

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	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	Resolução incidentes - Baixa
SLA	99,0%	99,0%	5.000 milisec	2.500 milisec	2.500 milisec	7.000 milisec	3.500 milisec	3.500 milisec	5.000 milisec	2.500 milisec	2.500 milisec	10%	5%	5%	90% em <	90% em <	80% em < 2 dias	80% em < 5 dias	80% em < 5 dias
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	NA
Total	100%	100%	1.703	496	1.328	2.822	307	3.525	0	0	0	9,35%	0,00%	9,35%	n.a.	n.a.	n.a.	n.a.	0
01-abr-25	100%	100%	0	0	0	3.538	292	4.116	0	0	0	1,65%	0,00%	1,65%					
02-abr-25	100%	100%	0	0	0	2.803	314	3.295	0	0	0	0,22%	0,00%	0,22%					
03-abr-25	100%	100%	0	0	0	3.353	379	3.585	0	0	0	0,50%	0,00%	0,50%					
04-abr-25	100%	100%	0	0	0	2.783	279	3.301	0	0	0	1,05%	0,00%	1,05%					
05-abr-25	100%	100%	0	0	0	2.639	291	3.052	0	0	0	0,61%	0,00%	0,61%					
06-abr-25	100%	100%	0	0	0	2.134	288	2.343	0	0	0	0,54%	0,00%	0,54%					
07-abr-25	100%	100%	0	0	0	2.894	278	3.150	0	0	0	0,64%	0,00%	0,64%					
08-abr-25	100%	100%	0	0	0	2.405	277	3.240	0	0	0	0,51%	0,00%	0,51%					
09-abr-25	100%	100%	0	0	0	2.984	355	3.436	0	0	0	0,31%	0,03%	0,28%					
10-abr-25	100%	100%	0	0	0	3.374	341	3.933	0	0	0	0,69%	0,00%	0,69%					
11-abr-25	100%	100%	0	0	0	2.839	311	3.015	0	0	0	1,47%	0,00%	1,47%					
12-abr-25	100%	100%	0	0	0	2.078	341	2.495	0	0	0	0,57%	0,00%	0,57%					
13-abr-25	100%	100%	0	0	0	2.638	334	3.066	0	0	0	0,40%	0,00%	0,40%					
14-abr-25	100%	100%	0	0	0	2.717	333	3.058	0	0	0	0,99%	0,00%	0,99%					
15-abr-25	100%	100%	0	0	0	2.457	292	3.012	0	0	0	0,30%	0,00%	0,30%					
16-abr-25	100%	100%	0	0	0	2.878	315	3.229	0	0	0	0,37%	0,00%	0,37%					
17-abr-25	100%	100%	0	0	0	2.775	350	3.126	0	0	0	0,89%	0,00%	0,89%					
18-abr-25	100%	100%	0	0	0	3.102	344	3.470	0	0	0	0,36%	0,00%	0,36%					
19-abr-25	100%	100%	0	0	0	2.867	329	3.181	0	0	0	0,69%	0,00%	0,69%					
20-abr-25	100%	100%	0	0	0	2.244	324	2.689	0	0	0	1,11%	0,00%	1,11%					
21-abr-25	100%	100%	0	0	0	2.820	354	3.184	0	0	0	0,44%	0,00%	0,44%					
22-abr-25	100%	100%	0	0	0	3.437	329	3.668	0	0	0	0,81%	0,00%	0,81%					
23-abr-25	100%	100%	0	0	0	2.751	332	3.116	0	0	0	0,62%	0,00%	0,62%					
24-abr-25	100%	100%	0	0	0	2.963	334	3.229	0	0	0	1,15%	0,00%	1,15%					
25-abr-25	100%	100%	0	0	0	2.639	328	2.936	0	0	0	0,80%	0,00%	0,80%					
26-abr-25	100%	100%	0	0	0	3.120	328	3.466	0	0	0	1,44%	0,00%	1,44%					
27-abr-25	100%	100%	0	0	0	2.482	320	2.822	0	0	0	0,79%	0,00%	0,79%					
28-abr-25	100%	100%	0	0	0	3.436	341	3.785	0	0	0	0,50%	0,00%	0,50%					
29-abr-25	100%	100%	0	0	0	3.753	271	4.070	0	0	0	0,64%	0,00%	0,64%					
30-abr-25	100%	100%	0	0	0	4.117	273	4.443	0	0	0	2,01%	0,00%	2,01%					
01-mai-25	100%	100%	0	0	0	2.898	321	3.289	0	0	0	1,54%	0,00%	1,54%					
02-mai-25	100%	100%	921	921	0	3.712	334	4.007	0	0	0	0,75%	0,00%	0,75%					
03-mai-25	100%	100%	0	0	0	3.215	326	3.661	0	0	0	0,93%	0,00%	0,93%					

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04-mai-25	100%	100%	0	0	0	3.097	324	3.602	0	0	0	1,51%	0,00%	1,51%
05-mai-25	100%	100%	0	0	0	3.204	335	3.545	0	0	0	0,83%	0,00%	0,83%
06-mai-25	100%	100%	0	0	0	3.528	343	3.793	0	0	0	0,79%	0,00%	0,79%
07-mai-25	100%	100%	0	0	0	1.390	299	2.546	0	0	0	34,13%	0,00%	34,13%
08-mai-25	100%	100%	1.695	379	1.316	306	290	972	0	0	0	45,15%	0,00%	45,15%
09-mai-25	100%	100%	0	0	0	288	263	975	0	0	0	48,19%	0,00%	48,19%
10-mai-25	100%	100%	0	0	0	229	201	990	0	0	0	41,62%	0,00%	41,62%
11-mai-25	100%	100%	0	0	0	235	205	1.052	0	0	0	46,07%	0,00%	46,07%
12-mai-25	100%	100%	0	0	0	240	208	1.253	0	0	0	48,60%	0,00%	48,60%
13-mai-25	100%	100%	0	0	0	243	208	1.035	0	0	0	48,01%	0,00%	48,01%
14-mai-25	100%	100%	1.853	284	1.569	307	269	1.092	0	0	0	43,25%	0,00%	43,25%
15-mai-25	100%	100%	0	0	0	324	272	1.022	0	0	0	39,63%	0,00%	39,63%
16-mai-25	100%	100%	0	0	0	238	209	1.105	0	0	0	46,93%	0,00%	46,93%
17-mai-25	100%	100%	0	0	0	233	209	1.011	0	0	0	48,11%	0,00%	48,11%
18-mai-25	100%	100%	0	0	0	249	204	1.305	0	0	0	41,14%	0,00%	41,14%
19-mai-25	100%	100%	0	0	0	316	273	1.330	0	0	0	47,74%	0,00%	47,74%
20-mai-25	100%	100%	2.980	1.696	1.284	342	297	1.152	0	0	0	46,73%	0,00%	46,73%
21-mai-25	100%	100%	0	0	0	339	278	1.157	0	0	0	42,46%	0,00%	42,46%
22-mai-25	100%	100%	0	0	0	236	213	1.198	0	0	0	42,09%	0,00%	42,09%
23-mai-25	100%	100%	1.525	310	1.215	347	301	1.254	0	0	0	42,24%	0,00%	42,24%
24-mai-25	100%	100%	1.520	313	1.207	304	287	1.074	0	0	0	45,45%	0,00%	45,45%
25-mai-25	100%	100%	0	0	0	328	292	1.157	0	0	0	49,60%	0,00%	49,60%
26-mai-25	100%	100%	1.625	322	1.303	320	294	978	0	0	0	47,93%	0,00%	47,93%
27-mai-25	100%	100%	0	0	0	322	295	1.372	0	0	0	49,46%	0,00%	49,46%
28-mai-25	100%	100%	0	0	0	1.484	269	3.160	0	0	0	33,01%	0,00%	33,01%
29-mai-25	100%	100%	0	0	0	3.131	292	3.391	0	0	0	1,23%	0,00%	1,23%
30-mai-25	100%	100%	0	0	0	3.299	316	3.497	0	0	0	0,72%	0,00%	0,72%
31-mai-25	100%	100%	0	0	0	3.037	311	3.457	0	0	0	1,55%	0,00%	1,55%
01-jun-25	100%	100%	0	0	0	2.873	235	3.335	0	0	0	0,63%	0,00%	0,63%
02-jun-25	100%	100%	0	0	0	3.700	252	3.952	0	0	0	0,87%	0,00%	0,87%
03-jun-25	100%	100%	0	0	0	3.190	302	3.651	0	0	0	1,23%	0,00%	1,23%
04-jun-25	100%	100%	0	0	0	3.746	320	4.186	0	0	0	1,40%	0,00%	1,40%
05-jun-25	100%	100%	0	0	0	3.377	337	3.654	0	0	0	1,44%	0,00%	1,44%
06-jun-25	100%	100%	0	0	0	3.283	342	3.695	0	0	0	0,63%	0,00%	0,63%
07-jun-25	100%	100%	0	0	0	3.384	350	4.071	0	0	0	1,65%	0,00%	1,65%
08-jun-25	100%	100%	0	0	0	2.844	601	3.025	0	0	0	1,18%	0,25%	0,93%
09-jun-25	100%	100%	0	0	0	3.183	231	3.532	0	0	0	0,99%	0,00%	0,99%
10-jun-25	100%	100%	0	0	0	3.247	231	3.681	0	0	0	0,87%	0,00%	0,87%
11-jun-25	100%	100%	1.502	247	1.255	3.725	232	4.040	0	0	0	0,64%	0,00%	0,64%
12-jun-25	100%	100%	0	0	0	3.308	237	3.876	0	0	0	0,87%	0,00%	0,87%

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13-jun-25	100%	100%	0	0	0	2.789	239	3.337	0	0	0	0,61%	0,00%	0,61%
14-jun-25	100%	100%	0	0	0	3.390	259	4.129	0	0	0	1,12%	0,00%	1,12%
15-jun-25	100%	100%	0	0	0	2.809	238	3.410	0	0	0	1,13%	0,00%	1,13%
16-jun-25	100%	100%	0	0	0	3.227	252	3.723	0	0	0	0,89%	0,00%	0,89%
17-jun-25	100%	100%	1.914	354	1.560	4.225	313	4.711	0	0	0	2,03%	0,00%	2,03%
18-jun-25	100%	100%	0	0	0	3.265	336	3.583	0	0	0	0,84%	0,00%	0,84%
19-jun-25	100%	100%	0	0	0	3.287	327	3.702	0	0	0	1,12%	0,00%	1,12%
20-jun-25	100%	100%	0	0	0	3.182	335	3.488	0	0	0	0,61%	0,00%	0,61%
21-jun-25	100%	100%	0	0	0	3.330	348	3.637	0	0	0	0,64%	0,00%	0,64%
22-jun-25	100%	100%	0	0	0	3.433	339	3.878	0	0	0	1,21%	0,00%	1,21%
23-jun-25	100%	100%	0	0	0	2.786	351	3.172	0	0	0	0,83%	0,00%	0,83%
24-jun-25	100%	100%	0	0	0	3.146	385	3.359	0	0	0	0,72%	0,00%	0,72%
25-jun-25	100%	100%	0	0	0	3.318	336	3.843	0	0	0	0,73%	0,00%	0,73%
26-jun-25	100%	100%	0	0	0	3.376	319	3.697	0	0	0	0,33%	0,00%	0,33%
27-jun-25	100%	100%	0	0	0	3.420	320	3.709	0	0	0	0,37%	0,00%	0,37%
28-jun-25	100%	100%	0	0	0	2.954	314	3.442	0	0	0	0,51%	0,00%	0,51%
29-jun-25	100%	100%	0	0	0	2.699	299	3.037	0	0	0	0,52%	0,00%	0,52%
30-jun-25	100%	100%	0	0	0	3.511	328	3.728	0	0	0	1,10%	0,00%	1,10%

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