

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	2.3.d	NA	NA	6.1	6.1	NA	NA
<b>Total</b>	100%	100%	2 983	409	2 574	2 571	377	3 834	0	0	0	28,65%	0,01%	28,63%	n.a.	n.a.	n.a.	n.a.
01-jul-23	100%	100%	0	0	0	2 279	391	3 014	0	0	0	20,12%	0,00%	20,12%				
02-jul-23	100%	100%	0	0	0	1 855	408	2 866	0	0	0	18,13%	0,00%	18,13%				
03-jul-23	100%	100%	0	0	0	2 754	386	3 767	0	0	0	10,32%	0,00%	10,32%				
04-jul-23	100%	100%	0	0	0	2 290	401	3 565	0	0	0	17,12%	0,00%	17,12%				
05-jul-23	100%	100%	0	0	0	2 503	388	3 634	0	0	0	16,26%	0,00%	16,26%				
06-jul-23	100%	100%	4 327	395	3 932	2 446	373	3 418	0	0	0	19,54%	0,00%	19,54%				
07-jul-23	100%	100%	0	0	0	2 135	366	3 211	0	0	0	16,68%	0,00%	16,68%				
08-jul-23	100%	100%	0	0	0	1 660	374	2 847	0	0	0	23,72%	0,00%	23,72%				
09-jul-23	100%	100%	0	0	0	2 244	399	3 208	0	0	0	16,01%	0,00%	16,01%				
10-jul-23	100%	100%	0	0	0	3 034	392	4 162	0	0	0	16,88%	0,00%	16,88%				
11-jul-23	100%	100%	0	0	0	2 443	408	3 659	0	0	0	20,10%	0,00%	20,10%				
12-jul-23	100%	100%	0	0	0	2 409	440	3 478	0	0	0	21,79%	0,20%	21,59%				
13-jul-23	100%	100%	0	0	0	1 538	363	3 270	0	0	0	35,93%	0,00%	35,93%				
14-jul-23	100%	100%	0	0	0	2 192	394	3 313	0	0	0	15,23%	0,00%	15,23%				
15-jul-23	100%	100%	0	0	0	2 431	462	3 604	0	0	0	14,65%	0,00%	14,65%				
16-jul-23	100%	100%	0	0	0	2 029	416	3 247	0	0	0	20,43%	0,00%	20,43%				
17-jul-23	100%	100%	0	0	0	2 243	381	3 413	0	0	0	25,12%	0,00%	25,12%				
18-jul-23	100%	100%	0	0	0	2 104	359	3 253	0	0	0	26,57%	0,00%	26,57%				
19-jul-23	100%	100%	0	0	0	1 980	367	3 131	0	0	0	29,13%	0,00%	29,13%				
20-jul-23	100%	100%	0	0	0	2 237	355	3 334	0	0	0	25,21%	0,00%	25,21%				
21-jul-23	100%	100%	0	0	0	2 041	377	3 303	0	0	0	30,66%	0,00%	30,66%				
22-jul-23	100%	100%	0	0	0	2 156	349	2 942	0	0	0	31,62%	0,00%	31,62%				
23-jul-23	100%	100%	0	0	0	1 985	345	2 925	0	0	0	28,91%	0,00%	28,91%				
24-jul-23	100%	100%	0	0	0	2 344	363	3 139	0	0	0	23,16%	0,00%	23,16%				
25-jul-23	100%	100%	0	0	0	2 535	364	3 407	0	0	0	25,61%	0,00%	25,61%				
26-jul-23	100%	100%	0	0	0	2 554	384	3 638	0	0	0	26,74%	0,00%	26,74%				
27-jul-23	100%	100%	0	0	0	3 077	365	4 214	0	0	0	23,96%	0,00%	23,96%				
28-jul-23	100%	100%	0	0	0	2 551	374	3 640	0	0	0	23,11%	0,00%	23,11%				
29-jul-23	100%	100%	0	0	0	2 343	353	3 029	0	0	0	26,44%	0,00%	26,44%				
30-jul-23	100%	100%	0	0	0	2 175	374	3 062	0	0	0	24,95%	0,00%	24,95%				
31-jul-23	100%	100%	0	0	0	2 618	360	3 860	0	0	0	21,96%	0,00%	21,96%				
01-ago-23	100%	100%	0	0	0	3 881	377	4 722	0	0	0	22,02%	0,00%	22,02%				
02-ago-23	100%	100%	0	0	0	3 181	373	4 193	0	0	0	21,53%	0,00%	21,53%				
03-ago-23	100%	100%	0	0	0	2 695	396	3 893	0	0	0	25,32%	0,00%	25,32%				

04-ago-23	100%	100%	0	0	0	2 659	369	3 727	0	0	0	25,31%	0,00%	25,31%
05-ago-23	100%	100%	0	0	0	2 337	354	3 110	0	0	0	23,99%	0,00%	23,99%
06-ago-23	100%	100%	0	0	0	2 376	352	3 340	0	0	0	25,83%	0,00%	25,83%
07-ago-23	100%	100%	0	0	0	2 810	449	4 049	0	0	0	21,54%	0,00%	21,54%
08-ago-23	100%	100%	0	0	0	3 041	363	4 181	0	0	0	28,56%	0,00%	28,56%
09-ago-23	100%	100%	2 488	384	2 104	3 242	358	4 425	0	0	0	27,39%	0,00%	27,39%
10-ago-23	100%	100%	0	0	0	2 340	361	3 460	0	0	0	32,64%	0,00%	32,64%
11-ago-23	100%	100%	0	0	0	2 476	365	3 655	0	0	0	30,12%	0,00%	30,12%
12-ago-23	100%	100%	0	0	0	2 337	361	3 459	0	0	0	34,07%	0,00%	34,07%
13-ago-23	100%	100%	0	0	0	2 239	341	3 548	0	0	0	27,81%	0,00%	27,81%
14-ago-23	100%	100%	0	0	0	2 640	363	3 747	0	0	0	34,23%	0,00%	34,23%
15-ago-23	100%	100%	0	0	0	2 581	345	3 888	0	0	0	30,09%	0,00%	30,09%
16-ago-23	100%	100%	0	0	0	2 763	347	3 971	0	0	0	31,83%	0,00%	31,83%
17-ago-23	100%	100%	0	0	0	2 528	360	3 738	0	0	0	34,87%	0,00%	34,87%
18-ago-23	100%	100%	0	0	0	2 808	357	4 102	0	0	0	32,00%	0,00%	32,00%
19-ago-23	100%	100%	0	0	0	1 953	357	3 070	0	0	0	33,52%	0,00%	33,52%
20-ago-23	100%	100%	0	0	0	2 529	352	3 630	0	0	0	33,86%	0,00%	33,86%
21-ago-23	100%	100%	0	0	0	2 636	460	4 092	0	0	0	28,17%	0,00%	28,17%
22-ago-23	100%	100%	0	0	0	2 766	364	3 939	0	0	0	33,22%	0,00%	33,22%
23-ago-23	100%	100%	0	0	0	2 610	358	3 737	0	0	0	34,07%	0,00%	34,07%
24-ago-23	100%	100%	0	0	0	2 751	350	3 984	0	0	0	33,74%	0,00%	33,74%
25-ago-23	100%	100%	0	0	0	2 528	348	3 477	0	0	0	31,87%	0,00%	31,87%
26-ago-23	100%	100%	0	0	0	2 329	359	3 359	0	0	0	31,48%	0,00%	31,48%
27-ago-23	100%	100%	0	0	0	2 033	366	3 116	0	0	0	35,24%	0,00%	35,24%
28-ago-23	100%	100%	0	0	0	2 699	343	3 927	0	0	0	31,90%	0,00%	31,90%
29-ago-23	100%	100%	0	0	0	2 842	340	3 966	0	0	0	31,06%	0,00%	31,06%
30-ago-23	100%	100%	0	0	0	2 847	382	4 242	0	0	0	30,48%	0,00%	30,48%
31-ago-23	100%	100%	0	0	0	2 386	632	4 961	0	0	0	26,37%	0,00%	26,37%
01-set-23	100%	100%	0	0	0	2 709	348	4 160	0	0	0	31,18%	0,00%	31,18%
02-set-23	100%	100%	0	0	0	2 375	339	3 620	0	0	0	29,58%	0,00%	29,58%
03-set-23	100%	100%	0	0	0	2 296	344	3 317	0	0	0	34,43%	0,00%	34,43%
04-set-23	100%	100%	0	0	0	2 586	417	4 162	0	0	0	27,70%	0,00%	27,70%
05-set-23	100%	100%	0	0	0	2 753	339	4 348	0	0	0	44,56%	0,00%	44,56%
06-set-23	100%	100%	0	0	0	3 197	343	4 654	0	0	0	33,72%	0,00%	33,72%
07-set-23	100%	100%	2 283	448	1 835	2 822	350	4 545	0	0	0	39,35%	0,00%	39,35%
08-set-23	100%	100%	2 192	384	1 808	2 763	350	4 233	0	0	0	32,74%	0,00%	32,74%
09-set-23	100%	100%	0	0	0	2 389	354	3 733	0	0	0	31,27%	0,00%	31,27%
10-set-23	100%	100%	0	0	0	2 166	346	3 427	0	0	0	29,34%	0,00%	29,34%
11-set-23	100%	100%	0	0	0	2 765	350	4 420	0	0	0	33,64%	0,00%	33,64%
12-set-23	100%	100%	0	0	0	1 956	336	3 910	0	0	0	30,43%	0,00%	30,43%

13-set-23	100%	100%	0	0	0	2 302	340	3 784	0	0	0	36,54%	0,57%	35,97%
14-set-23	100%	100%	0	0	0	2 399	372	3 876	0	0	0	41,44%	0,49%	40,95%
15-set-23	100%	100%	0	0	0	3 419	374	4 717	0	0	0	39,48%	0,00%	39,48%
16-set-23	100%	100%	0	0	0	2 646	366	4 362	0	0	0	37,23%	0,00%	37,23%
17-set-23	100%	100%	0	0	0	3 325	370	4 934	0	0	0	41,14%	0,00%	41,14%
18-set-23	100%	100%	0	0	0	2 553	357	4 407	0	0	0	34,40%	0,00%	34,40%
19-set-23	100%	100%	0	0	0	2 749	373	4 830	0	0	0	38,94%	0,00%	38,94%
20-set-23	100%	100%	0	0	0	2 826	383	4 423	0	0	0	35,83%	0,00%	35,83%
21-set-23	100%	100%	0	0	0	3 136	370	4 667	0	0	0	35,81%	0,00%	35,81%
22-set-23	100%	100%	0	0	0	2 940	378	4 688	0	0	0	33,07%	0,00%	33,07%
23-set-23	100%	100%	0	0	0	3 033	421	4 718	0	0	0	31,66%	0,11%	31,55%
24-set-23	100%	100%	0	0	0	2 826	385	4 217	0	0	0	37,38%	0,00%	37,38%
25-set-23	100%	100%	0	0	0	2 585	398	4 101	0	0	0	39,01%	0,00%	39,01%
26-set-23	100%	100%	0	0	0	2 806	376	4 062	0	0	0	40,48%	0,00%	40,48%
27-set-23	100%	100%	0	0	0	2 876	409	4 545	0	0	0	39,38%	0,00%	39,38%
28-set-23	100%	100%	0	0	0	3 536	400	5 299	0	0	0	38,46%	0,00%	38,46%
29-set-23	100%	100%	0	0	0	3 253	424	4 564	0	0	0	35,60%	0,00%	35,60%
30-set-23	100%	100%	0	0	0	3 688	420	5 930	0	0	0	40,55%	0,00%	40,55%

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