

ASPSP: MPG
Período: 2019-10-01 a 2019-12-31

API - Connect24 (PSD2)

Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-10-01	2019-10-02	2019-10-03	2019-10-04	2019-10-05	2019-10-06	2019-10-07	2019-10-08	2019-10-09	2019-10-10	2019-10-11	2019-10-12	2019-10-13	2019-10-14	2019-10-15	2019-10-16	2019-10-17	2019-10-18	2019-10-19	2019-10-20	2019-10-21	2019-10-22	2019-10-23	2019-10-24	2019-10-25	2019-10-26	2019-10-27	2019-10-28	2019-10-29	2019-10-30	2019-10-31	
SLA1	Disponibilidade	2.2	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
SLA2	Performance - Iniciação de Pagamentos (PISP)	2.3a	5 000.00 ms	941,16	2 273.00						995.67	1 875.00																								
SLA3	Performance - Informação sobre contas (AISP)	2.3b	7 000.00 ms	775.79	712.11	721.62	870.46	820.93	726.19	746.22	776.49	747.50	702.59	693.99	740.88	731.32	694.94	722.51	757.92	697.41	702.30	689.47	702.70	705.53	709.66	706.90	720.41	720.91	746.00	727.95	725.90	736.57	796.82	795.36	797.51	
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	5 000.00 ms																																	
SLA5	Taxa de Erros nas respostas aos TPP	2.3d	10%	0,1158%	0,0975%	0,0621%	0,2070%	0,0639%	0,3976%	0,0000%	0,0604%	0,0000%	0,0709%	0,0000%	0,1559%	0,0942%	0,1459%	0,0707%	0,0742%	0,5676%	0,0000%	0,188%	0,1656%	0,7048%	0,0737%	0,3797%	0,0638%	0,0000%	0,4359%	9,9526%	0,7001%	0,0000%	0,1514%	0,0000%	0,1760%	
SLA6	Resolução incidentes - Críticos	6.1	90% até 4 h	n.a.																																
SLA7	Resolução incidentes - Alta	6.1	90% até 16 h	n.a.																																
SLA8	Resolução incidentes - Média	N/A	80% até 2 d.u.	n.a.																																
SLA9	Resolução incidentes - Baixa	N/A	80% até 5 d.u.	33.30%																																
SLA10	Pedidos de Serviço	N/A	Variável																																	

Tradicional - Net24 e Netmóvel (Homebanking) e M24 (App mobile)

Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-10-01	2019-10-02	2019-10-03	2019-10-04	2019-10-05	2019-10-06	2019-10-07	2019-10-08	2019-10-09	2019-10-10	2019-10-11	2019-10-12	2019-10-13	2019-10-14	2019-10-15	2019-10-16	2019-10-17	2019-10-18	2019-10-19	2019-10-20	2019-10-21	2019-10-22	2019-10-23	2019-10-24	2019-10-25	2019-10-26	2019-10-27	2019-10-28	2019-10-29	2019-10-30	2019-10-31	
SLA1	Disponibilidade	2.2	N/A %	98.79%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.92%	95.70%	98.50%	100.00%	100.00%	100.00%	100.00%	97.47%	100.00%	98.42%	100.00%	100.00%	100.00%	99.58%	98.60%	100.00%	100.00%	100.00%	100.00%	48.27%	100.00%	98.63%	95.24%	97.06%	100.00%	
SLA2	Performance - Efetivação de Transferências (similar a PISP)	2.3a	N/A ms	1391,07	2 036.50	1 295.18	1 288.52	1 249.66	1 394.80	985.86	940.52	1 334.02	2 206.59	1 092.08	1 057.47	1 179.29	995.72	886.22	2 647.60	1 327.36	997.12	989.16	1 126.98	1 085.95	890.01	1 204.77	1 298.20	1 002.98	1 033.45	1 818.71	985.32	845.98	1 424.15	3 257.96	3 020.53	
SLA3	Performance - Informação Saldos/Movimentos (similar a AISP)	2.3b	N/A ms	698.95	1 054.95	578.38	569.35	583.50	557.09	438.66	415.82	664.97	948.00	475.32	447.10	477.82	419.53	389.77	1 209.62	507.75	407.30	420.86	469.00	455.32	503.07	469.16	576.28	394.61	429.99	775.00	431.28	356.21	529.12	1 318.43	1 362.62	
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	N/A ms																																	
SLA5	Taxa de Erros nas respostas aos Clientes	2.3d	N/A %	0,0095%	0,0130%	0,0049%	0,0021%	0,0017%	0,0036%	0,0000%	0,0014%	0,0030%	0,0000%	0,0018%	0,0013%	0,0021%	0,0000%	0,0030%	0,0141%	0,0031%	0,0037%	0,0007%	0,0035%	0,0000%	0,0063%	0,0041%	0,0351%	0,0077%	0,0014%	0,0000%	0,0016%	0,0000%	0,0112%	0,0524%	0,1473%	

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Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-11-01	2019-11-02	2019-11-03	2019-11-04	2019-11-05	2019-11-06	2019-11-07	2019-11-08	2019-11-09	2019-11-10	2019-11-11	2019-11-12	2019-11-13	2019-11-14	2019-11-15	2019-11-16	2019-11-17	2019-11-18	2019-11-19	2019-11-20	2019-11-21	2019-11-22	2019-11-23	2019-11-24	2019-11-25	2019-11-26	2019-11-27	2019-11-28	2019-11-29	2019-11-30		
SLA1	Disponibilidade	2.2	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
SLA2	Performance - Iniciação de Pagamentos (PISP)	2.3a	5 000.00 ms	941,16																																
SLA3	Performance - Informação Saldos/Movimentos (similar a AISP)	2.3b	7 000.00 ms	775.79	717.39	736.79	729.05	727.07	738.26	725.36	753.33	745.75	746.76	707.54	734.41	740.84	704.50	689.56	665.90	655.94	632.47	659.60	641.93	641.00	589.52	633.98	640.49	626.56	704.84	722.84	722.84	722.84	726.10	717.42	835.43	
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	5 000.00 ms																																	
SLA5	Taxa de Erros nas respostas aos TPP	2.3d	10%	0,1158%	0,0000%	0,1759%	0,0955%	0,0631%	0,1820%	0,0473%	0,0639%	0,3915%	0,0000%	1,9973%	0,0000%	0,0000%	0,0000%	0,0692%	0,0744%	0,0000%	1,2723%	0,0000%	0,0000%	0,0000%	0,0000%	0,0000%	0,0000%	0,1803%	0,0000%	0,0000%	0,0000%	0,0000%	0,0000%	0,0000%	0,0408%	
SLA6	Resolução incidentes - Críticos	6.1	90% até 4 h	n.a.																																
SLA7	Resolução incidentes - Alta	6.1	90% até 16 h	n.a.																																
SLA8	Resolução incidentes - Média	N/A	80% até 2 d.u.	n.a.																																
SLA9	Resolução incidentes - Baixa	N/A	80% até 5 d.u.	33.30%																																
SLA10	Pedidos de Serviço	N/A	Variável																																	

Tradicional - Net24 e Netmóvel (Homebanking) e M24 (App mobile)

Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-11-01	2019-11-02	2019-11-03	2019-11-04	2019-11-05	2019-11-06	2019-11-07	2019-11-08	2019-11-09	2019-11-10	2019-11-11	2019-11-12	2019-11-13	2019-11-14	2019-11-15	2019-11-16	2019-11-17	2019-11-18	2019-11-19	2019-11-20	2019-11-21	2019-11-22	2019-11-23	2019-11-24	2019-11-25	2019-11-26	2019-11-27	2019-11-28	2019-11-29	2019-11-30	
SLA1	Disponibilidade	2.2	N/A %	98.79%	100.00%	100.00%	100.00%	99.84%	100.00%	97.22%	100.00%	99.98%	100.00%	100.00%	98.42%	100.00%	96.43%	98.64%	97.01%	100.00%	100.00%	98.41%	98.06%	100.00%	97.17%	97.77%	100.00%	100.00%	98.49%	96.26%	100.00%	100.00%	99.95%	100.00%	
SLA2	Performance - Efetivação de Transferências (similar a PISP)	2.3a	N/A ms	1391,07					1 245.11	1 198.55	1 146.60	871.33	1 205.79	984.67	694.87	1 014.74	1 133.06	982.36	1 147.99	1 443.95	991.68	886.34	1 220.32	1 004.64	1 929.81	1 608.96	1 213.96	698.82	680.15	850.70	2 043.69	728.01	1 025.07	1 183.15	
SLA3	Performance - Informação Saldos/Movimentos (similar a AISP)	2.3b	N/A ms	698.95					568.38	565.70	550.06	317.91	553.12	467.28	202.62	400.07	513.65	422.00	542.22	1 469.36	443.20	360.90	486.81	490.45	1 321.56	1 645.50	1 104.23	375.19	363.14	442.46	2 203.84	420.48	634.77	664.67	
SLA4	Performance - Disponibilidade de Fundos (CBPII/PISP)	2.3c	N/A ms																																
SLA5	Taxa de Erros nas respostas aos Clientes	2.3d	N/A %	0,0095%					0,00%	0,00%	0,01%	0,01%	0,00%	0,01%	0,00%	0,00%	0,01%	0,00%	0,00%	0,02%	0,01%	0,00%	0,01%	0,01%	0,06%	0,08%	0,04%	0,00%	0,00%	0,00%	0,19%	0,00%	0,01%	0,01%	

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Ref.	Designação	Orientação EBA	SLA (objetivo)	Média Trimestre	2019-12-01	2019-12-02	2019-12-03	2019-12-04	2019-12-05	2019-12-06	2019-12-07	2019-12-08	2019-12-09	2019-12-10	2019-12-11	2019-12-12	2019-12-13	2019-12-14	2019-12-15	2019-12-16	2019-12-17	2019-12-18	2019-12-19	2019-12-20	2019-12-21	2019-12-22	2019-12-23	2019-12-24	2019-12-25	2019-12-26	2019-12-27	2019-12-28	2019-12-29	2019-12-30	2019-12-31	
SLA1	Disponibilidade	2.2	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SLA2	Performance - Iniciação de Pagamentos (PISP)	2.3a	5 000.00 ms	941,16		989.25								970.63		1 090.00	1 325.00	1 088.50			689.14	567.00	2 478.00				2 274.00									
SLA3	Performance - Informação sobre contas (AISP)	2.3b	7 000.00 ms	775.79	751.72	768.58	751.20	713.08	799.35	794.41	798.51	769.80	793.80	818.71	824.63	808.47	824.23	805.30	865.13	847.86	836.58	924.31	850.13	862.87	919.36	905.54	1 005.34	910.53	694.06	741.00	740.50</					