

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 < 4 horas	90% em < 16 horas	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	8.1	8.1	NA	NA
Total	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-jan-24	100%	100%	0	0	0	2.873	412	3.870	0	0	0	30,65%	0,00%	30,65%				
02-jan-24	100%	100%	0	0	0	4.251	419	5.461	0	0	0	24,19%	0,00%	24,19%				
03-jan-24	100%	100%	0	0	0	3.823	410	5.067	0	0	0	22,89%	0,00%	22,89%				
04-jan-24	100%	100%	0	0	0	3.366	410	4.573	0	0	0	25,74%	0,00%	25,74%				
05-jan-24	100%	100%	0	0	0	3.158	408	4.432	0	0	0	26,60%	0,00%	26,60%				
06-jan-24	100%	100%	0	0	0	3.171	378	4.178	0	0	0	25,54%	0,00%	25,54%				
07-jan-24	100%	100%	0	0	0	3.427	364	4.376	0	0	0	23,67%	0,00%	23,67%				
08-jan-24	100%	100%	0	0	0	3.797	401	4.955	0	0	0	19,71%	0,03%	19,68%				
09-jan-24	100%	100%	0	0	0	3.375	374	4.157	0	0	0	21,91%	0,00%	21,91%				
10-jan-24	100%	100%	0	0	0	3.664	341	4.508	0	0	0	16,56%	0,00%	16,56%				
11-jan-24	100%	100%	0	0	0	3.743	353	4.439	0	0	0	10,89%	0,00%	10,89%				
12-jan-24	100%	100%	0	0	0	3.651	350	4.411	0	0	0	5,63%	0,00%	5,63%				
13-jan-24	100%	100%	0	0	0	2.972	346	3.509	0	0	0	8,33%	0,00%	8,33%				
14-jan-24	100%	100%	0	0	0	2.755	327	3.532	0	0	0	6,02%	0,00%	6,02%				
15-jan-24	100%	100%	0	0	0	3.909	352	4.643	0	0	0	7,05%	0,00%	7,05%				
16-jan-24	100%	100%	0	0	0	3.984	360	4.690	0	0	0	6,25%	0,00%	6,25%				
17-jan-24	100%	100%	0	0	0	3.806	342	4.533	0	0	0	5,14%	0,00%	5,14%				
18-jan-24	100%	100%	0	0	0	3.613	337	4.439	0	0	0	5,86%	0,00%	5,86%				
19-jan-24	100%	100%	0	0	0	3.762	353	4.572	0	0	0	6,68%	0,00%	6,68%				
20-jan-24	100%	100%	0	0	0	2.969	359	3.746	0	0	0	6,22%	0,00%	6,22%				
21-jan-24	100%	100%	0	0	0	2.760	363	3.808	0	0	0	15,17%	0,00%	15,17%				
22-jan-24	100%	100%	0	0	0	3.441	360	4.181	0	0	0	5,83%	0,00%	5,83%				
23-jan-24	100%	100%	0	0	0	3.812	363	4.651	0	0	0	7,19%	0,00%	7,19%				
24-jan-24	100%	100%	0	0	0	3.062	377	3.839	0	0	0	7,64%	0,00%	7,64%				
25-jan-24	100%	100%	0	0	0	3.460	392	4.522	0	0	0	7,20%	0,00%	7,20%				
26-jan-24	100%	100%	0	0	0	3.796	400	4.845	0	0	0	6,50%	0,00%	6,50%				
27-jan-24	100%	100%	0	0	0	3.062	423	3.838	0	0	0	6,85%	0,00%	6,85%				
28-jan-24	100%	100%	0	0	0	2.493	415	3.293	0	0	0	9,39%	0,00%	9,39%				
29-jan-24	100%	100%	0	0	0	3.883	447	4.607	0	0	0	11,68%	0,00%	11,68%				
30-jan-24	100%	100%	0	0	0	4.023	419	4.474	0	0	0	5,90%	0,00%	5,90%				
31-jan-24	100%	100%	0	0	0	3.698	483	4.280	0	0	0	9,43%	0,00%	9,43%				
01-fev-24	100%	100%	0	0	0	3.449	461	4.353	0	0	0	8,44%	0,00%	8,44%				
02-fev-24	100%	100%	0	0	0	2.958	515	3.629	0	0	0	9,53%	0,00%	9,53%				

03-fev-24	100%	100%	0	0	0	2.765	712	3.442	0	0	0	9,76%	0,08%	9,68%
04-fev-24	100%	100%	0	0	0	3.373	774	3.810	0	0	0	3,63%	0,08%	3,55%
05-fev-24	100%	100%	0	0	0	2.849	687	3.987	0	0	0	6,27%	0,00%	6,27%
06-fev-24	100%	100%	0	0	0	3.231	662	4.287	0	0	0	12,44%	0,00%	12,44%
07-fev-24	100%	100%	5.742	424	5.318	3.406	406	4.955	0	0	0	7,00%	0,04%	6,97%
08-fev-24	100%	100%	0	0	0	3.068	389	4.247	0	0	0	5,93%	0,00%	5,93%
09-fev-24	100%	100%	0	0	0	3.604	382	4.892	0	0	0	9,82%	0,00%	9,82%
10-fev-24	100%	100%	0	0	0	3.501	403	4.444	0	0	0	6,81%	0,13%	6,68%
11-fev-24	100%	100%	3.359	400	2.960	3.258	380	4.242	0	0	0	9,51%	0,00%	9,51%
12-fev-24	100%	100%	8.103	458	7.645	5.100	407	6.334	0	0	0	7,43%	0,00%	7,43%
13-fev-24	100%	100%	0	0	0	5.336	344	6.348	0	0	0	8,50%	1,09%	7,41%
14-fev-24	100%	100%	2.978	419	2.559	4.205	373	5.650	0	0	0	9,63%	0,26%	9,37%
15-fev-24	100%	100%	0	0	0	4.117	341	5.587	0	0	0	8,47%	0,00%	8,47%
16-fev-24	100%	100%	3.232	389	2.843	4.080	351	5.399	0	0	0	6,12%	0,00%	6,12%
17-fev-24	100%	100%	0	0	0	3.526	353	4.396	0	0	0	6,63%	0,00%	6,63%
18-fev-24	100%	100%	0	0	0	2.812	333	4.066	0	0	0	6,70%	0,00%	6,70%
19-fev-24	100%	100%	6.200	825	5.375	4.487	543	5.659	0	0	0	8,07%	0,06%	8,01%
20-fev-24	100%	100%	0	0	0	5.497	571	6.715	0	0	0	11,62%	0,05%	11,56%
21-fev-24	100%	100%	0	0	0	4.880	521	5.895	0	0	0	4,57%	0,08%	4,50%
22-fev-24	100%	100%	0	0	0	3.914	352	4.999	0	0	0	4,67%	0,00%	4,67%
23-fev-24	100%	100%	3.380	928	2.452	3.280	354	4.260	0	0	0	2,55%	0,00%	2,55%
24-fev-24	100%	100%	0	0	0	2.949	350	3.989	0	0	0	2,72%	0,00%	2,72%
25-fev-24	100%	100%	0	0	0	3.190	347	4.229	0	0	0	1,13%	0,00%	1,13%
26-fev-24	100%	100%	0	0	0	4.047	389	5.339	0	0	0	3,32%	0,00%	3,32%
27-fev-24	100%	100%	0	0	0	4.449	362	5.696	0	0	0	5,35%	0,00%	5,35%
28-fev-24	100%	100%	0	0	0	3.108	365	4.072	0	0	0	6,05%	0,00%	6,05%
29-fev-24	100%	100%	0	0	0	4.131	373	5.072	0	0	0	7,41%	0,00%	7,41%
01-mar-24	100%	100%	0	0	0	3.388	370	4.275	0	0	0	1,22%	0,00%	1,22%
02-mar-24	100%	100%	0	0	0	2.969	353	3.525	0	0	0	2,72%	0,00%	2,72%
03-mar-24	100%	100%	0	0	0	2.938	349	3.764	0	0	0	1,91%	0,00%	1,91%
04-mar-24	100%	100%	0	0	0	3.406	372	4.253	0	0	0	1,30%	0,00%	1,30%
05-mar-24	100%	100%	0	0	0	3.592	355	4.594	0	0	0	1,51%	0,00%	1,51%
06-mar-24	100%	100%	0	0	0	3.483	361	4.161	0	0	0	1,51%	0,00%	1,51%
07-mar-24	100%	100%	0	0	0	3.291	353	4.106	0	0	0	1,20%	0,00%	1,20%
08-mar-24	100%	100%	0	0	0	3.721	369	4.605	0	0	0	3,11%	0,00%	3,11%
09-mar-24	100%	100%	0	0	0	2.892	361	3.617	0	0	0	3,22%	0,00%	3,22%
10-mar-24	100%	100%	0	0	0	2.622	341	3.245	0	0	0	1,19%	0,00%	1,19%
11-mar-24	100%	100%	0	0	0	4.057	365	5.113	0	0	0	3,32%	0,00%	3,32%
12-mar-24	100%	100%	0	0	0	3.737	343	4.563	0	0	0	1,82%	0,00%	1,82%
13-mar-24	100%	100%	0	0	0	3.399	336	4.117	0	0	0	3,26%	0,00%	3,26%

14-mar-24	100%	100%	0	0	0	3.342	338	4.093	0	0	0	2,54%	0,00%	2,54%
15-mar-24	100%	100%	0	0	0	3.471	350	4.496	0	0	0	4,29%	0,00%	4,29%
16-mar-24	100%	100%	0	0	0	2.582	329	3.298	0	0	0	3,32%	0,00%	3,32%
17-mar-24	100%	100%	0	0	0	2.801	334	3.514	0	0	0	2,13%	0,14%	1,99%
18-mar-24	100%	100%	0	0	0	4.261	350	4.955	0	0	0	7,15%	0,00%	7,15%
19-mar-24	100%	100%	0	0	0	4.053	336	5.158	0	0	0	7,49%	0,00%	7,49%
20-mar-24	100%	100%	0	0	0	4.024	333	4.989	0	0	0	3,53%	0,00%	3,53%
21-mar-24	100%	100%	0	0	0	3.701	332	4.760	0	0	0	6,73%	0,03%	6,70%
22-mar-24	100%	100%	0	0	0	3.297	333	4.231	0	0	0	2,87%	0,00%	2,87%
23-mar-24	100%	100%	0	0	0	3.265	330	3.986	0	0	0	1,60%	0,00%	1,60%
24-mar-24	100%	100%	0	0	0	3.673	330	4.330	0	0	0	1,70%	0,00%	1,70%
25-mar-24	100%	100%	0	0	0	4.215	368	5.281	0	0	0	3,32%	0,00%	3,32%
26-mar-24	100%	100%	0	0	0	4.598	350	5.561	0	0	0	6,17%	0,00%	6,17%
27-mar-24	100%	100%	0	0	0	2.422	324	3.324	0	0	0	3,07%	0,00%	3,07%
28-mar-24	100%	100%	0	0	0	2.836	315	3.930	0	0	0	10,48%	0,13%	10,35%
29-mar-24	100%	100%	0	0	0	2.790	299	3.494	0	0	0	2,26%	0,00%	2,26%
30-mar-24	100%	100%	0	0	0	3.108	305	3.773	0	0	0	1,79%	0,00%	1,79%
31-mar-24	100%	100%	0	0	0	3.532	299	3.958	0	0	0	0,37%	0,00%	0,37%

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

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