

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	6.1	6.1	NA	NA
<b>Total</b>	100%	100%	3.701	421	4.373	3.056	445	4.222	0	0	0	30,94%	0,01%	30,93%	n.a.	n.a.	n.a.	0
<b>01-out-23</b>	100%	100%	0	0	0	3.487	379	6.264	0	0	0	44,70%	0,00%	44,70%				
<b>02-out-23</b>	100%	100%	0	0	0	3.791	364	6.128	0	0	0	40,85%	0,00%	40,85%				
<b>03-out-23</b>	100%	100%	0	0	0	3.657	388	5.191	0	0	0	42,29%	0,00%	42,29%				
<b>04-out-23</b>	100%	100%	0	0	0	2.357	397	3.794	0	0	0	38,55%	0,00%	38,55%				
<b>05-out-23</b>	100%	100%	0	0	0	2.845	396	4.241	0	0	0	34,54%	0,00%	34,54%				
<b>06-out-23</b>	100%	100%	0	0	0	2.978	424	4.705	0	0	0	38,03%	0,00%	38,03%				
<b>07-out-23</b>	100%	100%	2.623	483	2.140	3.090	425	4.266	0	0	0	34,67%	0,00%	34,67%				
<b>08-out-23</b>	100%	100%	0	0	0	3.004	371	4.330	0	0	0	34,18%	0,00%	34,18%				
<b>09-out-23</b>	100%	100%	9.661	620	9.041	3.666	385	5.325	0	0	0	41,40%	0,00%	41,40%				
<b>10-out-23</b>	100%	100%	0	0	0	3.114	371	5.039	0	0	0	43,93%	0,00%	43,93%				
<b>11-out-23</b>	100%	100%	0	0	0	3.799	447	6.040	0	0	0	36,12%	0,00%	36,12%				
<b>12-out-23</b>	100%	100%	0	0	0	3.569	453	5.445	0	0	0	38,86%	0,00%	38,86%				
<b>13-out-23</b>	100%	100%	0	0	0	3.519	404	4.241	0	0	0	26,12%	0,00%	26,12%				
<b>14-out-23</b>	100%	100%	0	0	0	2.807	469	3.956	0	0	0	25,73%	0,00%	25,73%				
<b>15-out-23</b>	100%	100%	0	0	0	2.531	524	3.714	0	0	0	33,59%	0,00%	33,59%				
<b>16-out-23</b>	100%	100%	0	0	0	2.836	493	3.802	0	0	0	30,35%	0,00%	30,35%				
<b>17-out-23</b>	100%	100%	0	0	0	2.899	459	4.030	0	0	0	28,85%	0,00%	28,85%				
<b>18-out-23</b>	100%	100%	0	0	0	2.951	461	3.881	0	0	0	29,60%	0,00%	29,60%				
<b>19-out-23</b>	100%	100%	0	0	0	2.889	460	3.965	0	0	0	30,41%	0,00%	30,41%				
<b>20-out-23</b>	100%	100%	0	0	0	2.662	468	3.776	0	0	0	34,63%	0,00%	34,63%				
<b>21-out-23</b>	100%	100%	0	0	0	2.316	596	3.289	0	0	0	34,48%	0,00%	34,48%				
<b>22-out-23</b>	100%	100%	0	0	0	2.801	600	4.177	0	0	0	32,45%	0,00%	32,45%				
<b>23-out-23</b>	100%	100%	0	0	0	2.410	487	3.608	0	0	0	32,57%	0,00%	32,57%				
<b>24-out-23</b>	100%	100%	0	0	0	3.237	544	4.189	0	0	0	29,21%	0,00%	29,21%				
<b>25-out-23</b>	100%	100%	0	0	0	3.203	551	4.337	0	0	0	35,47%	0,00%	35,47%				
<b>26-out-23</b>	100%	100%	0	0	0	3.126	573	3.959	0	0	0	30,02%	0,00%	30,02%				
<b>27-out-23</b>	100%	100%	0	0	0	3.175	585	4.329	0	0	0	34,53%	0,00%	34,53%				
<b>28-out-23</b>	100%	100%	0	0	0	2.448	700	3.682	0	0	0	36,84%	0,00%	36,84%				
<b>29-out-23</b>	100%	100%	0	0	0	2.436	525	3.967	0	0	0	39,47%	0,00%	39,47%				
<b>30-out-23</b>	100%	100%	0	0	0	3.203	478	4.552	0	0	0	29,90%	0,00%	29,90%				
<b>31-out-23</b>	100%	100%	0	0	0	3.086	508	4.294	0	0	0	31,02%	0,00%	31,02%				
<b>01-nov-23</b>	100%	100%	0	0	0	2.827	495	4.174	0	0	0	32,17%	0,00%	32,17%				
<b>02-nov-23</b>	100%	100%	0	0	0	3.252	460	4.691	0	0	0	31,32%	0,00%	31,32%				

03-nov-23	100%	100%	0	0	0	3.043	486	4.218	0	0	0	32,07%	0,00%	32,07%
04-nov-23	100%	100%	0	0	0	2.227	618	3.321	0	0	0	37,27%	0,00%	37,27%
05-nov-23	100%	100%	0	0	0	2.902	500	4.248	0	0	0	32,75%	0,00%	32,75%
06-nov-23	100%	100%	0	0	0	3.141	415	4.503	0	0	0	31,71%	0,00%	31,71%
07-nov-23	100%	100%	0	0	0	2.945	477	4.215	0	0	0	34,36%	0,00%	34,36%
08-nov-23	100%	100%	0	0	0	3.067	480	4.476	0	0	0	32,83%	0,00%	32,83%
09-nov-23	100%	100%	0	0	0	3.403	488	4.558	0	0	0	29,28%	0,00%	29,28%
10-nov-23	100%	100%	0	0	0	2.817	495	3.977	0	0	0	31,52%	0,00%	31,52%
11-nov-23	100%	100%	0	0	0	2.982	495	4.170	0	0	0	28,62%	0,00%	28,62%
12-nov-23	100%	100%	0	0	0	2.434	480	3.645	0	0	0	28,11%	0,00%	28,11%
13-nov-23	100%	100%	0	0	0	2.726	439	4.088	0	0	0	28,07%	0,00%	28,07%
14-nov-23	100%	100%	0	0	0	2.861	439	4.349	0	0	0	32,24%	0,00%	32,24%
15-nov-23	100%	100%	1.261	291	1.939	2.878	420	4.028	0	0	0	28,22%	0,00%	28,22%
16-nov-23	100%	100%	0	0	0	3.057	432	3.989	0	0	0	28,57%	0,00%	28,57%
17-nov-23	100%	100%	0	0	0	3.068	407	3.746	0	0	0	26,66%	0,00%	26,66%
18-nov-23	100%	100%	0	0	0	2.420	474	3.592	0	0	0	31,25%	0,00%	31,25%
19-nov-23	100%	100%	0	0	0	2.465	428	3.532	0	0	0	30,97%	0,00%	30,97%
20-nov-23	100%	100%	0	0	0	3.691	476	4.928	0	0	0	25,59%	0,00%	25,59%
21-nov-23	100%	100%	0	0	0	3.328	416	4.220	0	0	0	27,78%	0,00%	27,78%
22-nov-23	100%	100%	0	0	0	3.636	431	4.580	0	0	0	25,96%	0,00%	25,96%
23-nov-23	100%	100%	0	0	0	2.942	408	3.867	0	0	0	28,29%	0,00%	28,29%
24-nov-23	100%	100%	0	0	0	2.873	521	3.827	0	0	0	25,41%	0,45%	24,96%
25-nov-23	100%	100%	0	0	0	2.438	421	3.604	0	0	0	28,80%	0,00%	28,80%
26-nov-23	100%	100%	0	0	0	2.612	436	3.714	0	0	0	33,76%	0,00%	33,76%
27-nov-23	100%	100%	0	0	0	2.888	549	4.275	0	0	0	26,13%	0,00%	26,13%
28-nov-23	100%	100%	0	0	0	3.407	413	4.402	0	0	0	23,70%	0,00%	23,70%
29-nov-23	100%	100%	0	0	0	3.510	388	4.383	0	0	0	22,34%	0,00%	22,34%
30-nov-23	100%	100%	0	0	0	3.443	432	4.278	0	0	0	24,70%	0,00%	24,70%
01-dez-23	100%	100%	0	0	0	2.925	403	3.662	0	0	0	28,32%	0,00%	28,32%
02-dez-23	100%	100%	0	0	0	2.808	396	3.738	0	0	0	27,54%	0,00%	27,54%
03-dez-23	100%	100%	0	0	0	2.533	415	3.554	0	0	0	34,97%	0,00%	34,97%
04-dez-23	100%	100%	0	0	0	3.352	391	4.510	0	0	0	24,53%	0,00%	24,53%
05-dez-23	100%	100%	0	0	0	2.947	389	3.859	0	0	0	25,06%	0,00%	25,06%
06-dez-23	100%	100%	0	0	0	3.212	373	4.021	0	0	0	26,19%	0,00%	26,19%
07-dez-23	100%	100%	0	0	0	3.163	378	4.191	0	0	0	24,46%	0,00%	24,46%
08-dez-23	100%	100%	0	0	0	3.142	387	3.949	0	0	0	29,10%	0,00%	29,10%
09-dez-23	100%	100%	0	0	0	2.856	384	3.814	0	0	0	28,85%	0,00%	28,85%
10-dez-23	100%	100%	0	0	0	3.079	388	4.118	0	0	0	30,00%	0,00%	30,00%
11-dez-23	100%	100%	0	0	0	2.938	420	3.932	0	0	0	29,03%	0,00%	29,03%
12-dez-23	100%	100%	0	0	0	3.204	397	4.308	0	0	0	30,73%	0,00%	30,73%

13-dez-23	100%	100%	0	0	0	3.400	394	4.493	0	0	0	30,16%	0,00%	30,16%
14-dez-23	100%	100%	0	0	0	2.786	394	4.231	0	0	0	33,01%	0,00%	33,01%
15-dez-23	100%	100%	0	0	0	2.896	400	4.019	0	0	0	25,97%	0,00%	25,97%
16-dez-23	100%	100%	0	0	0	2.707	467	3.597	0	0	0	31,91%	0,31%	31,60%
17-dez-23	100%	100%	0	0	0	2.790	400	3.825	0	0	0	34,42%	0,00%	34,42%
18-dez-23	100%	100%	0	0	0	3.484	465	4.636	0	0	0	25,76%	0,00%	25,76%
19-dez-23	100%	100%	0	0	0	3.360	413	4.562	0	0	0	32,81%	0,00%	32,81%
20-dez-23	100%	100%	0	0	0	3.627	422	4.640	0	0	0	30,74%	0,00%	30,74%
21-dez-23	100%	100%	0	0	0	3.675	430	4.570	0	0	0	26,66%	0,00%	26,66%
22-dez-23	100%	100%	0	0	0	2.833	433	3.798	0	0	0	30,74%	0,00%	30,74%
23-dez-23	100%	100%	0	0	0	2.416	492	3.352	0	0	0	36,11%	0,00%	36,11%
24-dez-23	100%	100%	0	0	0	2.291	428	3.384	0	0	0	36,48%	0,00%	36,48%
25-dez-23	100%	100%	0	0	0	2.432	403	3.520	0	0	0	34,57%	0,00%	34,57%
26-dez-23	100%	100%	0	0	0	3.383	405	4.608	0	0	0	27,15%	0,00%	27,15%
27-dez-23	100%	100%	0	0	0	3.537	408	4.416	0	0	0	24,59%	0,00%	24,59%
28-dez-23	100%	100%	0	0	0	4.292	429	5.593	0	0	0	26,77%	0,00%	26,77%
29-dez-23	100%	100%	0	0	0	3.179	446	4.320	0	0	0	29,65%	0,00%	29,65%
30-dez-23	100%	100%	0	0	0	3.099	429	4.176	0	0	0	31,03%	0,00%	31,03%
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