

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	3.000	358	4.605	0	0	0	3,42%	0,01%	3,41%	n.a.	n.a.	n.a.	n.a.
01-jul	100%	100%	0	0	0	3.430	393	5.145	0	0	0	1,60%	0,00%	1,60%				
02-jul	100%	100%	0	0	0	3.501	441	5.142	0	0	0	3,08%	0,00%	3,08%				
03-jul	100%	100%	0	0	0	4.011	510	6.194	0	0	0	5,15%	0,00%	5,15%				
04-jul	100%	100%	0	0	0	3.062	459	4.698	0	0	0	1,66%	0,00%	1,66%				
05-jul	100%	100%	0	0	0	3.195	430	4.745	0	0	0	1,92%	0,00%	1,92%				
06-jul	100%	100%	0	0	0	3.516	452	5.165	0	0	0	1,76%	0,00%	1,76%				
07-jul	100%	100%	0	0	0	2.892	435	4.477	0	0	0	1,29%	0,00%	1,29%				
08-jul	100%	100%	0	0	0	3.367	435	5.332	0	0	0	7,66%	0,00%	7,66%				
09-jul	100%	100%	0	0	0	4.095	479	5.834	0	0	0	4,72%	0,00%	4,72%				
10-jul	100%	100%	0	0	0	3.943	580	6.170	0	0	0	9,06%	0,00%	9,06%				
11-jul	100%	100%	0	0	0	3.866	540	6.119	0	0	0	10,49%	0,00%	10,49%				
12-jul	100%	100%	0	0	0	2.996	433	4.476	0	0	0	4,75%	0,00%	4,75%				
13-jul	100%	100%	0	0	0	2.777	402	4.019	0	0	0	0,50%	0,00%	0,50%				
14-jul	100%	100%	0	0	0	2.716	391	3.859	0	0	0	1,06%	0,00%	1,06%				
15-jul	100%	100%	0	0	0	2.823	425	4.198	0	0	0	1,38%	0,00%	1,38%				
16-jul	100%	100%	0	0	0	3.128	403	4.321	0	0	0	2,30%	0,00%	2,30%				
17-jul	100%	100%	0	0	0	3.626	419	5.355	0	0	0	6,04%	0,00%	6,04%				
18-jul	100%	100%	0	0	0	3.066	374	4.326	0	0	0	0,96%	0,00%	0,96%				
19-jul	100%	100%	0	0	0	2.691	349	4.058	0	0	0	2,74%	0,00%	2,74%				
20-jul	100%	100%	0	0	0	2.858	392	4.476	0	0	0	3,82%	0,00%	3,82%				
21-jul	100%	100%	0	0	0	3.376	379	4.847	0	0	0	3,17%	0,00%	3,17%				
22-jul	100%	100%	0	0	0	2.597	390	4.321	0	0	0	1,77%	0,00%	1,77%				
23-jul	100%	100%	0	0	0	2.816	396	4.206	0	0	0	1,34%	0,00%	1,34%				
24-jul	100%	100%	0	0	0	2.631	404	4.248	0	0	0	2,18%	0,06%	2,12%				
25-jul	100%	100%	0	0	0	2.657	394	4.207	0	0	0	3,15%	0,00%	3,15%				
26-jul	100%	100%	0	0	0	2.575	354	3.983	0	0	0	3,67%	0,00%	3,67%				
27-jul	100%	100%	0	0	0	2.948	393	4.435	0	0	0	2,89%	0,00%	2,89%				
28-jul	100%	100%	0	0	0	2.470	357	4.048	0	0	0	2,33%	0,00%	2,33%				
29-jul	100%	100%	0	0	0	2.780	377	4.062	0	0	0	2,35%	0,00%	2,35%				
30-jul	100%	100%	0	0	0	2.206	372	4.379	0	0	0	17,82%	0,00%	17,82%				
31-jul	100%	100%	0	0	0	3.227	436	4.811	0	0	0	3,32%	0,00%	3,32%				
01-ago	100%	100%	0	0	0	2.773	432	4.601	0	0	0	3,38%	0,00%	3,38%				
02-ago	100%	100%	0	0	0	2.969	461	4.510	0	0	0	1,09%	0,00%	1,09%				
03-ago	100%	100%	0	0	0	3.026	357	4.457	0	0	0	2,37%	0,00%	2,37%				

04-ago	100%	100%	0	0	0	2.973	407	4.317	0	0	0	2,18%	0,00%	2,18%
05-ago	100%	100%	0	0	0	3.128	493	5.141	0	0	0	2,89%	0,00%	2,89%
06-ago	100%	100%	0	0	0	3.043	378	4.323	0	0	0	1,24%	0,00%	1,24%
07-ago	100%	100%	0	0	0	3.194	428	4.810	0	0	0	1,30%	0,00%	1,30%
08-ago	100%	100%	0	0	0	3.353	446	5.230	0	0	0	4,90%	0,00%	4,90%
09-ago	100%	100%	0	0	0	3.886	413	5.892	0	0	0	4,62%	0,00%	4,62%
10-ago	100%	100%	0	0	0	3.149	381	4.644	0	0	0	1,69%	0,00%	1,69%
11-ago	100%	100%	0	0	0	2.758	374	4.304	0	0	0	2,34%	0,00%	2,34%
12-ago	100%	100%	0	0	0	2.961	358	4.401	0	0	0	1,95%	0,00%	1,95%
13-ago	100%	100%	0	0	0	2.605	355	4.051	0	0	0	1,31%	0,00%	1,31%
14-ago	100%	100%	0	0	0	2.870	412	4.526	0	0	0	2,64%	0,08%	2,56%
15-ago	100%	100%	0	0	0	3.401	488	5.238	0	0	0	4,53%	0,00%	4,53%
16-ago	100%	100%	0	0	0	2.523	369	4.083	0	0	0	3,95%	0,05%	3,89%
17-ago	100%	100%	0	0	0	1.987	299	4.216	0	0	0	14,53%	0,00%	14,53%
18-ago	100%	100%	0	0	0	2.350	373	4.034	0	0	0	3,48%	0,00%	3,48%
19-ago	100%	100%	0	0	0	2.549	343	4.212	0	0	0	1,21%	0,00%	1,21%
20-ago	100%	100%	0	0	0	2.863	317	4.003	0	0	0	1,69%	0,00%	1,69%
21-ago	100%	100%	0	0	0	2.730	362	4.327	0	0	0	3,44%	0,00%	3,44%
22-ago	100%	100%	0	0	0	2.545	437	4.390	0	0	0	2,35%	0,00%	2,35%
23-ago	100%	100%	0	0	0	2.702	371	4.069	0	0	0	2,26%	0,00%	2,26%
24-ago	100%	100%	0	0	0	2.548	340	4.105	0	0	0	0,65%	0,00%	0,65%
25-ago	100%	100%	0	0	0	3.224	366	4.515	0	0	0	2,85%	0,00%	2,85%
26-ago	100%	100%	0	0	0	2.878	357	4.027	0	0	0	1,91%	0,00%	1,91%
27-ago	100%	100%	0	0	0	2.765	375	4.226	0	0	0	2,15%	0,00%	2,15%
28-ago	100%	100%	0	0	0	2.702	377	4.555	0	0	0	3,31%	0,08%	3,23%
29-ago	100%	100%	0	0	0	2.631	439	4.404	0	0	0	0,47%	0,00%	0,47%
30-ago	100%	100%	0	0	0	2.820	381	4.341	0	0	0	3,39%	0,00%	3,39%
31-ago	100%	100%	0	0	0	3.209	386	4.819	0	0	0	4,24%	0,00%	4,24%
01-set	100%	100%	0	0	0	2.958	399	4.283	0	0	0	2,04%	0,00%	2,04%
02-set	100%	100%	0	0	0	2.453	273	4.314	0	0	0	1,93%	0,00%	1,93%
03-set	100%	100%	0	0	0	2.952	269	4.483	0	0	0	2,20%	0,00%	2,20%
04-set	100%	100%	0	0	0	2.559	258	4.827	0	0	0	2,24%	0,00%	2,24%
05-set	100%	100%	0	0	0	3.274	267	5.114	0	0	0	4,63%	0,00%	4,63%
06-set	100%	100%	0	0	0	3.366	258	4.779	0	0	0	4,77%	0,00%	4,77%
07-set	100%	100%	0	0	0	3.348	262	4.883	0	0	0	3,80%	0,00%	3,80%
08-set	100%	100%	0	0	0	3.054	261	4.634	0	0	0	3,94%	0,00%	3,94%
09-set	100%	100%	0	0	0	3.328	266	4.906	0	0	0	2,69%	0,00%	2,69%
10-set	100%	100%	0	0	0	2.884	258	4.263	0	0	0	3,30%	0,00%	3,30%
11-set	100%	100%	0	0	0	3.832	265	5.322	0	0	0	4,28%	0,00%	4,28%
12-set	100%	100%	0	0	0	3.708	268	5.267	0	0	0	2,84%	0,00%	2,84%
13-set	100%	100%	0	0	0	3.229	256	4.906	0	0	0	3,58%	0,00%	3,58%
14-set	100%	100%	0	0	0	3.209	263	4.616	0	0	0	3,12%	0,00%	3,12%
15-set	100%	100%	0	0	0	3.015	277	4.539	0	0	0	1,77%	0,00%	1,77%
16-set	100%	100%	0	0	0	3.348	280	5.036	0	0	0	4,57%	0,00%	4,57%
17-set	100%	100%	0	0	0	2.909	262	4.398	0	0	0	3,89%	0,00%	3,89%

18-set	100%	100%	0	0	0	3.342	265	4.911	0	0	0	3,36%	0,00%	3,36%
19-set	100%	100%	0	0	0	3.706	264	5.354	0	0	0	6,86%	0,00%	6,86%
20-set	100%	100%	0	0	0	2.929	253	4.760	0	0	0	6,95%	0,00%	6,95%
21-set	100%	100%	0	0	0	3.161	258	4.501	0	0	0	1,40%	0,00%	1,40%
22-set	100%	100%	0	0	0	2.579	260	4.084	0	0	0	2,80%	0,05%	2,76%
23-set	100%	100%	0	0	0	3.018	310	4.715	0	0	0	4,45%	0,00%	4,45%
24-set	100%	100%	0	0	0	2.917	260	4.148	0	0	0	2,95%	0,16%	2,79%
25-set	100%	100%	0	0	0	3.598	273	5.170	0	0	0	4,89%	0,12%	4,76%
26-set	100%	100%	0	0	0	3.346	287	5.120	0	0	0	2,02%	0,14%	1,88%
27-set	100%	100%	0	0	0	3.204	275	4.769	0	0	0	5,77%	0,00%	5,77%
28-set	100%	100%	0	0	0	2.945	293	4.423	0	0	0	2,82%	0,11%	2,71%
29-set	100%	100%	0	0	0	2.858	274	4.468	0	0	0	3,49%	0,05%	3,44%
30-set	100%	100%	0	0	0	3.284	265	4.881	0	0	0	3,22%	0,16%	3,07%

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