

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
<b>EBA GL</b>	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
<b>Total</b>	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-jul-24	100%	100%	0	0	0	4.506	323	5.664	0	0	0	8,40%	0,00%	8,40%				
02-jul-24	100%	100%	0	0	0	4.138	315	4.944	0	0	0	6,21%	0,00%	6,21%				
03-jul-24	100%	100%	0	0	0	3.495	310	4.443	0	0	0	7,52%	0,09%	7,43%				
04-jul-24	100%	100%	0	0	0	3.782	316	4.758	0	0	0	6,14%	0,00%	6,14%				
05-jul-24	100%	100%	0	0	0	3.683	304	4.386	0	0	0	3,63%	0,00%	3,63%				
06-jul-24	100%	100%	0	0	0	2.998	297	3.763	0	0	0	2,49%	0,00%	2,49%				
07-jul-24	100%	100%	0	0	0	3.147	287	3.767	0	0	0	0,77%	0,00%	0,77%				
08-jul-24	100%	100%	0	0	0	4.911	324	5.800	0	0	0	9,29%	0,00%	9,29%				
09-jul-24	100%	100%	0	0	0	5.009	313	5.631	0	0	0	4,64%	0,00%	4,64%				
10-jul-24	100%	100%	0	0	0	5.072	316	6.008	0	0	0	7,69%	0,00%	7,69%				
11-jul-24	100%	100%	0	0	0	3.980	305	4.554	0	0	0	3,51%	0,00%	3,51%				
12-jul-24	100%	100%	0	0	0	4.249	305	5.121	0	0	0	8,58%	0,00%	8,58%				
13-jul-24	100%	100%	0	0	0	4.247	311	4.872	0	0	0	1,31%	0,00%	1,31%				
14-jul-24	100%	100%	0	0	0	3.635	308	4.385	0	0	0	2,03%	0,03%	2,00%				
15-jul-24	100%	100%	3.606	791	2.815	4.159	312	5.134	0	0	0	6,02%	0,00%	6,02%				
16-jul-24	100%	100%	0	0	0	4.475	303	5.268	0	0	0	7,77%	0,00%	7,77%				
17-jul-24	100%	100%	0	0	0	3.868	310	4.749	0	0	0	5,16%	0,00%	5,16%				
18-jul-24	100%	100%	0	0	0	3.889	302	4.589	0	0	0	8,00%	0,03%	7,97%				
19-jul-24	100%	100%	0	0	0	3.304	314	3.820	0	0	0	1,61%	0,00%	1,61%				
20-jul-24	100%	100%	0	0	0	3.404	303	3.919	0	0	0	2,24%	0,00%	2,24%				
21-jul-24	100%	100%	2.678	558	2.120	3.020	302	3.681	0	0	0	3,35%	0,00%	3,35%				
22-jul-24	100%	100%	0	0	0	2.691	304	3.931	0	0	0	31,08%	0,07%	31,01%				
23-jul-24	100%	100%	0	0	0	3.923	292	5.329	0	0	0	27,27%	0,00%	27,27%				
24-jul-24	100%	100%	0	0	0	2.687	292	3.048	0	0	0	4,05%	0,00%	4,05%				
25-jul-24	100%	100%	1.723	417	1.306	2.369	303	2.585	0	0	0	1,43%	0,00%	1,43%				
26-jul-24	100%	100%	0	0	0	2.357	298	2.497	0	0	0	1,63%	0,00%	1,63%				
27-jul-24	100%	100%	0	0	0	2.110	367	2.347	0	0	0	2,31%	0,60%	1,71%				
28-jul-24	100%	100%	0	0	0	2.240	296	2.426	0	0	0	0,45%	0,16%	0,29%				
29-jul-24	100%	100%	0	0	0	2.158	306	2.293	0	0	0	0,66%	0,00%	0,66%				
30-jul-24	100%	100%	0	0	0	2.214	309	2.345	0	0	0	2,52%	0,30%	2,21%				
31-jul-24	100%	100%	0	0	0	1.729	310	1.963	0	0	0	6,57%	0,00%	6,57%				
01-ago-24	100%	100%	0	0	0	2.169	308	2.257	0	0	0	0,65%	0,00%	0,65%				
02-ago-24	100%	100%	0	0	0	2.286	338	2.370	0	0	0	0,57%	0,00%	0,57%				

03-ago-24	100%	100%	0	0	0	2.223	293	2.379	0	0	0	0,25%	0,00%	0,25%
04-ago-24	100%	100%	0	0	0	2.534	287	2.738	0	0	0	0,04%	0,00%	0,04%
05-ago-24	100%	100%	0	0	0	2.394	309	2.547	0	0	0	0,81%	0,00%	0,81%
06-ago-24	100%	100%	0	0	0	2.234	297	2.515	0	0	0	0,77%	0,00%	0,77%
07-ago-24	100%	100%	0	0	0	2.210	295	2.555	0	0	0	5,36%	0,02%	5,33%
08-ago-24	100%	100%	0	0	0	2.470	303	2.800	0	0	0	1,11%	0,00%	1,11%
09-ago-24	100%	100%	1.478	399	1.079	2.420	307	2.566	0	0	0	0,84%	0,55%	0,29%
10-ago-24	100%	100%	0	0	0	2.193	294	2.489	0	0	0	0,74%	0,00%	0,74%
11-ago-24	100%	100%	0	0	0	2.285	293	2.537	0	0	0	0,38%	0,00%	0,38%
12-ago-24	100%	100%	0	0	0	2.163	297	2.671	0	0	0	7,41%	0,00%	7,41%
13-ago-24	100%	100%	0	0	0	2.602	300	2.996	0	0	0	2,33%	0,00%	2,33%
14-ago-24	100%	100%	1.994	423	1.571	2.546	297	2.721	0	0	0	0,17%	0,00%	0,17%
15-ago-24	100%	100%	0	0	0	2.174	295	2.481	0	0	0	0,60%	0,00%	0,60%
16-ago-24	100%	100%	0	0	0	2.789	303	3.133	0	0	0	0,76%	0,00%	0,76%
17-ago-24	100%	100%	0	0	0	2.201	286	2.399	0	0	0	0,43%	0,00%	0,43%
18-ago-24	100%	100%	0	0	0	2.741	300	3.110	0	0	0	0,88%	0,00%	0,88%
19-ago-24	100%	100%	0	0	0	2.477	297	2.811	0	0	0	7,81%	0,05%	7,75%
20-ago-24	100%	100%	0	0	0	2.825	303	3.048	0	0	0	0,65%	0,00%	0,65%
21-ago-24	100%	100%	0	0	0	2.556	454	2.621	0	0	0	0,51%	0,00%	0,51%
22-ago-24	100%	100%	0	0	0	2.770	310	3.102	0	0	0	1,49%	0,00%	1,49%
23-ago-24	100%	100%	0	0	0	2.561	300	2.834	0	0	0	1,54%	0,00%	1,54%
24-ago-24	100%	100%	0	0	0	2.416	292	2.787	0	0	0	1,00%	0,00%	1,00%
25-ago-24	100%	100%	0	0	0	2.399	292	2.746	0	0	0	0,72%	0,00%	0,72%
26-ago-24	100%	100%	0	0	0	2.724	310	3.008	0	0	0	0,49%	0,00%	0,49%
27-ago-24	100%	100%	0	0	0	2.961	312	3.338	0	0	0	0,56%	0,00%	0,56%
28-ago-24	100%	100%	0	0	0	2.768	308	3.377	0	0	0	15,81%	0,00%	15,81%
29-ago-24	100%	100%	0	0	0	2.903	300	3.302	0	0	0	2,33%	0,00%	2,33%
30-ago-24	100%	100%	0	0	0	2.685	303	2.880	0	0	0	0,37%	0,00%	0,37%
31-ago-24	100%	100%	0	0	0	2.186	291	2.219	0	0	0	0,49%	0,00%	0,49%
01-set-24	100%	100%	0	0	0	2.982	301	3.225	0	0	0	0,41%	0,00%	0,41%
02-set-24	100%	100%	0	0	0	2.842	311	3.287	0	0	0	0,63%	0,00%	0,63%
03-set-24	100%	100%	0	0	0	3.055	309	3.398	0	0	0	0,77%	0,00%	0,77%
04-set-24	100%	100%	0	0	0	3.215	302	3.461	0	0	0	2,27%	0,00%	2,27%
05-set-24	100%	100%	2.013	584	1.429	2.983	310	3.304	0	0	0	2,58%	0,00%	2,58%
06-set-24	100%	100%	0	0	0	2.864	309	3.116	0	0	0	0,59%	0,00%	0,59%
07-set-24	100%	100%	1.788	774	1.014	2.751	302	3.008	0	0	0	0,65%	0,00%	0,65%
08-set-24	100%	100%	0	0	0	2.227	312	2.611	0	0	0	0,92%	0,22%	0,70%
09-set-24	100%	100%	0	0	0	3.060	333	3.391	0	0	0	0,47%	0,00%	0,47%
10-set-24	100%	100%	0	0	0	2.934	309	3.231	0	0	0	1,01%	0,00%	1,01%
11-set-24	100%	100%	1.695	621	1.074	2.849	305	3.358	0	0	0	4,71%	0,00%	4,71%

12-set-24	100%	100%	0	0	0	2.350	294	2.890	0	0	0	8,90%	0,00%	8,90%
13-set-24	100%	100%	0	0	0	3.463	315	3.937	0	0	0	0,55%	0,00%	0,55%
14-set-24	100%	100%	0	0	0	2.835	310	3.176	0	0	0	0,55%	0,00%	0,55%
15-set-24	100%	100%	0	0	0	2.444	311	2.926	0	0	0	1,11%	0,00%	1,11%
16-set-24	100%	100%	0	0	0	3.097	328	3.541	0	0	0	0,15%	0,00%	0,15%
17-set-24	100%	100%	0	0	0	2.990	321	3.327	0	0	0	0,36%	0,00%	0,36%
18-set-24	100%	100%	0	0	0	2.901	314	3.185	0	0	0	0,61%	0,00%	0,61%
19-set-24	100%	100%	0	0	0	3.366	313	3.683	0	0	0	0,43%	0,00%	0,43%
20-set-24	100%	100%	0	0	0	3.045	316	3.408	0	0	0	2,90%	0,02%	2,88%
21-set-24	100%	100%	0	0	0	2.498	304	2.896	0	0	0	0,33%	0,00%	0,33%
22-set-24	100%	100%	0	0	0	2.779	306	3.336	0	0	0	0,61%	0,00%	0,61%
23-set-24	100%	100%	2.115	746	1.369	3.263	318	3.537	0	0	0	2,41%	0,10%	2,30%
24-set-24	100%	100%	0	0	0	2.850	314	3.043	0	0	0	0,53%	0,00%	0,53%
25-set-24	100%	100%	0	0	0	3.324	327	3.702	0	0	0	8,54%	0,00%	8,54%
26-set-24	100%	100%	0	0	0	3.402	320	3.655	0	0	0	0,68%	0,00%	0,68%
27-set-24	100%	100%	0	0	0	3.484	321	3.772	0	0	0	0,44%	0,00%	0,44%
28-set-24	100%	100%	0	0	0	2.748	307	3.075	0	0	0	0,61%	0,00%	0,61%
29-set-24	100%	100%	0	0	0	2.192	298	2.585	0	0	0	0,25%	0,00%	0,25%
30-set-24	100%	100%	0	0	0	3.342	337	3.565	0	0	0	0,43%	0,00%	0,43%

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