

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	2.881	379	5.107	0	0	0	7,76%	0,08%	7,68%	n.a.	n.a	n.a	n.a
01-out	100%	100%	0	0	0	3.029	287	4.199	0	0	0	2,99%	0,04%	2,94%				
02-out	100%	100%	0	0	0	3.477	277	4.970	0	0	0	3,88%	0,06%	3,83%				
03-out	100%	100%	0	0	0	3.127	262	5.124	0	0	0	2,36%	0,16%	2,20%				
04-out	100%	100%	0	0	0	3.535	264	4.704	0	0	0	3,19%	0,09%	3,10%				
05-out	100%	100%	0	0	0	3.053	268	4.521	0	0	0	1,45%	0,11%	1,34%				
06-out	100%	100%	0	0	0	3.640	268	5.327	0	0	0	1,40%	0,11%	1,29%				
07-out	100%	100%	0	0	0	3.150	272	4.853	0	0	0	2,00%	0,00%	2,00%				
08-out	100%	100%	0	0	0	3.297	263	4.710	0	0	0	3,64%	0,16%	3,48%				
09-out	100%	100%	0	0	0	3.253	281	4.709	0	0	0	2,44%	0,05%	2,38%				
10-out	100%	100%	0	0	0	3.673	264	5.127	0	0	0	3,66%	0,27%	3,39%				
11-out	100%	100%	0	0	0	1.361	251	4.312	0	0	0	42,77%	0,10%	42,67%				
12-out	100%	100%	0	0	0	2.765	260	4.405	0	0	0	8,15%	0,07%	8,08%				
13-out	100%	100%	0	0	0	2.950	263	4.940	0	0	0	15,57%	0,04%	15,53%				
14-out	100%	100%	0	0	0	2.661	269	4.375	0	0	0	6,58%	0,13%	6,45%				
15-out	100%	100%	0	0	0	2.813	356	4.478	0	0	0	8,66%	0,07%	8,59%				
16-out	100%	100%	0	0	0	3.314	269	4.918	0	0	0	16,80%	0,00%	16,80%				
17-out	100%	100%	0	0	0	3.415	373	4.913	0	0	0	10,52%	0,00%	10,52%				
18-out	100%	100%	0	0	0	2.804	338	4.458	0	0	0	7,22%	0,68%	6,53%				
19-out	100%	100%	0	0	0	3.058	280	4.802	0	0	0	6,87%	0,00%	6,87%				
20-out	100%	100%	0	0	0	3.393	310	5.003	0	0	0	6,56%	0,00%	6,56%				
21-out	100%	100%	0	0	0	2.720	300	4.480	0	0	0	3,83%	0,00%	3,83%				
22-out	100%	100%	0	0	0	2.988	277	4.531	0	0	0	6,59%	0,00%	6,59%				
23-out	100%	100%	0	0	0	2.977	272	4.345	0	0	0	6,32%	0,00%	6,32%				
24-out	100%	100%	0	0	0	3.641	317	5.981	0	0	0	6,92%	0,12%	6,81%				
25-out	100%	100%	0	0	0	3.302	292	4.934	0	0	0	6,35%	0,00%	6,35%				
26-out	100%	100%	0	0	0	2.742	326	4.321	0	0	0	3,12%	0,04%	3,08%				
27-out	100%	100%	0	0	0	2.863	312	4.681	0	0	0	6,11%	0,00%	6,11%				
28-out	100%	100%	0	0	0	3.255	324	4.929	0	0	0	6,62%	0,00%	6,62%				
29-out	100%	100%	0	0	0	3.028	317	4.484	0	0	0	10,10%	0,00%	10,10%				
30-out	100%	100%	0	0	0	3.033	325	4.631	0	0	0	6,70%	0,00%	6,70%				
31-out	100%	100%	0	0	0	3.497	360	5.200	0	0	0	9,50%	0,00%	9,50%				
01-nov	100%	100%	0	0	0	3.341	330	5.194	0	0	0	9,75%	0,00%	9,75%				
02-nov	100%	100%	0	0	0	3.051	407	5.289	0	0	0	7,50%	0,00%	7,50%				

03-nov	100%	100%	0	0	0	2.748	330	4.779	0	0	0	6,97%	0,00%	6,97%
04-nov	100%	100%	0	0	0	2.666	327	4.636	0	0	0	3,63%	0,00%	3,63%
05-nov	100%	100%	0	0	0	2.735	332	5.078	0	0	0	5,28%	0,00%	5,28%
06-nov	100%	100%	0	0	0	2.299	319	4.838	0	0	0	4,81%	0,00%	4,81%
07-nov	100%	100%	0	0	0	3.323	361	5.358	0	0	0	4,83%	0,00%	4,83%
08-nov	100%	100%	0	0	0	2.868	340	4.728	0	0	0	3,25%	0,00%	3,25%
09-nov	100%	100%	0	0	0	3.057	362	5.104	0	0	0	9,05%	0,00%	9,05%
10-nov	100%	100%	0	0	0	2.504	362	4.673	0	0	0	9,61%	0,07%	9,53%
11-nov	100%	100%	0	0	0	2.930	336	4.914	0	0	0	7,10%	0,00%	7,10%
12-nov	100%	100%	0	0	0	2.446	340	4.653	0	0	0	6,03%	0,00%	6,03%
13-nov	100%	100%	0	0	0	2.427	329	4.808	0	0	0	9,50%	0,00%	9,50%
14-nov	100%	100%	0	0	0	2.263	327	5.237	0	0	0	11,13%	0,00%	11,13%
15-nov	100%	100%	0	0	0	2.781	324	5.581	0	0	0	11,16%	0,00%	11,16%
16-nov	100%	100%	0	0	0	2.695	329	4.741	0	0	0	8,99%	0,00%	8,99%
17-nov	100%	100%	0	0	0	2.698	336	4.861	0	0	0	8,75%	0,00%	8,75%
18-nov	100%	100%	0	0	0	2.219	356	4.904	0	0	0	9,78%	0,00%	9,78%
19-nov	100%	100%	0	0	0	2.316	358	4.642	0	0	0	11,03%	0,00%	11,03%
20-nov	100%	100%	0	0	0	2.241	372	4.706	0	0	0	7,87%	0,00%	7,87%
21-nov	100%	100%	0	0	0	2.696	358	5.470	0	0	0	9,07%	0,00%	9,07%
22-nov	100%	100%	0	0	0	2.933	379	5.474	0	0	0	11,62%	0,00%	11,62%
23-nov	100%	100%	0	0	0	2.803	400	5.286	0	0	0	11,17%	0,00%	11,17%
24-nov	100%	100%	0	0	0	2.581	368	4.994	0	0	0	9,81%	0,00%	9,81%
25-nov	100%	100%	0	0	0	2.646	352	5.020	0	0	0	8,96%	0,00%	8,96%
26-nov	100%	100%	0	0	0	2.737	354	5.105	0	0	0	8,26%	0,00%	8,26%
27-nov	100%	100%	0	0	0	2.483	516	5.210	0	0	0	13,71%	0,00%	13,71%
28-nov	100%	100%	0	0	0	3.091	419	5.696	0	0	0	9,68%	0,00%	9,68%
29-nov	100%	100%	0	0	0	3.246	395	5.629	0	0	0	9,28%	0,00%	9,28%
30-nov	100%	100%	0	0	0	2.881	414	5.190	0	0	0	8,41%	0,00%	8,41%
01-dez	100%	100%	0	0	0	2.921	373	5.300	0	0	0	9,76%	0,42%	9,34%
02-dez	100%	100%	0	0	0	2.792	463	5.210	0	0	0	8,84%	1,41%	7,44%
03-dez	100%	100%	0	0	0	2.548	412	5.291	0	0	0	7,38%	0,00%	7,38%
04-dez	100%	100%	0	0	0	2.793	425	5.814	0	0	0	8,58%	0,00%	8,58%
05-dez	100%	100%	0	0	0	3.045	443	5.768	0	0	0	11,06%	0,00%	11,06%
06-dez	100%	100%	0	0	0	3.120	442	5.461	0	0	0	8,12%	0,04%	8,08%
07-dez	100%	100%	0	0	0	2.754	406	5.216	0	0	0	6,59%	0,00%	6,59%
08-dez	100%	100%	0	0	0	2.755	415	4.927	0	0	0	5,17%	0,00%	5,17%
09-dez	100%	100%	0	0	0	3.112	510	5.431	0	0	0	7,06%	0,00%	7,06%
10-dez	100%	100%	0	0	0	2.949	439	5.349	0	0	0	5,67%	0,00%	5,67%
11-dez	100%	100%	0	0	0	2.379	403	5.096	0	0	0	7,78%	0,00%	7,78%
12-dez	100%	100%	0	0	0	2.808	438	5.398	0	0	0	6,17%	0,00%	6,17%
13-dez	100%	100%	0	0	0	3.083	419	5.425	0	0	0	8,18%	0,00%	8,18%
14-dez	100%	100%	0	0	0	2.572	399	5.331	0	0	0	4,78%	0,00%	4,78%
15-dez	100%	100%	0	0	0	3.175	416	5.485	0	0	0	7,96%	0,00%	7,96%
16-dez	100%	100%	0	0	0	2.904	410	5.237	0	0	0	5,42%	0,00%	5,42%
17-dez	100%	100%	0	0	0	2.930	405	5.152	0	0	0	5,16%	0,00%	5,16%

18-dez	100%	100%	0	0	0	2.830	439	5.694	0	0	0	6,09%	0,00%	6,09%
19-dez	100%	100%	0	0	0	2.851	496	5.875	0	0	0	9,30%	0,00%	9,30%
20-dez	100%	100%	0	0	0	3.020	460	5.496	0	0	0	9,34%	0,00%	9,34%
21-dez	100%	100%	0	0	0	2.971	404	5.658	0	0	0	6,96%	0,00%	6,96%
22-dez	100%	100%	0	0	0	2.906	433	5.271	0	0	0	3,99%	0,00%	3,99%
23-dez	100%	100%	0	0	0	2.842	438	5.312	0	0	0	3,84%	0,00%	3,84%
24-dez	100%	100%	0	0	0	2.983	481	5.435	0	0	0	5,37%	0,00%	5,37%
25-dez	100%	100%	0	0	0	3.208	463	5.791	0	0	0	8,38%	0,00%	8,38%
26-dez	100%	100%	0	0	0	3.129	457	5.461	0	0	0	5,45%	0,00%	5,45%
27-dez	100%	100%	0	0	0	3.065	472	5.315	0	0	0	7,15%	0,08%	7,07%
28-dez	100%	100%	0	0	0	2.872	487	5.538	0	0	0	7,94%	2,84%	5,10%
29-dez	100%	100%	0	0	0	2.986	475	5.577	0	0	0	4,76%	0,00%	4,76%
30-dez	100%	100%	0	0	0	3.309	491	5.730	0	0	0	6,37%	0,00%	6,37%
31-dez	100%	100%	0	0	0	3.119	607	5.571	0	0	0	4,40%	0,00%	4,40%

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