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	2.3d	NA	NA	6.1	6.1	NA	NA
Total	100%	100%	152	152	0	3.248	613	4.791	0	0	0	2,73%	0,00%	2,73%	n.a.	n.a.	n.a.	n.a.
01-abr	100%	100%	0	0	0	3.315	686	4.568	0	0	0	1,17%	0,00%	1,17%				
02-abr	100%	100%	0	0	0	2.959	586	4.317	0	0	0	2,52%	0,00%	2,52%				
03-abr	100%	100%	0	0	0	3.343	618	5.249	0	0	0	1,73%	0,00%	1,73%				
04-abr	100%	100%	0	0	0	2.959	662	4.451	0	0	0	1,31%	0,00%	1,31%				
05-abr	100%	100%	0	0	0	3.410	648	4.442	0	0	0	0,79%	0,00%	0,79%				
06-abr	100%	100%	0	0	0	3.152	617	4.376	0	0	0	3,42%	0,00%	3,42%				
07-abr	100%	100%	0	0	0	3.017	636	4.392	0	0	0	2,97%	0,00%	2,97%				
08-abr	100%	100%	0	0	0	3.398	633	5.095	0	0	0	2,99%	0,00%	2,99%				
09-abr	100%	100%	0	0	0	3.402	607	5.003	0	0	0	3,46%	0,00%	3,46%				
10-abr	100%	100%	0	0	0	3.451	627	5.135	0	0	0	4,32%	0,00%	4,32%				
11-abr	100%	100%	0	0	0	3.238	595	4.740	0	0	0	3,48%	0,00%	3,48%				
12-abr	100%	100%	0	0	0	3.004	1.363	4.623	0	0	0	7,11%	0,00%	7,11%				
13-abr	100%	100%	0	0	0	3.324	664	4.612	0	0	0	2,52%	0,00%	2,52%				
14-abr	100%	100%	0	0	0	2.695	581	4.120	0	0	0	2,19%	0,00%	2,19%				
15-abr	100%	100%	0	0	0	2.996	596	4.204	0	0	0	2,20%	0,00%	2,20%				
16-abr	100%	100%	0	0	0	3.146	675	4.542	0	0	0	1,42%	0,00%	1,42%				
17-abr	100%	100%	0	0	0	3.067	554	5.044	0	0	0	2,04%	0,00%	2,04%				
18-abr	100%	100%	0	0	0	2.960	665	4.270	0	0	0	1,17%	0,00%	1,17%				
19-abr	100%	100%	0	0	0	3.396	591	4.942	0	0	0	3,70%	0,00%	3,70%				
20-abr	100%	100%	0	0	0	3.104	657	4.491	0	0	0	2,44%	0,00%	2,44%				
21-abr	100%	100%	0	0	0	3.055	624	4.212	0	0	0	0,54%	0,00%	0,54%				
22-abr	100%	100%	0	0	0	3.123	687	4.581	0	0	0	1,55%	0,00%	1,55%				
23-abr	100%	100%	0	0	0	2.924	513	4.335	0	0	0	2,13%	0,00%	2,13%				
24-abr	100%	100%	0	0	0	3.592	637	4.989	0	0	0	2,88%	0,00%	2,88%				
25-abr	100%	100%	0	0	0	3.055	581	4.489	0	0	0	2,77%	0,00%	2,77%				
26-abr	100%	100%	0	0	0	3.613	515	4.754	0	0	0	2,72%	0,00%	2,72%				
27-abr	100%	100%	0	0	0	3.027	487	4.308	0	0	0	3,43%	0,00%	3,43%				
28-abr	100%	100%	0	0	0	3.115	556	4.448	0	0	0	3,19%	0,00%	3,19%				
29-abr	100%	100%	0	0	0	2.979	599	4.336	0	0	0	3,16%	0,00%	3,16%				
30-abr	100%	100%	0	0	0	3.130	649	4.414	0	0	0	1,65%	0,00%	1,65%				
01-mai	100%	100%	0	0	0	3.417	709	5.296	0	0	0	2,36%	0,00%	2,36%				
02-mai	100%	100%	0	0	0	2.825	666	4.245	0	0	0	1,24%	0,00%	1,24%				
03-mai	100%	100%	0	0	0	3.098	545	4.333	0	0	0	1,64%	0,00%	1,64%				
04-mai	100%	100%	0	0	0	3.019	577	4.679	0	0	0	3,87%	0,00%	3,87%				

05-mai	100%	100%	0	0	0	2.994	630	4.483	0	0	0	2,55%	0,00%	2,55%
06-mai	100%	100%	0	0	0	2.957	577	4.453	0	0	0	2,50%	0,00%	2,50%
07-mai	100%	100%	0	0	0	3.439	565	4.553	0	0	0	2,26%	0,00%	2,26%
08-mai	100%	100%	0	0	0	2.912	721	5.035	0	0	0	3,33%	0,00%	3,33%
09-mai	100%	100%	0	0	0	3.328	586	5.161	0	0	0	9,35%	0,00%	9,35%
10-mai	100%	100%	0	0	0	3.836	528	5.530	0	0	0	8,18%	0,00%	8,18%
11-mai	100%	100%	0	0	0	2.957	578	4.436	0	0	0	2,22%	0,00%	2,22%
12-mai	100%	100%	0	0	0	3.417	621	4.689	0	0	0	2,58%	0,00%	2,58%
13-mai	100%	100%	0	0	0	3.216	553	4.640	0	0	0	3,11%	0,00%	3,11%
14-mai	100%	100%	0	0	0	3.150	564	4.375	0	0	0	2,04%	0,00%	2,04%
15-mai	100%	100%	0	0	0	3.601	718	5.317	0	0	0	2,38%	0,00%	2,38%
16-mai	100%	100%	0	0	0	2.927	662	4.624	0	0	0	1,69%	0,00%	1,69%
17-mai	100%	100%	0	0	0	3.417	614	4.867	0	0	0	2,99%	0,00%	2,99%
18-mai	100%	100%	0	0	0	3.162	610	4.923	0	0	0	2,39%	0,00%	2,39%
19-mai	100%	100%	0	0	0	3.522	490	4.811	0	0	0	1,21%	0,00%	1,21%
20-mai	100%	100%	0	0	0	3.367	657	4.713	0	0	0	0,96%	0,00%	0,96%
21-mai	100%	100%	0	0	0	3.458	654	4.970	0	0	0	1,25%	0,00%	1,25%
22-mai	100%	100%	0	0	0	3.321	723	4.913	0	0	0	1,45%	0,00%	1,45%
23-mai	100%	100%	0	0	0	3.290	646	5.073	0	0	0	1,31%	0,00%	1,31%
24-mai	100%	100%	0	0	0	3.320	699	4.905	0	0	0	1,65%	0,00%	1,65%
25-mai	100%	100%	0	0	0	3.192	694	4.730	0	0	0	1,97%	0,00%	1,97%
26-mai	100%	100%	0	0	0	3.477	686	4.765	0	0	0	2,62%	0,00%	2,62%
27-mai	100%	100%	0	0	0	3.044	642	4.415	0	0	0	3,03%	0,00%	3,03%
28-mai	100%	100%	0	0	0	3.292	543	4.671	0	0	0	2,96%	0,00%	2,96%
29-mai	100%	100%	0	0	0	3.441	614	4.993	0	0	0	1,91%	0,00%	1,91%
30-mai	100%	100%	0	0	0	3.748	602	5.527	0	0	0	4,28%	0,00%	4,28%
31-mai	100%	100%	0	0	0	2.980	522	4.468	0	0	0	1,55%	0,00%	1,55%
01-jun	100%	100%	0	0	0	3.439	556	4.855	0	0	0	3,07%	0,00%	3,07%
02-jun	100%	100%	0	0	0	3.324	515	4.718	0	0	0	2,48%	0,00%	2,48%
03-jun	100%	100%	0	0	0	3.302	632	4.933	0	0	0	1,59%	0,00%	1,59%
04-jun	100%	100%	0	0	0	3.055	558	4.990	0	0	0	2,88%	0,00%	2,88%
05-jun	100%	100%	0	0	0	3.266	659	5.260	0	0	0	3,39%	0,00%	3,39%
06-jun	100%	100%	0	0	0	2.949	660	4.647	0	0	0	0,73%	0,00%	0,73%
07-jun	100%	100%	0	0	0	3.287	566	4.963	0	0	0	2,01%	0,00%	2,01%
08-jun	100%	100%	152	152	0	2.574	427	4.593	0	0	0	11,45%	0,00%	11,45%
09-jun	100%	100%	0	0	0	3.182	593	4.614	0	0	0	1,37%	0,00%	1,37%
10-jun	100%	100%	0	0	0	2.908	595	4.430	0	0	0	0,07%	0,00%	0,07%
11-jun	100%	100%	0	0	0	3.641	578	5.138	0	0	0	2,01%	0,00%	2,01%
12-jun	100%	100%	0	0	0	3.399	727	5.680	0	0	0	4,03%	0,00%	4,03%
13-jun	100%	100%	0	0	0	3.087	745	5.025	0	0	0	1,58%	0,00%	1,58%
14-jun	100%	100%	0	0	0	3.394	641	5.108	0	0	0	2,70%	0,00%	2,70%
15-jun	100%	100%	0	0	0	3.568	579	5.377	0	0	0	3,23%	0,00%	3,23%
16-jun	100%	100%	0	0	0	3.679	572	5.185	0	0	0	1,59%	0,00%	1,59%
17-jun	100%	100%	0	0	0	3.373	619	5.208	0	0	0	3,30%	0,00%	3,30%
18-jun	100%	100%	0	0	0	3.606	592	5.479	0	0	0	5,04%	0,00%	5,04%

19-jun	100%	100%	0	0	0	3.550	688	5.474	0	0	0	3,02%	0,00%	3,02%
20-jun	100%	100%	0	0	0	3.516	669	5.436	0	0	0	3,00%	0,00%	3,00%
21-jun	100%	100%	0	0	0	3.604	657	5.326	0	0	0	5,48%	0,00%	5,48%
22-jun	100%	100%	0	0	0	2.970	650	5.089	0	0	0	1,69%	0,00%	1,69%
23-jun	100%	100%	0	0	0	3.316	750	4.857	0	0	0	1,77%	0,00%	1,77%
24-jun	100%	100%	0	0	0	3.124	576	5.306	0	0	0	2,76%	0,00%	2,76%
25-jun	100%	100%	0	0	0	3.604	475	5.121	0	0	0	2,61%	0,00%	2,61%
26-jun	100%	100%	0	0	0	3.832	486	5.993	0	0	0	5,70%	0,00%	5,70%
27-jun	100%	100%	0	0	0	3.394	463	5.028	0	0	0	1,92%	0,00%	1,92%
28-jun	100%	100%	0	0	0	3.550	451	5.444	0	0	0	5,29%	0,00%	5,29%
29-jun	100%	100%	0	0	0	3.644	417	4.964	0	0	0	1,87%	0,00%	1,87%

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