

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%	5.458	1.299	4.159	3.153	515	5.585	0	0	0	17,98%	0,01%	17,97%	n.a.	n.a.	n.a.	n.a.
01-jan	100%	100%	0	0	0	3.140	647	5.968	0	0	0	7,87%	0,00%	7,87%				
02-jan	100%	100%	0	0	0	2.848	561	5.837	0	0	0	9,06%	0,00%	9,06%				
03-jan	100%	100%	0	0	0	3.326	573	6.020	0	0	0	10,10%	0,00%	10,10%				
04-jan	100%	100%	0	0	0	3.432	556	5.810	0	0	0	6,07%	0,00%	6,07%				
05-jan	100%	100%	0	0	0	3.400	434	5.664	0	0	0	5,00%	0,00%	5,00%				
06-jan	100%	100%	0	0	0	3.183	407	5.560	0	0	0	5,03%	0,00%	5,03%				
07-jan	100%	100%	0	0	0	3.210	413	5.936	0	0	0	7,03%	0,00%	7,03%				
08-jan	100%	100%	0	0	0	3.231	414	6.020	0	0	0	8,04%	0,00%	8,04%				
09-jan	100%	100%	0	0	0	3.244	446	6.320	0	0	0	10,33%	0,00%	10,33%				
10-jan	100%	100%	0	0	0	2.907	380	5.547	0	0	0	6,52%	0,00%	6,52%				
11-jan	100%	100%	0	0	0	2.851	498	5.271	0	0	0	15,27%	0,00%	15,27%				
12-jan	100%	100%	0	0	0	3.258	450	5.957	0	0	0	19,18%	0,00%	19,18%				
13-jan	100%	100%	0	0	0	2.995	605	5.728	0	0	0	20,99%	0,00%	20,99%				
14-jan	100%	100%	0	0	0	3.100	459	5.553	0	0	0	17,71%	0,00%	17,71%				
15-jan	100%	100%	0	0	0	3.102	545	5.834	0	0	0	21,20%	0,00%	21,20%				
16-jan	100%	100%	0	0	0	3.469	509	5.836	0	0	0	10,53%	0,00%	10,53%				
17-jan	100%	100%	0	0	0	3.237	415	5.624	0	0	0	17,50%	0,00%	17,50%				
18-jan	100%	100%	0	0	0	3.035	399	5.488	0	0	0	18,65%	0,00%	18,65%				
19-jan	100%	100%	0	0	0	3.055	393	5.493	0	0	0	16,76%	0,00%	16,76%				
20-jan	100%	100%	0	0	0	3.041	450	5.377	0	0	0	13,83%	0,00%	13,83%				
21-jan	100%	100%	0	0	0	3.200	542	5.518	0	0	0	15,36%	0,00%	15,36%				
22-jan	100%	100%	0	0	0	3.247	750	5.995	0	0	0	20,07%	0,00%	20,07%				
23-jan	100%	100%	0	0	0	3.109	585	5.731	0	0	0	22,51%	0,00%	22,51%				
24-jan	100%	100%	0	0	0	3.166	455	5.597	0	0	0	17,94%	0,00%	17,94%				
25-jan	100%	100%	0	0	0	3.174	437	5.746	0	0	0	22,66%	0,00%	22,66%				
26-jan	100%	100%	0	0	0	3.130	508	5.656	0	0	0	19,11%	0,00%	19,11%				
27-jan	100%	100%	0	0	0	3.271	575	6.049	0	0	0	24,31%	0,00%	24,31%				
28-jan	100%	100%	0	0	0	2.488	438	5.797	0	0	0	22,60%	0,00%	22,60%				
29-jan	100%	100%	0	0	0	2.741	413	5.799	0	0	0	22,83%	0,02%	22,82%				
30-jan	100%	100%	0	0	0	3.148	428	5.869	0	0	0	20,50%	0,00%	20,50%				
31-jan	100%	100%	0	0	0	3.258	725	5.625	0	0	0	14,77%	0,00%	14,77%				
01-fev	100%	100%	5.458	1.299	4.159	3.722	759	5.938	0	0	0	20,28%	0,00%	20,28%				
02-fev	100%	100%	0	0	0	3.631	888	5.985	0	0	0	16,52%	0,00%	16,52%				
03-fev	100%	100%	0	0	0	3.725	1.074	5.529	0	0	0	14,02%	0,00%	14,02%				

04-fev	100%	100%	0	0	0	3.457	995	5.523	0	0	0	14,75%	0,02%	14,73%
05-fev	100%	100%	0	0	0	4.349	1.493	5.977	0	0	0	16,86%	0,04%	16,82%
06-fev	100%	100%	0	0	0	3.905	999	5.894	0	0	0	18,76%	0,02%	18,74%
07-fev	100%	100%	0	0	0	3.958	1.219	5.224	0	0	0	18,14%	0,00%	18,14%
08-fev	100%	100%	0	0	0	3.812	1.033	5.393	0	0	0	17,71%	0,19%	17,52%
09-fev	100%	100%	0	0	0	3.025	564	5.338	0	0	0	23,28%	0,00%	23,28%
10-fev	100%	100%	0	0	0	3.223	402	5.485	0	0	0	18,90%	0,00%	18,90%
11-fev	100%	100%	0	0	0	2.903	386	5.264	0	0	0	20,12%	0,00%	20,12%
12-fev	100%	100%	0	0	0	2.953	373	5.786	0	0	0	23,71%	0,00%	23,71%
13-fev	100%	100%	0	0	0	3.111	396	5.491	0	0	0	22,18%	0,00%	22,18%
14-fev	100%	100%	0	0	0	3.090	451	5.298	0	0	0	20,02%	0,00%	20,02%
15-fev	100%	100%	0	0	0	2.891	433	4.848	0	0	0	18,77%	0,00%	18,77%
16-fev	100%	100%	0	0	0	2.871	471	5.058	0	0	0	19,61%	0,00%	19,61%
17-fev	100%	100%	0	0	0	2.825	443	4.909	0	0	0	18,49%	0,00%	18,49%
18-fev	100%	100%	0	0	0	3.084	395	5.146	0	0	0	21,67%	0,00%	21,67%
19-fev	100%	100%	0	0	0	2.847	462	5.518	0	0	0	23,88%	0,00%	23,88%
20-fev	100%	100%	0	0	0	2.715	380	5.558	0	0	0	23,05%	0,00%	23,05%
21-fev	100%	100%	0	0	0	3.583	568	6.053	0	0	0	22,36%	0,00%	22,36%
22-fev	100%	100%	0	0	0	2.990	417	5.888	0	0	0	22,43%	0,04%	22,39%
23-fev	100%	100%	0	0	0	3.188	488	5.693	0	0	0	24,23%	0,00%	24,23%
24-fev	100%	100%	0	0	0	3.084	331	5.386	0	0	0	20,76%	0,00%	20,76%
25-fev	100%	100%	0	0	0	3.008	314	4.874	0	0	0	18,06%	0,00%	18,06%
26-fev	100%	100%	0	0	0	3.676	289	5.880	0	0	0	16,23%	0,00%	16,23%
27-fev	100%	100%	0	0	0	3.259	322	5.923	0	0	0	24,94%	0,14%	24,80%
28-fev	100%	100%	0	0	0	3.099	319	4.958	0	0	0	19,20%	0,09%	19,11%
01-mar	100%	100%	0	0	0	3.087	306	5.253	0	0	0	18,01%	0,02%	17,99%
02-mar	100%	100%	0	0	0	3.345	490	5.537	0	0	0	21,28%	0,00%	21,28%
03-mar	100%	100%	0	0	0	3.241	402	5.140	0	0	0	17,35%	0,00%	17,35%
04-mar	100%	100%	0	0	0	3.372	391	5.262	0	0	0	18,44%	0,00%	18,44%
05-mar	100%	100%	0	0	0	3.842	489	6.425	0	0	0	25,91%	0,00%	25,91%
06-mar	100%	100%	0	0	0	3.096	355	5.743	0	0	0	22,63%	0,00%	22,63%
07-mar	100%	100%	0	0	0	3.833	896	5.562	0	0	0	16,58%	0,00%	16,58%
08-mar	100%	100%	0	0	0	3.232	321	5.489	0	0	0	16,11%	0,00%	16,11%
09-mar	100%	100%	0	0	0	3.164	442	5.089	0	0	0	17,17%	0,00%	17,17%
10-mar	100%	100%	0	0	0	3.224	368	5.501	0	0	0	18,91%	0,00%	18,91%
11-mar	100%	100%	0	0	0	3.247	455	5.491	0	0	0	19,64%	0,00%	19,64%
12-mar	100%	100%	0	0	0	3.267	441	6.081	0	0	0	24,91%	0,00%	24,91%
13-mar	100%	100%	0	0	0	3.271	458	5.978	0	0	0	20,28%	0,00%	20,28%
14-mar	100%	100%	0	0	0	4.219	1.030	5.803	0	0	0	10,88%	0,09%	10,79%
15-mar	100%	100%	0	0	0	3.713	863	5.567	0	0	0	9,22%	0,00%	9,22%
16-mar	100%	100%	0	0	0	3.680	954	5.296	0	0	0	8,35%	0,00%	8,35%
17-mar	100%	100%	0	0	0	2.436	454	5.839	0	0	0	18,49%	0,00%	18,49%
18-mar	100%	100%	0	0	0	3.149	535	5.141	0	0	0	17,76%	0,00%	17,76%
19-mar	100%	100%	0	0	0	3.057	408	5.937	0	0	0	23,44%	0,00%	23,44%
20-mar	100%	100%	0	0	0	2.566	347	5.712	0	0	0	25,19%	0,00%	25,19%

21-mar	100%	100%	0	0	0	3.239	435	5.738	0	0	0	22,86%	0,00%	22,86%				
22-mar	100%	100%	0	0	0	3.008	331	5.748	0	0	0	21,27%	0,00%	21,27%				
23-mar	100%	100%	0	0	0	1.940	324	5.777	0	0	0	15,15%	0,01%	15,14%				
24-mar	100%	100%	0	0	0	1.339	330	5.716	0	0	0	10,39%	0,00%	10,39%				
25-mar	100%	100%	0	0	0	2.965	482	4.536	0	0	0	18,13%	0,00%	18,13%				
26-mar	100%	100%	0	0	0	3.443	352	5.713	0	0	0	14,86%	0,00%	14,86%				
27-mar	100%	100%	0	0	0	3.266	431	5.807	0	0	0	26,81%	0,00%	26,81%				
28-mar	100%	100%	0	0	0	3.609	364	5.374	0	0	0	16,00%	0,00%	16,00%				
29-mar	100%	100%	0	0	0	3.639	371	5.414	0	0	0	21,74%	0,00%	21,74%				
30-mar	100%	100%	0	0	0	3.522	476	5.318	0	0	0	24,50%	0,00%	24,50%				
31-mar	100%	100%	0	0	0	4.035	434	5.582	0	0	0	19,95%	0,00%	19,95%				
Total	100%	100%	5.458	1.299	4.159	3.153	515	5.585	0	0	0	17,98%	0,01%	17,97%	n. a.	n.a.	n.a.	n.a.

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