

janet

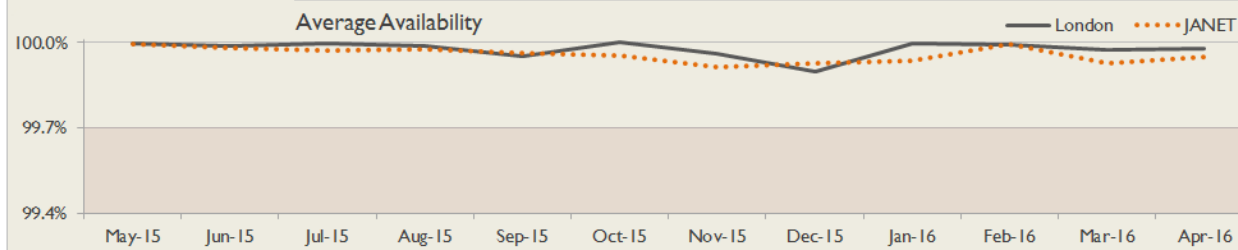
London Service Report

April 2016

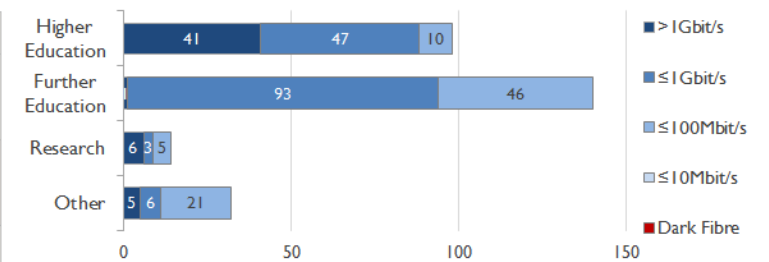


Service Reliability

The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

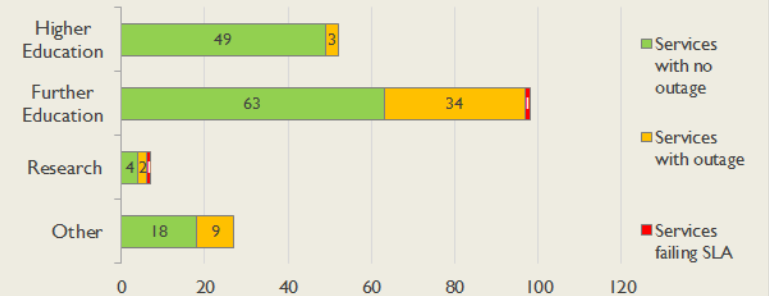


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	8	99.98%	125	99.95%	21	99.96%	218
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 35m		0.61		5h 36m		0.68	
Based on 256 faults over the last 24 months				Based on 1502 faults over the last 24 months			

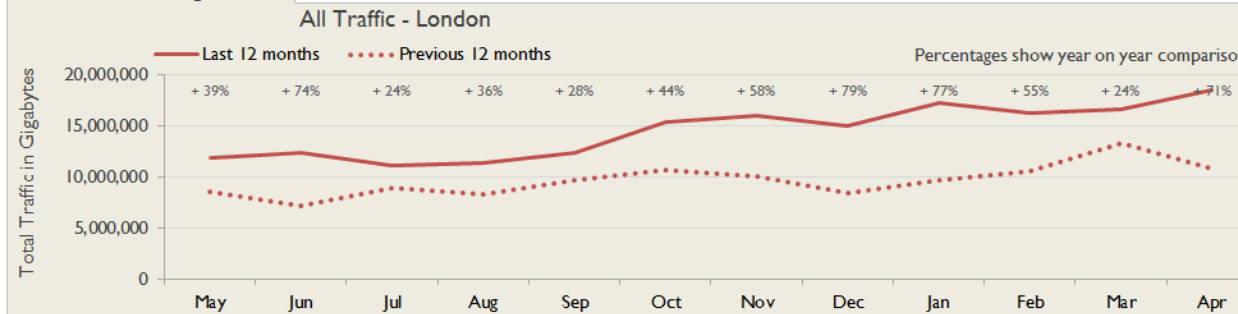
London Service Outages - Last 12 Months



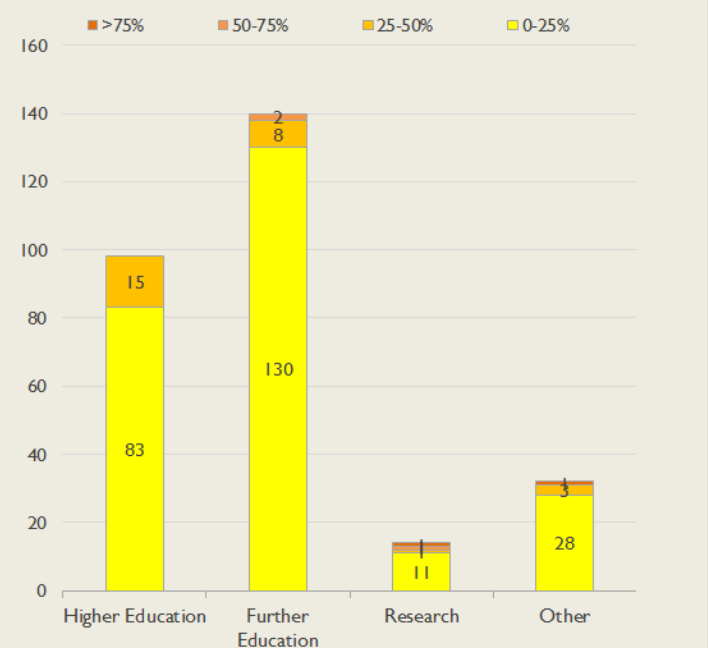
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

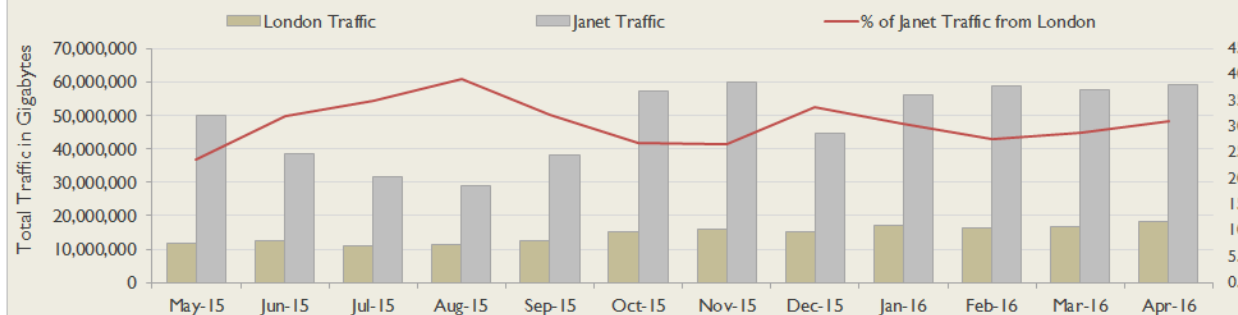
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



London Traffic Against Janet Traffic



Service Availability

The SLA target sets a minimum of 99.7% availability for each customer, averaged over a 12 month rolling period

Periods of scheduled and emergency maintenance are discounted when calculating availability of services

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Amersham and Wycombe College *	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Association of Colleges	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Bangor Business School - London Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	>99.99%	100%	99.00%	100%	100%	100%	100%	100%	100%	100%	99.92%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Berkshire College of Agriculture, Additional Connection				100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	<12 Months
Bexley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bishop Auckland College, Woodhouse Lane Campus [1]										100%	99.94%	100%	<12 Months
Blackpool and The Fylde College, South Building Annex											100%	100%	<12 Months
Brent London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Bromley College of Further and Higher Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooksby Melton College, Melton Campus	99.35%	100%	100%	100%	99.40%	100%	100%	99.66%	100%	100%	99.94%	100%	99.86%
Brunel University London, Uxbridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University, Uxbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Burton and South Derbyshire College, South Derbyshire Campus	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Camden London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.98%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City and Islington College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Brighton and Hove, East Campus											100%	100%	<12 Months
City College Norwich, via Telehouse West	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.90%	100%	99.96%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cleveland College of Art and Design, Hartlepool Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Colchester Institute Enterprises Limited, Colchester Campus [2]											100%	100%	<12 Months
College of North West London	100%	100%	100%	100%	100%	100%	97.01%	100%	100%	100%	100%	100%	99.75%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ealing, Hammersmith & West London College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Berkshire College, Langley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC										100%	98.16%	100%	<12 Months
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	99.54%	100%	100%	100%	100%	99.96%
Exeter College, Victoria House	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Farnborough College of Technology, Ground Floor, Boundary Road	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.88%	99.94%	100%	99.95%
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Link 1								100%	100%	100%	100%	100%	<12 Months
Goldsmiths' College, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildford College of Further and Higher Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Halesowen College, Coombs Wood Business Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%	100%	99.99%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Halesowen College, Whittingham Road, via Telecity Powergate	100%	100%	99.59%	100%	100%	100%	100%	86.41%	100%	100%	99.83%	100%	98.82%
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hampshire County Council	100%	100%	100%	100%	99.64%	100%	100%	100%	100%	100%	100%	100%	99.97%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Hartlepool College of Further Education, via Telehouse West	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Havering College of Further and Higher Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Ware Campus	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Heythrop College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Highbury College, City of Portsmouth Centre	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hillcroft College	100%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	100%	100%	100%	99.86%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.98%
Hugh Baird College, via Telehouse West	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
ifs University College, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.98%
Imperial College of Science, Technology and Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Imperial War Museum, IWM London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%	100%	99.98%
Jisc, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
John Ruskin College	100%	99.58%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Strand Campus *		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Kingston College, Kingston and Sutton Educational Partnership										100%	100%	99.77%	<12 Months	
Kingston College, Kingston Hall Road	100%	99.73%	>99.99%	100%	100%	100%	98.53%	100%	100%	100%	100%	100%	100%	99.86%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lakes College West Cumbria, Additional Connection	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	99.96%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	99.95%
Leicester College, Abbey Park Campus	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	99.96%
Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lincoln College, Newark				100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	<12 Months
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	100%	99.98%
London Borough of Islington, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Lewisham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	100%	99.98%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough College, via Telehouse West			100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	97.99%	99.82%
Lowestoft Sixth Form College	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	99.99%
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	100%	100%	100%	97.91%	100%	100%	99.67%	95.61%	100%	100%	100%	100%	99.43%
Medical Research Council, MRC Technology *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%	100%	99.98%
Myerscough College, Additional Connection	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Nash College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Centre for the Replacement Refinement & Reduction of Animals in Research	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Film and Television School, Beaconsfield Studios								100%	100%	100%	100%	100%	<12 Months

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham College of Further Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northampton College, via Teleticity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
North Warwickshire and Hinckley College, Hinckley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough Regional College, Additional Connection	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	99.77%	99.93%
Petroc, Brannams Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Preston College, Link 2											100%	100%	<12 Months
Queen Mary University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ravensbourne *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College, via Teleticity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rose Bruford College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rotherham College of Arts and Technology, Additional Connection									100%	100%	100%	100%	<12 Months
Royal Academy of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal College of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Trust Limited, Freeman College												100%	<12 Months
Sandwell College, Central Campus [2]	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
Sandwell College, Central Sixth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%	100%	99.99%
School of Oriental and African Studies *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shipleigh College, Exhibition Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College, South West Energy Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
South Downs College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Staffordshire College, Cannock Campus - The Green											100%	99.77%	<12 Months
South Thames College, Merton Campus	100%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	98.15%	100%	100%	99.70%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stanmore College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St George's University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's University, Twickenham *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	99.22%	100%	100%	100%	99.94%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sunderland College, Washington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Swindon College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Bournemouth and Poole College, North Road Campus	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	99.96%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London, Tottenham Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of West Anglia, Wisbech Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Conservatoire for Dance and Drama, London Contemporary Dance School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Francis Crick Institute Limited, Brill Place *											100%	100%	<12 Months
The Francis Crick Institute Limited, Cancer Research UK: London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
The Francis Crick Institute Limited, National Institute for Medical Research *	100%	99.79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
The Institute of Cancer Research: Royal Cancer Hospital *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Camden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Quality Assurance Agency for Higher Education, Carlton House Terrace	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Ealing *	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Tower Hamlets College, Arbour Square									100%	100%	100%	100%	<12 Months
Tower Hamlets College, Poplar									100%	100%	100%	100%	<12 Months
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.83%	100%	99.90%
Trinity Laban Conservatoire of Music and Dance *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, IOE Main Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Data Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus [1]	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Epsom Campus [2]											100%	100%	<12 Months
University of Bedfordshire, Bedford Campus										100%	100%	100%	<12 Months

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
University of East London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Warwick, Warwick Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	99.98%
Walsall College, via Telecity Powergate			100%	100%	100%	100%	100%	100%	100%	100%	99.83%	100%	<12 Months
Waltham Forest College, via Telecity Powergate										100%	100%	100%	<12 Months
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warwickshire College, Leamington Centre via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	12 Month Rolling Availability
Working Men's College Corporation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Northumberland College, via Telecty Powergate	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Brent London Borough Council, Personal & Community Development	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
London Borough of Bromley, Education and Care Directorate	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Camden London Borough Council, Personal & Community Development	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Christ the King Sixth Form College, St Mary's	04/04/2016 15:47	05/04/2016 15:40	00:00	23:53	Customer Maintenance	Customer unscheduled maintenance
Christ the King Sixth Form College, St Mary's	27/04/2016 00:05	27/04/2016 01:40	00:00	01:35	Telco Maintenance	Scheduled maintenance
City and Islington College, Centre for Health, Social and Child Care	03/04/2016 11:35	03/04/2016 11:51	00:00	00:16	Customer Maintenance	Customer unscheduled maintenance
College of North West London	21/04/2016 01:11	21/04/2016 01:43	00:00	00:32	Unknown	Unknown
Coulsdon Sixth Form College	25/04/2016 15:21	25/04/2016 22:12	00:00	06:51	Customer Environment	Area power cut
Fashion Retail Academy	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
Hammersmith and Fulham London Borough Council, Personal & Community Development	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Harrow London Borough Council, Personal & Community Development	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
Havering Sixth Form College, via Telehouse West	02/04/2016 22:07	02/04/2016 22:17	00:00	00:10	Customer Environment	Customer power failure
Hillingdon London Borough Council, Personal & Community Development	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
ifs University College, London Campus	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
The Royal Borough of Kensington and Chelsea, Personal & Community Development	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
King's College London, Strand Campus, James Black Centre	03/04/2016 14:45	03/04/2016 15:07	00:00	00:22	Unknown	Unknown
King's College London, Strand Campus, James Black Centre	12/04/2016 12:00	12/04/2016 12:41	00:00	00:41	Customer Environment	Area power cut
London Borough of Merton, Personal & Community Development	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Medical Research Council, MRC Technology, Mill Hill	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
Redbridge College	08/04/2016 17:22	09/04/2016 13:51	00:00	20:29	Unknown	No site response
Roehampton University, Whitelands College	12/04/2016 08:43	12/04/2016 12:35	00:41	03:11	Telco Equipment	Telco power supply failure
Rose Bruford College, via Telecity Powergate	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Royal Academy of Music, York Gate	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Royal College of Music, via Telehouse West	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
St George's University of London, Cranmer Terrace	12/04/2016 08:50	12/04/2016 12:35	01:04	02:41	Telco Equipment	Telco power supply failure
Uxbridge College, Uxbridge Campus	04/04/2016 18:46	04/04/2016 18:59	00:00	00:13	Customer Equipment	Site emergency maintenance
Uxbridge College, Uxbridge Campus	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Uxbridge College, Uxbridge Campus, Hayes Campus	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
West Thames College, Feltham Skills Centre	31/03/2016 14:15	01/04/2016 08:53	00:00	18:38	Customer Maintenance	Customer unscheduled power maintenance
Westminster City Council, Personal & Community Development	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
University of Westminster, Cavendish Campus via KLB	16/04/2016 08:25	16/04/2016 08:55	00:00	00:30	Customer Maintenance	Customer scheduled maintenance
Workers' Educational Association, London	15/04/2016 20:06	18/04/2016 07:41	00:00	59:35	Customer Maintenance	Customer scheduled maintenance
Lowestoft College	19/04/2016 07:08	19/04/2016 21:35	00:00	14:27	Regional Other	Stalled Janet switch at Telehouse North
Palmer's College	18/04/2016 03:33	18/04/2016 03:47	00:00	00:14	Telco Maintenance	Emergency Maintenance
University of the Arts London, Chelsea College of Art and Design	17/04/2016 11:01	17/04/2016 14:40	00:00	03:39	Customer Environment	Power outage at site
Medical Research Council, Head Office (London)	26/04/2016 00:06	26/04/2016 00:20	00:00	00:14	Telco Maintenance	Scheduled maintenance
The University of Cumbria, London	15/04/2016 13:05	15/04/2016 15:37	00:00	02:32	Customer Environment	Local power failure
The Quality Assurance Agency for Higher Education, Carlton House Terrace	17/04/2016 06:48	17/04/2016 08:57	00:00	02:09	Customer Environment	Area power cut

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Quality Assurance Agency for Higher Education, Carlton House Terrace	21/04/2016 11:08	25/04/2016 13:28	00:00	98:20	Customer Maintenance	Customer unscheduled maintenance
Peterborough Regional College, Additional Connection	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
Buckinghamshire New University, Uxbridge Campus	02/04/2016 10:14	07/04/2016 14:54	00:00	124:40	Customer Maintenance	Customer scheduled maintenance
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	30/04/2016 14:04	30/04/2016 18:55	00:00	04:51	Customer Line	Issue patch cable affecting The Conservatoire for Dance and Drama
Kingston College, Kingston and Sutton Educational Partnership	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance
South Staffordshire College, Cannock Campus - The Green	27/04/2016 00:02	27/04/2016 01:40	00:00	01:38	Telco Maintenance	Telco unscheduled maintenance