

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 milisegundos	2.500 milisegundos	2.500 milisegundos	7.000 milisegundos	3.500 milisegundos	3.500 milisegundos	5.000 milisegundos	2.500 milisegundos	2.500 milisegundos	10%	5%	5%	90% em < 4horas	90% em < 16horas	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	8.1	8.1	NA	NA
Total	100%	100%	4.544	530	4.014	3.564	378	4.496	0	0	0	7,77%	0,02%	7,75%	n.a.	n.a.	n.a.	n.a.
01-abr-24	100%	100%	0	0	0	4.099	312	4.836	0	0	0	2,21%	0,00%	2,21%				
02-abr-24	100%	100%	0	0	0	4.622	304	5.436	0	0	0	3,41%	0,00%	3,41%				
03-abr-24	100%	100%	0	0	0	4.128	340	5.048	0	0	0	5,91%	0,00%	5,91%				
04-abr-24	100%	100%	0	0	0	4.155	316	4.859	0	0	0	6,04%	0,00%	6,04%				
05-abr-24	100%	100%	0	0	0	4.177	339	4.882	0	0	0	4,94%	0,00%	4,94%				
06-abr-24	100%	100%	0	0	0	3.767	346	4.595	0	0	0	3,64%	0,00%	3,64%				
07-abr-24	100%	100%	0	0	0	3.525	349	4.230	0	0	0	4,18%	0,00%	4,18%				
08-abr-24	100%	100%	0	0	0	4.376	371	5.185	0	0	0	5,98%	0,00%	5,98%				
09-abr-24	100%	100%	0	0	0	4.768	347	5.559	0	0	0	8,75%	0,00%	8,75%				
10-abr-24	100%	100%	0	0	0	3.832	348	4.815	0	0	0	3,58%	0,00%	3,58%				
11-abr-24	100%	100%	0	0	0	3.462	338	4.595	0	0	0	6,56%	0,00%	6,56%				
12-abr-24	100%	100%	2.407	389	2.018	3.578	346	4.522	0	0	0	4,30%	0,00%	4,30%				
13-abr-24	100%	100%	0	0	0	3.132	330	3.941	0	0	0	3,78%	0,00%	3,78%				
14-abr-24	100%	100%	0	0	0	3.214	342	4.010	0	0	0	2,94%	0,00%	2,94%				
15-abr-24	100%	100%	2.271	458	1.813	3.409	360	4.587	0	0	0	7,38%	0,00%	7,38%				
16-abr-24	100%	100%	0	0	0	3.007	340	4.805	0	0	0	3,49%	0,00%	3,49%				
17-abr-24	100%	100%	5.729	522	5.207	3.601	339	5.049	0	0	0	2,84%	0,00%	2,84%				
18-abr-24	100%	100%	0	0	0	3.757	336	4.901	0	0	0	12,95%	0,31%	12,63%				
19-abr-24	100%	100%	0	0	0	4.503	344	5.428	0	0	0	5,41%	0,00%	5,41%				
20-abr-24	100%	100%	0	0	0	2.868	333	3.704	0	0	0	8,15%	0,00%	8,15%				
21-abr-24	100%	100%	4.205	865	3.340	2.961	342	3.825	0	0	0	2,53%	0,00%	2,53%				
22-abr-24	100%	100%	0	0	0	3.198	330	4.354	0	0	0	13,84%	0,06%	13,77%				
23-abr-24	100%	100%	0	0	0	3.863	312	4.743	0	0	0	6,38%	0,00%	6,38%				
24-abr-24	100%	100%	0	0	0	3.981	322	4.877	0	0	0	7,29%	0,00%	7,29%				
25-abr-24	100%	100%	0	0	0	3.931	331	4.454	0	0	0	1,98%	0,00%	1,98%				
26-abr-24	100%	100%	0	0	0	4.144	345	5.110	0	0	0	6,92%	0,00%	6,92%				
27-abr-24	100%	100%	0	0	0	3.889	335	4.782	0	0	0	2,62%	0,00%	2,62%				
28-abr-24	100%	100%	0	0	0	3.511	336	4.176	0	0	0	0,77%	0,00%	0,77%				
29-abr-24	100%	100%	0	0	0	3.272	317	4.537	0	0	0	16,58%	0,08%	16,50%				
30-abr-24	100%	100%	0	0	0	3.494	310	4.556	0	0	0	7,45%	0,00%	7,45%				
01-mai-24	100%	100%	0	0	0	3.249	299	3.906	0	0	0	2,90%	0,00%	2,90%				
02-mai-24	100%	100%	0	0	0	4.124	333	5.238	0	0	0	14,21%	0,00%	14,21%				
03-mai-24	100%	100%	0	0	0	4.173	350	5.109	0	0	0	6,13%	0,00%	6,13%				

04-mai-24	100%	100%	0	0	0	2.859	337	3.650	0	0	0	1,55%	0,00%	1,55%
05-mai-24	100%	100%	0	0	0	2.895	340	3.511	0	0	0	3,96%	0,00%	3,96%
06-mai-24	100%	100%	0	0	0	4.014	349	4.839	0	0	0	6,69%	0,00%	6,69%
07-mai-24	100%	100%	0	0	0	4.237	339	5.075	0	0	0	10,14%	0,00%	10,14%
08-mai-24	100%	100%	0	0	0	3.417	410	4.262	0	0	0	12,18%	0,08%	12,10%
09-mai-24	100%	100%	0	0	0	3.751	337	4.553	0	0	0	4,18%	0,00%	4,18%
10-mai-24	100%	100%	0	0	0	3.444	326	4.463	0	0	0	13,59%	0,00%	13,59%
11-mai-24	100%	100%	0	0	0	2.576	321	3.366	0	0	0	2,84%	0,00%	2,84%
12-mai-24	100%	100%	0	0	0	2.607	320	3.182	0	0	0	4,57%	0,00%	4,57%
13-mai-24	100%	100%	0	0	0	3.583	314	4.478	0	0	0	6,26%	0,00%	6,26%
14-mai-24	100%	100%	0	0	0	2.458	295	3.760	0	0	0	24,46%	0,15%	24,31%
15-mai-24	100%	100%	0	0	0	2.960	318	3.836	0	0	0	7,45%	0,00%	7,45%
16-mai-24	100%	100%	0	0	0	3.054	304	4.133	0	0	0	1,60%	0,00%	1,60%
17-mai-24	100%	100%	0	0	0	3.625	325	4.194	0	0	0	0,79%	0,00%	0,79%
18-mai-24	100%	100%	0	0	0	2.594	326	3.199	0	0	0	8,04%	0,00%	8,04%
19-mai-24	100%	100%	0	0	0	2.837	324	3.383	0	0	0	2,74%	0,00%	2,74%
20-mai-24	100%	100%	0	0	0	3.873	348	4.962	0	0	0	10,36%	0,00%	10,36%
21-mai-24	100%	100%	0	0	0	3.842	335	4.723	0	0	0	5,31%	0,00%	5,31%
22-mai-24	100%	100%	0	0	0	3.427	323	4.107	0	0	0	2,37%	0,00%	2,37%
23-mai-24	100%	100%	7.568	447	7.121	3.502	329	4.177	0	0	0	1,26%	0,00%	1,26%
24-mai-24	100%	100%	322	322	0	3.271	329	4.066	0	0	0	5,88%	0,00%	5,88%
25-mai-24	100%	100%	0	0	0	2.740	326	3.352	0	0	0	4,68%	0,00%	4,68%
26-mai-24	100%	100%	0	0	0	3.446	325	4.013	0	0	0	1,01%	0,00%	1,01%
27-mai-24	100%	100%	0	0	0	3.343	337	4.225	0	0	0	3,88%	0,00%	3,88%
28-mai-24	100%	100%	0	0	0	3.637	324	4.285	0	0	0	3,64%	0,00%	3,64%
29-mai-24	100%	100%	0	0	0	2.689	306	3.282	0	0	0	0,88%	0,00%	0,88%
30-mai-24	100%	100%	4.698	405	4.293	2.493	295	2.903	0	0	0	0,88%	0,00%	0,88%
31-mai-24	100%	100%	2.165	404	1.761	2.461	301	3.084	0	0	0	1,68%	0,00%	1,68%
01-jun-24	100%	100%	0	0	0	2.895	300	3.288	0	0	0	2,01%	0,00%	2,01%
02-jun-24	100%	100%	0	0	0	2.319	296	2.760	0	0	0	1,17%	0,00%	1,17%
03-jun-24	100%	100%	3.754	437	3.317	2.777	304	3.505	0	0	0	2,72%	0,00%	2,72%
04-jun-24	100%	100%	0	0	0	3.324	306	3.732	0	0	0	2,49%	0,00%	2,49%
05-jun-24	100%	100%	0	0	0	3.490	301	4.119	0	0	0	4,28%	0,00%	4,28%
06-jun-24	100%	100%	0	0	0	3.190	346	3.668	0	0	0	1,71%	0,00%	1,71%
07-jun-24	100%	100%	0	0	0	2.891	302	3.478	0	0	0	0,79%	0,00%	0,79%
08-jun-24	100%	100%	0	0	0	2.518	295	3.009	0	0	0	0,94%	0,00%	0,94%
09-jun-24	100%	100%	0	0	0	2.722	292	3.285	0	0	0	1,46%	0,00%	1,46%
10-jun-24	100%	100%	0	0	0	3.248	302	3.835	0	0	0	2,62%	0,00%	2,62%
11-jun-24	100%	100%	0	0	0	3.868	304	4.435	0	0	0	4,56%	0,00%	4,56%
12-jun-24	100%	100%	0	0	0	4.220	300	4.915	0	0	0	4,85%	0,00%	4,85%

13-jun-24	100%	100%	0	0	0	3.400	299	4.118	0	0	0	2,15%	0,00%	2,15%
14-jun-24	100%	100%	0	0	0	3.535	300	3.934	0	0	0	2,24%	0,00%	2,24%
15-jun-24	100%	100%	0	0	0	2.357	296	2.998	0	0	0	0,63%	0,00%	0,63%
16-jun-24	100%	100%	0	0	0	2.394	295	2.826	0	0	0	0,70%	0,00%	0,70%
17-jun-24	100%	100%	0	0	0	3.479	310	4.109	0	0	0	1,57%	0,00%	1,57%
18-jun-24	100%	100%	0	0	0	3.755	316	4.263	0	0	0	1,43%	0,00%	1,43%
19-jun-24	100%	100%	0	0	0	3.421	309	4.457	0	0	0	2,63%	0,00%	2,63%
20-jun-24	100%	100%	0	0	0	3.530	312	4.540	0	0	0	7,74%	0,00%	7,74%
21-jun-24	100%	100%	0	0	0	3.464	312	4.479	0	0	0	6,00%	0,06%	5,94%
22-jun-24	100%	100%	0	0	0	2.504	313	3.009	0	0	0	1,31%	0,00%	1,31%
23-jun-24	100%	100%	0	0	0	2.231	293	2.798	0	0	0	0,27%	0,04%	0,23%
24-jun-24	100%	100%	0	0	0	3.622	308	4.211	0	0	0	1,25%	0,00%	1,25%
25-jun-24	100%	100%	0	0	0	4.235	304	4.943	0	0	0	4,54%	0,08%	4,46%
26-jun-24	100%	100%	0	0	0	3.636	295	4.383	0	0	0	0,75%	0,00%	0,75%
27-jun-24	100%	100%	0	0	0	3.428	293	4.242	0	0	0	2,12%	0,00%	2,12%
28-jun-24	100%	100%	2.477	371	2.106	3.194	304	3.978	0	0	0	1,29%	0,00%	1,29%
29-jun-24	100%	100%	0	0	0	3.523	295	4.262	0	0	0	0,38%	0,00%	0,38%
30-jun-24	100%	100%	0	0	0	2.820	300	3.655	0	0	0	1,23%	0,00%	1,23%
31-dez-23	100%	100%	0	0	0	2.545	431	3.741	0	0	0	32,78%	0,00%	32,78%

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

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