

Service Category	Service	Criticality	SLA Target	Service Availability	System Availability July-21
	BACB Website	Admin. Service	95.00%	24x7	100.00%
	Customer-Facing Payments Portal	Mission Critical	99.99%	12x5	100.00%
	Customer-Facing PSD2	Business Critical	99.90%	24x7	100.00%

Service Category	Service	Criticality	SLA Target	Service Availability	System Availability August-21
	BACB Website	Admin. Service	95.00%	24x7	100.00%
	Customer-Facing Payments Portal	Mission Critical	99.99%	12x5	100.00%
	Customer-Facing PSD2	Business Critical	99.90%	24x7	100.00%

Service Category	Service	Criticality	SLA Target	Service Availability	System Availability September-21
	BACB Website	Admin. Service	95.00%	24x7	100.00%
	Customer-Facing Payments Portal	Mission Critical	99.99%	12x5	100.00%
	Customer-Facing PSD2	Business Critical	99.90%	24x7	100.00%