

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 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	
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%	2.153	428	1.726	2.933	313	3.523	0	0	0	3,60%	0,00%	3,60%	n.a.	n.a.	n.a.	n.a.	
01-jul-25	100%	100%	0	0	0	3.054	340	3.329	0	0	0	1,22%	0,00%	1,22%					
02-jul-25	100%	100%	0	0	0	3.001	338	3.351	0	0	0	1,23%	0,00%	1,23%					
03-jul-25	100%	100%	0	0	0	3.347	310	3.704	0	0	0	1,50%	0,03%	1,47%					
04-jul-25	100%	100%	0	0	0	2.775	295	3.421	0	0	0	0,99%	0,00%	0,99%					
05-jul-25	100%	100%	0	0	0	2.433	273	2.823	0	0	0	1,56%	0,00%	1,56%					
06-jul-25	100%	100%	0	0	0	2.805	266	3.212	0	0	0	1,22%	0,00%	1,22%					
07-jul-25	100%	100%	0	0	0	2.673	280	2.992	0	0	0	2,09%	0,00%	2,09%					
08-jul-25	100%	100%	0	0	0	3.156	280	3.349	0	0	0	2,85%	0,00%	2,85%					
09-jul-25	100%	100%	0	0	0	3.203	281	3.507	0	0	0	0,79%	0,00%	0,79%					
10-jul-25	100%	100%	0	0	0	3.707	287	3.995	0	0	0	1,48%	0,00%	1,48%					
11-jul-25	100%	100%	0	0	0	3.344	283	3.746	0	0	0	0,78%	0,00%	0,78%					
12-jul-25	100%	100%	0	0	0	2.991	284	3.465	0	0	0	1,05%	0,00%	1,05%					
13-jul-25	100%	100%	0	0	0	2.797	274	3.280	0	0	0	1,71%	0,00%	1,71%					
14-jul-25	100%	100%	0	0	0	2.802	306	3.276	0	0	0	1,40%	0,00%	1,40%					
15-jul-25	100%	100%	0	0	0	2.892	277	3.246	0	0	0	1,41%	0,00%	1,41%					
16-jul-25	100%	100%	0	0	0	2.711	283	3.132	0	0	0	1,04%	0,00%	1,04%					
17-jul-25	100%	100%	0	0	0	3.533	285	4.063	0	0	0	1,52%	0,00%	1,52%					
18-jul-25	100%	100%	0	0	0	3.158	276	3.569	0	0	0	1,34%	0,00%	1,34%					
19-jul-25	100%	100%	0	0	0	2.765	277	3.181	0	0	0	0,82%	0,00%	0,82%					
20-jul-25	100%	100%	0	0	0	3.463	292	4.079	0	0	0	0,69%	0,00%	0,69%					
21-jul-25	100%	100%	0	0	0	2.703	287	3.085	0	0	0	1,66%	0,00%	1,66%					
22-jul-25	100%	100%	0	0	0	2.613	286	2.867	0	0	0	1,75%	0,00%	1,75%					
23-jul-25	100%	100%	1.669	293	1.376	2.778	290	3.181	0	0	0	1,07%	0,00%	1,07%					
24-jul-25	100%	100%	0	0	0	2.589	291	2.973	0	0	0	2,58%	0,00%	2,58%					
25-jul-25	100%	100%	0	0	0	2.956	293	3.163	0	0	0	1,01%	0,00%	1,01%					
26-jul-25	100%	100%	0	0	0	2.879	289	3.317	0	0	0	1,18%	0,00%	1,18%					
27-jul-25	100%	100%	2.108	307	1.801	2.141	283	2.540	0	0	0	1,13%	0,00%	1,13%					
28-jul-25	100%	100%	0	0	0	2.941	304	3.148	0	0	0	1,19%	0,00%	1,19%					
29-jul-25	100%	100%	0	0	0	3.337	301	3.635	0	0	0	1,84%	0,00%	1,84%					
30-jul-25	100%	100%	0	0	0	2.867	308	3.146	0	0	0	1,38%	0,00%	1,38%					
31-jul-25	100%	100%	0	0	0	3.790	311	4.179	0	0	0	1,07%	0,00%	1,07%					
01-ago-25	100%	100%	0	0	0	3.165	312	3.316	0	0	0	2,18%	0,00%	2,18%					
02-ago-25	100%	100%	0	0	0	2.658	300	3.079	0	0	0	1,17%	0,00%	1,17%					

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03-ago-25	100%	100%	0	0	0	2.891	310	3.241	0	0	0	1,06%	0,00%	1,06%
04-ago-25	100%	100%	0	0	0	3.183	385	3.523	0	0	0	4,53%	0,00%	4,53%
05-ago-25	100%	100%	0	0	0	2.815	392	2.942	0	0	0	1,80%	0,00%	1,80%
06-ago-25	100%	100%	0	0	0	2.947	436	3.109	0	0	0	2,22%	0,00%	2,22%
07-ago-25	100%	100%	0	0	0	3.063	552	3.120	0	0	0	1,68%	0,00%	1,68%
08-ago-25	100%	100%	0	0	0	2.719	382	2.956	0	0	0	1,28%	0,00%	1,28%
09-ago-25	100%	100%	0	0	0	2.698	303	3.287	0	0	0	1,14%	0,00%	1,14%
10-ago-25	100%	100%	0	0	0	2.678	291	3.282	0	0	0	2,28%	0,00%	2,28%
11-ago-25	100%	100%	0	0	0	2.975	320	3.338	0	0	0	1,65%	0,00%	1,65%
12-ago-25	100%	100%	1.896	343	1.553	2.917	314	3.508	0	0	0	1,68%	0,00%	1,68%
13-ago-25	100%	100%	0	0	0	2.936	363	3.518	0	0	0	1,93%	0,00%	1,93%
14-ago-25	100%	100%	0	0	0	2.740	345	3.255	0	0	0	1,14%	0,00%	1,14%
15-ago-25	100%	100%	0	0	0	2.812	303	3.423	0	0	0	1,14%	0,00%	1,14%
16-ago-25	100%	100%	0	0	0	2.385	301	2.848	0	0	0	1,13%	0,00%	1,13%
17-ago-25	100%	100%	0	0	0	2.538	300	3.039	0	0	0	1,51%	0,00%	1,51%
18-ago-25	100%	100%	0	0	0	2.831	305	3.363	0	0	0	1,38%	0,00%	1,38%
19-ago-25	100%	100%	0	0	0	3.143	309	3.616	0	0	0	0,96%	0,00%	0,96%
20-ago-25	100%	100%	1.662	282	1.380	2.572	303	3.470	0	0	0	1,90%	0,00%	1,90%
21-ago-25	100%	100%	0	0	0	3.201	305	4.221	0	0	0	1,75%	0,00%	1,75%
22-ago-25	100%	100%	0	0	0	3.738	308	4.496	0	0	0	0,94%	0,00%	0,94%
23-ago-25	100%	100%	0	0	0	2.449	301	3.596	0	0	0	0,72%	0,00%	0,72%
24-ago-25	100%	100%	0	0	0	2.866	304	3.987	0	0	0	0,71%	0,00%	0,71%
25-ago-25	100%	100%	0	0	0	3.281	304	4.011	0	0	0	2,58%	0,00%	2,58%
26-ago-25	100%	100%	0	0	0	2.754	314	3.689	0	0	0	3,96%	0,00%	3,96%
27-ago-25	100%	100%	0	0	0	3.204	313	4.576	0	0	0	0,96%	0,00%	0,96%
28-ago-25	100%	100%	0	0	0	2.932	325	3.886	0	0	0	1,45%	0,00%	1,45%
29-ago-25	100%	100%	0	0	0	2.570	320	3.370	0	0	0	1,08%	0,00%	1,08%
30-ago-25	100%	100%	0	0	0	2.429	307	3.396	0	0	0	2,16%	0,00%	2,16%
31-ago-25	100%	100%	0	0	0	2.630	317	3.574	0	0	0	1,33%	0,00%	1,33%
01-set-25	100%	100%	0	0	0	3.435	334	4.383	0	0	0	2,24%	0,00%	2,24%
02-set-25	100%	100%	0	0	0	3.538	327	4.335	0	0	0	1,90%	0,00%	1,90%
03-set-25	100%	100%	0	0	0	3.527	321	4.452	0	0	0	2,00%	0,00%	2,00%
04-set-25	100%	100%	0	0	0	3.442	329	4.551	0	0	0	2,37%	0,00%	2,37%
05-set-25	100%	100%	0	0	0	1.072	284	2.768	0	0	0	35,62%	0,00%	35,62%
06-set-25	100%	100%	0	0	0	274	257	1.174	0	0	0	46,46%	0,00%	46,46%
07-set-25	100%	100%	0	0	0	286	262	1.153	0	0	0	44,54%	0,00%	44,54%
08-set-25	100%	100%	0	0	0	333	273	2.024	0	0	0	49,31%	0,00%	49,31%
09-set-25	100%	100%	0	0	0	2.662	391	4.182	0	0	0	22,58%	0,00%	22,58%
10-set-25	100%	100%	0	0	0	3.576	342	4.645	0	0	0	1,70%	0,00%	1,70%
11-set-25	100%	100%	2.717	620	2.097	3.837	342	4.869	0	0	0	1,36%	0,00%	1,36%

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12-set-25	100%	100%	0	0	0	3.506	347	4.833	0	0	0	1,92%	0,00%	1,92%
13-set-25	100%	100%	0	0	0	2.882	346	3.693	0	0	0	1,35%	0,00%	1,35%
14-set-25	100%	100%	0	0	0	3.816	330	5.151	0	0	0	1,16%	0,00%	1,16%
15-set-25	100%	100%	0	0	0	3.021	316	3.673	0	0	0	1,89%	0,00%	1,89%
16-set-25	100%	100%	0	0	0	3.025	318	3.834	0	0	0	0,88%	0,00%	0,88%
17-set-25	100%	100%	0	0	0	2.721	310	3.535	0	0	0	0,87%	0,00%	0,87%
18-set-25	100%	100%	0	0	0	3.095	314	3.929	0	0	0	0,82%	0,00%	0,82%
19-set-25	100%	100%	0	0	0	2.978	315	3.787	0	0	0	1,79%	0,00%	1,79%
20-set-25	100%	100%	0	0	0	3.816	308	4.643	0	0	0	4,31%	0,00%	4,31%
21-set-25	100%	100%	0	0	0	2.259	328	3.242	0	0	0	1,53%	0,00%	1,53%
22-set-25	100%	100%	0	0	0	3.240	324	3.825	0	0	0	1,54%	0,00%	1,54%
23-set-25	100%	100%	0	0	0	2.838	310	3.571	0	0	0	6,09%	0,00%	6,09%
24-set-25	100%	100%	0	0	0	2.850	291	3.264	0	0	0	5,63%	0,00%	5,63%
25-set-25	100%	100%	0	0	0	3.312	294	3.604	0	0	0	1,30%	0,00%	1,30%
26-set-25	100%	100%	0	0	0	3.086	290	3.425	0	0	0	3,28%	0,00%	3,28%
27-set-25	100%	100%	0	0	0	3.127	295	3.420	0	0	0	3,59%	0,00%	3,59%
28-set-25	100%	100%	0	0	0	2.057	280	2.442	0	0	0	2,05%	0,00%	2,05%
29-set-25	100%	100%	0	0	0	3.026	306	3.422	0	0	0	2,98%	0,00%	2,98%
30-set-25	100%	100%	0	0	0	2.546	295	2.761	0	0	0			

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