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 miliseg	2.500 miliseg	2.500 miliseg	7.000 miliseg	3.500 miliseg	3.500 miliseg	5.000 miliseg	2.500 miliseg	2.500 miliseg	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	2.3d	NA	NA	8.1	8.1	NA	NA	NA
Total	100%	100%	1.630	376	1.254	2.648	344	3.141	0	0	0	2,17%	0,00%	2,17%	n.a.	n.a.	n.a.	n.a.	0
01-out-25	100%	100%	0	0	0	3.136	308	3.588	0	0	0	3,68%	0,00%	3,68%					
02-out-25	100%	100%	0	0	0	2.879	308	3.340	0	0	0	3,46%	0,00%	3,46%					
03-out-25	100%	100%	0	0	0	2.815	334	3.118	0	0	0	3,60%	0,00%	3,60%					
04-out-25	100%	100%	0	0	0	2.602	305	3.107	0	0	0	2,77%	0,00%	2,77%					
05-out-25	100%	100%	0	0	0	2.655	299	3.558	0	0	0	6,74%	0,00%	6,74%					
06-out-25	100%	100%	0	0	0	3.312	324	3.763	0	0	0	4,33%	0,00%	4,33%					
07-out-25	100%	100%	0	0	0	2.849	325	3.168	0	0	0	3,96%	0,00%	3,96%					
08-out-25	100%	100%	0	0	0	2.802	314	3.293	0	0	0	5,66%	0,00%	5,66%					
09-out-25	100%	100%	0	0	0	2.574	329	3.033	0	0	0	3,26%	0,00%	3,26%					
10-out-25	100%	100%	0	0	0	2.325	334	2.707	0	0	0	3,90%	0,00%	3,90%					
11-out-25	100%	100%	0	0	0	2.521	328	2.974	0	0	0	4,75%	0,00%	4,75%					
12-out-25	100%	100%	0	0	0	2.592	362	2.926	0	0	0	2,67%	0,00%	2,67%					
13-out-25	100%	100%	0	0	0	2.945	346	3.215	0	0	0	2,27%	0,00%	2,27%					
14-out-25	100%	100%	0	0	0	2.540	350	2.853	0	0	0	3,87%	0,00%	3,87%					
15-out-25	100%	100%	0	0	0	2.769	366	3.114	0	0	0	3,29%	0,00%	3,29%					
16-out-25	100%	100%	0	0	0	2.969	372	3.325	0	0	0	1,42%	0,00%	1,42%					
17-out-25	100%	100%	0	0	0	2.745	375	3.175	0	0	0	4,24%	0,00%	4,24%					
18-out-25	100%	100%	0	0	0	2.494	372	3.016	0	0	0	2,25%	0,00%	2,25%					
19-out-25	100%	100%	0	0	0	2.726	393	3.090	0	0	0	1,59%	0,00%	1,59%					
20-out-25	100%	100%	0	0	0	3.555	367	4.140	0	0	0	2,41%	0,00%	2,41%					
21-out-25	100%	100%	0	0	0	3.217	320	3.792	0	0	0	1,84%	0,00%	1,84%					
22-out-25	100%	100%	0	0	0	3.048	305	3.592	0	0	0	2,25%	0,00%	2,25%					
23-out-25	100%	100%	0	0	0	2.814	310	3.442	0	0	0	3,50%	0,00%	3,50%					
24-out-25	100%	100%	1.899	389	1.510	2.573	329	2.955	0	0	0	1,90%	0,00%	1,90%					
25-out-25	100%	100%	0	0	0	2.722	331	3.193	0	0	0	2,02%	0,00%	2,02%					
26-out-25	100%	100%	0	0	0	2.415	335	2.906	0	0	0	1,22%	0,00%	1,22%					
27-out-25	100%	100%	0	0	0	3.137	327	3.682	0	0	0	2,83%	0,00%	2,83%					
28-out-25	100%	100%	0	0	0	2.769	332	3.197	0	0	0	2,41%	0,00%	2,41%					
29-out-25	100%	100%	0	0	0	2.942	339	3.452	0	0	0	3,59%	0,00%	3,59%					
30-out-25	100%	100%	0	0	0	2.930	326	3.489	0	0	0	2,34%	0,00%	2,34%					
31-out-25	100%	100%	0	0	0	3.037	292	3.500	0	0	0	3,82%	0,00%	3,82%					
01-nov-25	100%	100%	0	0	0	3.038	292	3.589	0	0	0	2,81%	0,00%	2,81%					
02-nov-25	100%	100%	0	0	0	2.607	283	3.127	0	0	0	3,32%	0,00%	3,32%					

Data														
03-nov-25	100%	100%	0	0	0	2.950	303	3.458	0	0	0	5,14%	0,00%	5,14%
04-nov-25	100%	100%	0	0	0	3.073	299	3.729	0	0	0	5,77%	0,00%	5,77%
05-nov-25	100%	100%	0	0	0	2.956	289	3.523	0	0	0	5,55%	0,00%	5,55%
06-nov-25	100%	100%	0	0	0	2.892	292	3.572	0	0	0	7,31%	0,00%	7,31%
07-nov-25	100%	100%	0	0	0	2.628	285	3.094	0	0	0	1,83%	0,00%	1,83%
08-nov-25	100%	100%	0	0	0	2.332	277	2.774	0	0	0	1,81%	0,00%	1,81%
09-nov-25	100%	100%	0	0	0	2.635	284	3.362	0	0	0	3,35%	0,00%	3,35%
10-nov-25	100%	100%	0	0	0	2.845	294	3.515	0	0	0	2,83%	0,00%	2,83%
11-nov-25	100%	100%	2.104	339	1.765	2.933	299	3.551	0	0	0	4,17%	0,00%	4,17%
12-nov-25	100%	100%	0	0	0	2.691	299	3.224	0	0	0	2,80%	0,00%	2,80%
13-nov-25	100%	100%	0	0	0	2.549	301	3.125	0	0	0	4,12%	0,00%	4,12%
14-nov-25	100%	100%	0	0	0	2.520	313	3.119	0	0	0	3,57%	0,00%	3,57%
15-nov-25	100%	100%	1.783	346	1.437	2.180	295	2.678	0	0	0	1,85%	0,00%	1,85%
16-nov-25	100%	100%	0	0	0	2.108	293	2.516	0	0	0	2,59%	0,00%	2,59%
17-nov-25	100%	100%	0	0	0	2.024	306	2.549	0	0	0	2,02%	0,00%	2,02%
18-nov-25	100%	100%	0	0	0	1.789	298	2.556	0	0	0	7,87%	0,00%	7,87%
19-nov-25	100%	100%	0	0	0	2.405	314	2.976	0	0	0	1,30%	0,00%	1,30%
20-nov-25	100%	100%	0	0	0	2.414	319	2.881	0	0	0	1,76%	0,00%	1,76%
21-nov-25	100%	100%	1.717	343	1.374	2.727	308	3.366	0	0	0	1,99%	0,00%	1,99%
22-nov-25	100%	100%	0	0	0	2.301	279	2.847	0	0	0	1,89%	0,00%	1,89%
23-nov-25	100%	100%	0	0	0	2.164	275	2.752	0	0	0	0,92%	0,00%	0,92%
24-nov-25	100%	100%	0	0	0	2.605	294	3.306	0	0	0	1,97%	0,00%	1,97%
25-nov-25	100%	100%	0	0	0	2.504	285	2.933	0	0	0	0,22%	0,00%	0,22%
26-nov-25	100%	100%	0	0	0	2.513	280	3.073	0	0	0	0,49%	0,00%	0,49%
27-nov-25	100%	100%	0	0	0	2.510	285	3.044	0	0	0	1,40%	0,00%	1,40%
28-nov-25	100%	100%	0	0	0	2.694	327	3.009	0	0	0	0,16%	0,00%	0,16%
29-nov-25	100%	100%	0	0	0	2.409	291	2.893	0	0	0	0,22%	0,00%	0,22%
30-nov-25	100%	100%	0	0	0	2.078	285	2.629	0	0	0	0,66%	0,00%	0,66%
01-dez-25	100%	100%	0	0	0	2.046	290	2.373	0	0	0	0,06%	0,00%	0,06%
02-dez-25	100%	100%	0	0	0	2.925	314	3.469	0	0	0	0,37%	0,00%	0,37%
03-dez-25	100%	100%	0	0	0	2.672	360	3.213	0	0	0	0,13%	0,00%	0,13%
04-dez-25	100%	100%	0	0	0	2.694	403	3.221	0	0	0	0,33%	0,00%	0,33%
05-dez-25	100%	100%	0	0	0	2.806	473	3.111	0	0	0	0,09%	0,00%	0,09%
06-dez-25	100%	100%	0	0	0	2.064	426	2.524	0	0	0	0,31%	0,00%	0,31%
07-dez-25	100%	100%	0	0	0	2.341	482	2.765	0	0	0	0,26%	0,00%	0,26%
08-dez-25	100%	100%	0	0	0	2.096	314	2.729	0	0	0	0,26%	0,00%	0,26%
09-dez-25	100%	100%	0	0	0	2.730	329	3.367	0	0	0	0,42%	0,00%	0,42%
10-dez-25	100%	100%	0	0	0	2.706	326	3.319	0	0	0	0,26%	0,00%	0,26%
11-dez-25	100%	100%	0	0	0	2.532	346	3.072	0	0	0	0,87%	0,00%	0,87%
12-dez-25	100%	100%	1.403	317	1.086	2.254	337	2.801	0	0	0	0,46%	0,00%	0,46%

13-dez-25	100%	100%	0	0	0	2.269	330	2.738	0	0	0	0,43%	0,00%	0,43%
14-dez-25	100%	100%	0	0	0	2.406	338	2.927	0	0	0	0,22%	0,00%	0,22%
15-dez-25	100%	100%	0	0	0	2.731	356	3.114	0	0	0	0,38%	0,00%	0,38%
16-dez-25	100%	100%	0	0	0	2.655	364	3.162	0	0	0	0,13%	0,00%	0,13%
17-dez-25	100%	100%	0	0	0	2.649	384	3.236	0	0	0	0,56%	0,00%	0,56%
18-dez-25	100%	100%	0	0	0	2.317	369	2.818	0	0	0	0,29%	0,00%	0,29%
19-dez-25	100%	100%	0	0	0	2.535	388	3.016	0	0	0	0,16%	0,00%	0,16%
20-dez-25	100%	100%	0	0	0	2.429	376	3.072	0	0	0	5,74%	0,00%	5,74%
21-dez-25	100%	100%	0	0	0	2.184	393	2.711	0	0	0	0,56%	0,00%	0,56%
22-dez-25	100%	100%	1.442	462	980	2.457	438	2.812	0	0	0	0,44%	0,00%	0,44%
23-dez-25	100%	100%	0	0	0	2.403	421	2.690	0	0	0	0,32%	0,00%	0,32%
24-dez-25	100%	100%	0	0	0	2.004	482	2.198	0	0	0	1,04%	0,00%	1,04%
25-dez-25	100%	100%	0	0	0	2.356	452	2.680	0	0	0	0,70%	0,00%	0,70%
26-dez-25	100%	100%	0	0	0	2.530	501	2.704	0	0	0	0,18%	0,00%	0,18%
27-dez-25	100%	100%	1.259	441	818	3.037	441	3.705	0	0	0	0,37%	0,00%	0,37%
28-dez-25	100%	100%	0	0	0	2.540	506	2.900	0	0	0	0,74%	0,00%	0,74%
29-dez-25	100%	100%	0	0	0	2.788	509	2.851	0	0	0	0,14%	0,00%	0,14%
30-dez-25	100%	100%	0	0	0	3.584	583	3.879	0	0	0	0,50%	0,00%	0,50%
31-dez-25	100%	100%	0	0	0	2.906	511	3.148	0	0	0	0,56%	0,00%	0,56%

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