

**ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL**

**Período: 01-jan-2026 a 31-mar-2026**

Ref.	Nome	SLA	EBA GL	Total	01-jan-26	02-jan-26	03-jan-26	04-jan-26	05-jan-26
SLA1	Disponibilidade das API PSD2 *	99,0%	2.2	<b>100%</b>	100%	100%	100%	100%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	<b>0</b>	0	0	0	0	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	<b>464</b>	0	0	0	0	0
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	<b>0</b>	0	0	0	0	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	<b>92,82%</b>	100,00%	100,00%	0,00%	100,00%	0,00%
SLA6	Resolução incidentes - Críticos	90% em < 4horas	8.1	n.a.					
SLA7	Resolução incidentes - Alta	90% em < 16horas	8.1	n.a.					
SLA8	Resolução incidentes - Média	80% em < 2 dias úteis	NA	n.a.					
SLA9	Resolução incidentes - Baixa	80% em < 5 dias úteis	NA	n.a.					

06-jan-26	07-jan-26	08-jan-26	09-jan-26	10-jan-26	11-jan-26	12-jan-26	13-jan-26	14-jan-26	15-jan-26	16-jan-26	17-jan-26	18-jan-26	19-jan-26	20-jan-26	21-jan-26	22-jan-26	23-jan-26
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100,00%	100,00%	100,00%	86,36%	0,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	0,00%	100,00%	100,00%	100,00%	0,00%	100,00%

24-jan-26	25-jan-26	26-jan-26	27-jan-26	28-jan-26	29-jan-26	30-jan-26	31-jan-26	01-fev-26	02-fev-26	03-fev-26	04-fev-26	05-fev-26	06-fev-26	07-fev-26	08-fev-26	09-fev-26	10-fev-26
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	277	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,00%	100,00%	0,00%	0,00%	100,00%	86,67%	100,00%	100,00%	0,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	0,00%	93,75%	100,00%

11-fev-26	12-fev-26	13-fev-26	14-fev-26	15-fev-26	16-fev-26	17-fev-26	18-fev-26	19-fev-26	20-fev-26	21-fev-26	22-fev-26	23-fev-26	24-fev-26	25-fev-26	26-fev-26	27-fev-26	28-fev-26
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100,00%	100,00%	92,31%	0,00%	0,00%	71,43%	87,50%	100,00%	87,50%	100,00%	0,00%	100,00%	92,86%	100,00%	70,00%	100,00%	100,00%	0,00%

01-mar-26	02-mar-26	03-mar-26	04-mar-26	05-mar-26	06-mar-26	07-mar-26	08-mar-26	09-mar-26	10-mar-26	11-mar-26	12-mar-26	13-mar-26	14-mar-26	15-mar-26	16-mar-26
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100,00%	100,00%	100,00%	100,00%	50,00%	75,00%	100,00%	0,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	0,00%	100,00%

17-mar-26	18-mar-26	19-mar-26	20-mar-26	21-mar-26	22-mar-26	23-mar-26	24-mar-26	25-mar-26	26-mar-26	27-mar-26	28-mar-26	29-mar-26	30-mar-26	31-mar-26
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	650	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
89,47%	100,00%	100,00%	100,00%	100,00%	100,00%	88,89%	100,00%	100,00%	100,00%	100,00%	0,00%	0,00%	100,00%	100,00%