	0,00%	13,64%				
08-jan	100%	100%	0	0	0	3.168	362	5.427	0	0	0	11,03%	0,00%	11,03%				
09-jan	100%	100%	0	0	0	3.002	319	5.210	0	0	0	10,63%	0,00%	10,63%				
10-jan	100%	100%	0	0	0	3.249	301	5.501	0	0	0	10,95%	0,00%	10,95%				
11-jan	100%	100%	0	0	0	3.121	330	5.594	0	0	0	10,30%	0,00%	10,30%				
12-jan	100%	100%	0	0	0	2.968	339	5.610	0	0	0	10,82%	0,00%	10,82%				
13-jan	100%	100%	0	0	0	3.239	358	5.563	0	0	0	9,74%	0,21%	9,53%				
14-jan	100%	100%	0	0	0	4.259	1.173	6.283	0	0	0	10,62%	2,67%	7,95%				
15-jan	100%	100%	0	0	0	3.092	315	5.819	0	0	0	11,77%	0,00%	11,77%				
16-jan	100%	100%	0	0	0	3.045	299	5.755	0	0	0	13,07%	0,00%	13,07%				
17-jan	100%	100%	0	0	0	3.196	294	5.662	0	0	0	10,89%	0,00%	10,89%				
18-jan	100%	100%	0	0	0	3.255	361	6.354	0	0	0	16,72%	0,00%	16,72%				
19-jan	100%	100%	0	0	0	3.066	323	6.071	0	0	0	17,28%	0,00%	17,28%				
20-jan	100%	100%	0	0	0	2.862	430	5.987	0	0	0	23,86%	0,20%	23,66%				
21-jan	100%	100%	0	0	0	2.336	349	3.822	0	0	0	13,86%	0,00%	13,86%				
22-jan	100%	100%	0	0	0	2.377	369	3.769	0	0	0	12,36%	0,28%	12,08%				
23-jan	100%	100%	0	0	0	2.385	300	4.336	0	0	0	13,74%	0,00%	13,74%				
24-jan	100%	100%	0	0	0	2.549	326	4.421	0	0	0	12,57%	0,04%	12,53%				
25-jan	100%	100%	0	0	0	2.445	484	3.892	0	0	0	12,48%	0,19%	12,29%				
26-jan	100%	100%	0	0	0	2.931	756	4.308	0	0	0	13,35%	1,10%	12,25%				
27-jan	100%	100%	0	0	0	2.563	547	4.055	0	0	0	11,64%	0,19%	11,46%				
28-jan	100%	100%	0	0	0	2.162	361	3.928	0	0	0	12,46%	0,00%	12,46%				
29-jan	100%	100%	0	0	0	2.712	414	4.279	0	0	0	12,19%	0,00%	12,19%				
30-jan	100%	100%	0	0	0	2.665	389	4.794	0	0	0	13,73%	0,00%	13,73%				
31-jan	100%	100%	0	0	0	2.340	474	3.961	0	0	0	12,95%	0,23%	12,72%				
01-fev	100%	100%	0	0	0	2.684	415	4.357	0	0	0	13,06%	0,03%	13,02%				
02-fev	100%	100%	0	0	0	2.386	534	3.800	0	0	0	12,45%	0,28%	12,17%				
03-fev	100%	100%	0	0	0	2.161	304	3.764	0	0	0	12,59%	0,00%	12,59%				

04-fev	100%	100%	0	0	0	2.347	644	3.959	0	0	0	5,41%	0,19%	5,22%
05-fev	100%	100%	0	0	0	2.796	674	4.904	0	0	0	1,42%	0,00%	1,42%
06-fev	100%	100%	0	0	0	3.086	752	5.990	0	0	0	2,53%	0,00%	2,53%
07-fev	100%	100%	0	0	0	2.716	580	4.610	0	0	0	0,99%	0,00%	0,99%
08-fev	100%	100%	0	0	0	2.676	569	4.842	0	0	0	2,16%	0,00%	2,16%
09-fev	100%	100%	0	0	0	2.731	612	4.858	0	0	0	2,60%	0,00%	2,60%
10-fev	100%	100%	0	0	0	2.808	569	4.895	0	0	0	3,36%	0,00%	3,36%
11-fev	100%	100%	0	0	0	3.219	590	5.442	0	0	0	5,32%	0,00%	5,32%
12-fev	100%	100%	0	0	0	3.301	599	5.437	0	0	0	4,39%	0,00%	4,39%
13-fev	100%	100%	0	0	0	3.253	647	6.101	0	0	0	3,68%	0,00%	3,68%
14-fev	100%	100%	0	0	0	3.130	594	5.187	0	0	0	3,79%	0,00%	3,79%
15-fev	100%	100%	0	0	0	3.076	593	5.465	0	0	0	7,44%	0,00%	7,44%
16-fev	100%	100%	0	0	0	3.143	570	5.247	0	0	0	4,27%	0,00%	4,27%
17-fev	100%	100%	0	0	0	3.269	556	5.610	0	0	0	6,39%	0,00%	6,39%
18-fev	100%	100%	0	0	0	3.241	1.145	5.465	0	0	0	6,57%	0,00%	6,57%
19-fev	100%	100%	0	0	0	2.366	1.935	5.512	0	0	0	14,85%	0,00%	14,85%
20-fev	100%	100%	0	0	0	1.876	1.603	5.062	0	0	0	15,47%	0,00%	15,47%
21-fev	100%	100%	0	0	0	2.051	1.725	5.280	0	0	0	15,76%	0,00%	15,76%
22-fev	100%	100%	0	0	0	1.953	1.699	4.606	0	0	0	13,41%	0,00%	13,41%
23-fev	100%	100%	0	0	0	2.413	662	4.139	0	0	0	7,36%	0,00%	7,36%
24-fev	100%	100%	0	0	0	2.282	456	3.838	0	0	0	10,00%	0,00%	10,00%
25-fev	100%	100%	0	0	0	991	274	3.009	0	0	0	34,63%	0,00%	34,63%
26-fev	100%	100%	0	0	0	1.604	406	4.456	0	0	0	35,08%	0,00%	35,08%
27-fev	100%	100%	0	0	0	2.765	655	4.695	0	0	0	1,33%	0,00%	1,33%
28-fev	100%	100%	0	0	0	2.793	686	4.347	0	0	0	0,51%	0,00%	0,51%
01-mar	100%	100%	0	0	0	2.916	691	4.300	0	0	0	0,64%	0,00%	0,64%
02-mar	100%	100%	0	0	0	2.808	674	4.229	0	0	0	0,57%	0,00%	0,57%
03-mar	100%	100%	0	0	0	2.789	629	4.096	0	0	0	1,71%	0,00%	1,71%
04-mar	100%	100%	0	0	0	3.147	619	4.597	0	0	0	2,15%	0,00%	2,15%
05-mar	100%	100%	0	0	0	2.985	673	4.617	0	0	0	2,57%	0,00%	2,57%
06-mar	100%	100%	0	0	0	2.941	762	4.933	0	0	0	1,59%	0,00%	1,59%
07-mar	100%	100%	0	0	0	2.793	661	4.254	0	0	0	1,11%	0,00%	1,11%
08-mar	100%	100%	0	0	0	2.982	688	4.557	0	0	0	1,47%	0,00%	1,47%
09-mar	100%	100%	0	0	0	3.012	664	4.502	0	0	0	1,88%	0,00%	1,88%
10-mar	100%	100%	0	0	0	3.243	752	4.971	0	0	0	3,34%	0,00%	3,34%
11-mar	100%	100%	0	0	0	3.341	676	5.061	0	0	0	0,96%	0,00%	0,96%
12-mar	100%	100%	0	0	0	2.978	739	4.640	0	0	0	1,10%	0,00%	1,10%
13-mar	100%	100%	0	0	0	3.127	691	4.948	0	0	0	6,58%	0,00%	6,58%
14-mar	100%	100%	0	0	0	2.733	591	4.614	0	0	0	15,71%	0,00%	15,71%
15-mar	100%	100%	0	0	0	3.094	739	4.783	0	0	0	3,27%	0,00%	3,27%
16-mar	100%	100%	0	0	0	3.091	697	4.582	0	0	0	0,38%	0,00%	0,38%
17-mar	100%	100%	0	0	0	2.956	701	4.640	0	0	0	1,00%	0,00%	1,00%
18-mar	100%	100%	0	0	0	2.978	691	4.645	0	0	0	1,75%	0,00%	1,75%
19-mar	100%	100%	0	0	0	3.065	703	4.756	0	0	0	3,71%	0,00%	3,71%
20-mar	100%	100%	0	0	0	3.200	813	5.167	0	0	0	2,25%	0,00%	2,25%

21-mar	100%	100%	0	0	0	2.893	698	4.493	0	0	0	1,68%	0,00%	1,68%
22-mar	100%	100%	0	0	0	3.276	614	4.917	0	0	0	1,05%	0,00%	1,05%
23-mar	100%	100%	0	0	0	2.951	633	4.520	0	0	0	1,82%	0,00%	1,82%
24-mar	100%	100%	0	0	0	3.126	660	4.710	0	0	0	0,72%	0,00%	0,72%
25-mar	100%	100%	0	0	0	2.973	712	4.644	0	0	0	1,75%	0,00%	1,75%
26-mar	100%	100%	0	0	0	2.848	725	4.495	0	0	0	1,45%	0,00%	1,45%
27-mar	100%	100%	0	0	0	3.441	740	5.579	0	0	0	4,21%	0,00%	4,21%
28-mar	100%	100%	0	0	0	2.968	675	4.733	0	0	0	1,17%	0,00%	1,17%
29-mar	100%	100%	0	0	0	3.395	668	4.546	0	0	0	2,02%	0,00%	2,02%
30-mar	100%	100%	0	0	0	2.977	668	4.336	0	0	0	1,36%	0,00%	1,36%
31-mar	100%	100%	0	0	0	3.340	573	4.654	0	0	0	2,39%	0,00%	2,39%

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