

janet

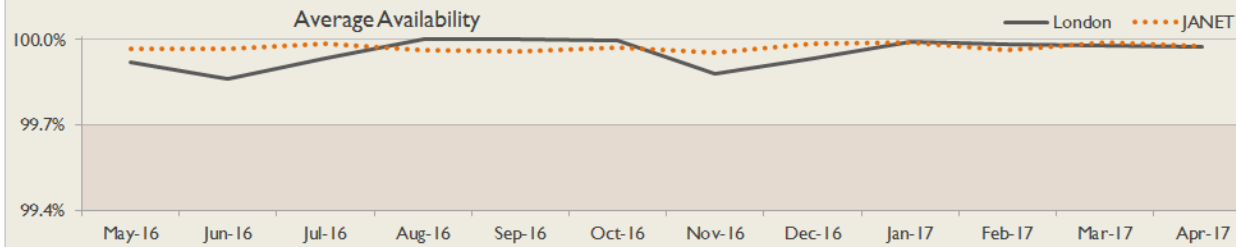
London Service Report

April 2017

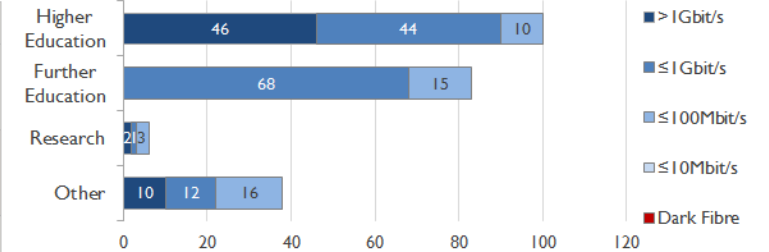


**Service Reliability**

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

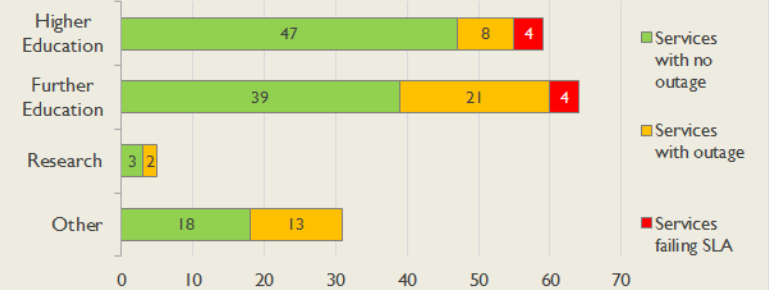


**Connections in London by Contractual Bandwidth**



Average Availability of All Services in London				Average Availability of All Services in Janet			
Apr 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Apr 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
<b>99.97%</b>	<b>11</b>	<b>99.95%</b>	<b>241</b>	<b>99.97%</b>	<b>11</b>	<b>99.97%</b>	<b>158</b>
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>6h 31m</b>		<b>0.38</b>		<b>6h 30m</b>		<b>0.45</b>	
Based on 127 faults over the last 24 months				Based on 988 faults over the last 24 months			

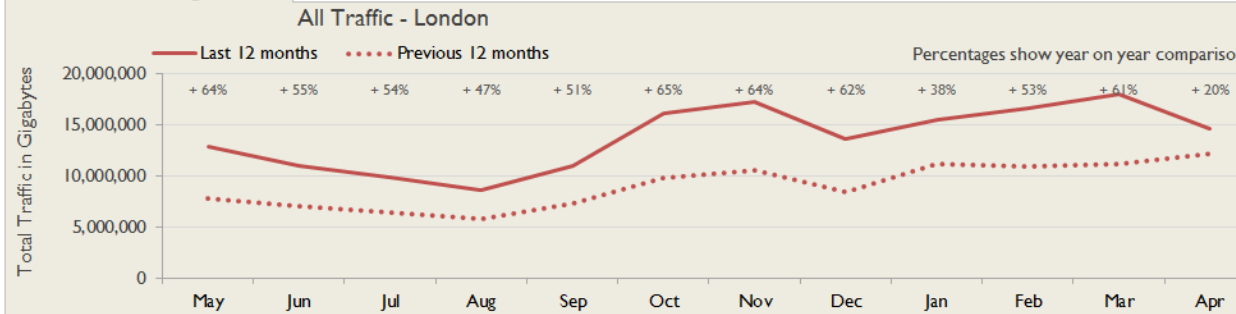
**London Service Outages - Last 12 Months**



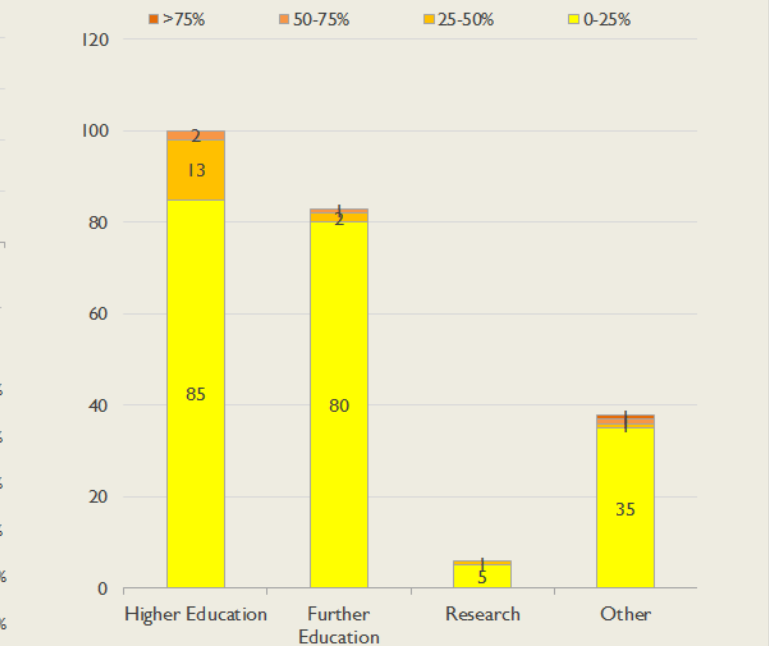
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

**Connection Usage**

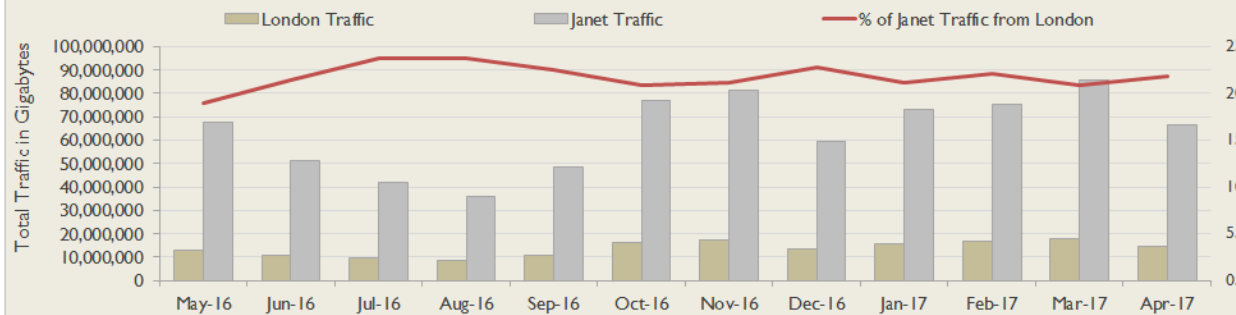
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



**% 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 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Association of Colleges	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%	95.30%	100%	100%	100%	100%	100%	99.61%
Barking and Dagenham College, The Technical Skills Academy	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	98.40%	100%	100%	100%	99.87%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	99.96%
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brent London Borough Council, Personal & Community Development	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	99.86%
Bromley College of Further and Higher Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Bexley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	98.01%	100%	100%	100%	100%	100%	99.83%
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%	99.57%	100%	100%	100%	98.95%	100%	99.88%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Camden Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	99.95%
Capel Manor College	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Brighton and Hove, East Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	>99.99%
City, University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coulsdon Sixth Form College	100%	94.85%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.54%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.49%	99.79%
Coventry University, London Campus *	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%
Defence Science and Technology Laboratory	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 of England Broadband Network, E2BN Data Centre Stevenage	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%
East Sussex County Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Epping Forest College *	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%
Fashion Retail Academy, via Stewart House		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Fashion Retail Academy, via Teecity Powergate	99.40%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	99.97%	100%	99.86%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Glasgow Caledonian University, GCU London	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
Goldsmiths' College, Link 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildford College of Further and Higher Education, Merrist Wood College	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%
Hammersmith and Fulham London Borough Council, Personal & Community Development	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	99.86%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	99.43%	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	99.90%
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%
Heythrop College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial College of Science, Technology and Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Cogeco Peer 1										100%	100%	100%	<12 Months
Jisc Commercial Limited, Dimension Data									100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.96%
King's College London, Quintdown Business Park	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%	100%
Kingston College, Creative Industries Centre	100%	100%	100%	100%	100%	99.74%	99.57%	100%	100%	100%	100%	100%	99.94%
Kingston College, Kingston Hall Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Learning on Screen British Universities and Colleges Film and Video Council	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	99.96%
Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	99.35%	99.91%	100%	100%	100%	99.94%
London Borough of Hillingdon, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	99.95%
London Borough of Islington, Personal & Community Development	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%
London Borough of Redbridge, Personal & Community Development	97.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	99.57%	96.45%	100%	100%	100%	100%	99.67%
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
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 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telecity Harbour Exchange	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Haselgrave	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Holywell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	99.38%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	99.86%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University *	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.96%
Middlesex University, Plat Hall	93.28%	100%	100%	100%	100%	100%	95.30%	100%	100%	100%	100%	100%	99.05%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nash College	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
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 Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	99.96%
National Learning and Work Institute, The Centre for Economic and Social Inclusion										100%	100%	100%	<12 Months
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%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
Palmer's College	100%	100%	99.52%	100%	100%	100%	100%	100%	100%	100%	97.45%	100%	99.75%
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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	99.95%
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%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University *	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Rose Bruford College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Academy of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Brompton Hospital							100%	100%	100%	100%	100%	100%	<12 Months
Royal College of Art, Battersea Campus	100%	95.31%	100%	100%	100%	100%	100%	100%	100%	99.75%	100%	100%	99.59%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	99.67%	100%	100%	100%	100%	100%	99.97%
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%
School of Oriental and African Studies *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.96%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
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%	99.57%	100%	100%	100%	100%	100%	99.96%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.96%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	>99.99%
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%
Surrey County Council, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Ada National College for Digital Skills Limited												100%	<12 Months
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.47%	100%	100%	99.79%
The British School of Osteopathy, BSO Clinical Centre								100%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Forough High Street							100%	100%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Southwark Bridge Road											100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	99.96%
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 Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Institute of Cancer Research: Royal Cancer Hospital *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The London Institute of Banking & Finance, London Campus	100%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	99.91%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
The Open University, Camden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	<b>99.41%</b>	100%	100%	100%	100%	100%	<b>99.57%</b>	<b>99.35%</b>	100%	100%	100%	100%	<b>99.86%</b>
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Arbour Square	100%	100%	100%	100%	100%	100%	<b>99.57%</b>	100%	100%	100%	100%	100%	<b>99.96%</b>
Tower Hamlets College, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Poplar	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trinity Laban Conservatoire of Music and Dance *	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]	<b>99.92%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
University for the Creative Arts, Epsom Campus [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath, London				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of East London *	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, ULCC Data Centre	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%

Service	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	12 Month Rolling Availability
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%	100%	100%
Waltham Forest College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College, via Telehouse West	100%	100%	<b>97.93%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.83%</b>
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	<b>99.42%</b>	100%	100%	100%	100%	100%	100%	<b>99.35%</b>	100%	100%	100%	100%	<b>99.90%</b>
West Suffolk College	<b>99.98%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WKCIC Group, City and Islington College [1] *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WKCIC Group, Westminster Kingsway College *	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%	<b>99.97%</b>	100%	<b>&gt;99.99%</b>
Workers' Educational Association, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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
The National Centre for Young People with Epilepsy	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
The National Centre for Young People with Epilepsy	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
London Borough of Bromley, Education and Care Directorate	18/04/2017 09:00	18/04/2017 09:23	00:00	00:23	Customer Other	Site router accidentally powered off by customer
Courtauld Institute of Art	26/04/2017 12:37	27/04/2017 08:44	02:03	18:04	Telco Equipment	Faulty SFP/attenuator at customer site
The Royal Central School of Speech and Drama	11/04/2017 07:03	11/04/2017 07:25	00:00	00:22	Managed Router Scheduled Maintenance	Site MRS replacement
Fashion Retail Academy, via Telecite Powergate	10/04/2017 15:55	11/04/2017 09:25	00:00	17:30	Customer Unscheduled Maintenance	Customer disconnected line to test
Bromley College of Further and Higher Education, Greenwich Community College	20/04/2017 08:11	20/04/2017 08:23	00:00	00:12	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Morley College Limited	20/04/2017 00:15	20/04/2017 08:16	00:00	08:01	Customer Environment	Wide area power outage
Queen Mary University of London, Mile End Road	16/04/2017 15:39	16/04/2017 15:50	00:00	00:11	Customer Environment	Customer power supply failure
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	27/04/2017 14:47	27/04/2017 15:09	00:00	00:22	Unknown reason for outage	Unknown outage

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Redbridge, Personal & Community Development	03/04/2017 03:09	03/04/2017 06:04	00:00	02:55	Unknown reason for outage	Unknown outage
Rose Bruford College, via Teleticity Powergate	13/04/2017 00:14	13/04/2017 00:30	00:16	00:00	Telco Scheduled Maintenance	VM planned maintenance
Royal College of Art, Kensington Gore	23/04/2017 16:31	24/04/2017 08:51	00:00	16:20	Customer Environment	Site power cut
Royal College of Art, Kensington Gore	24/04/2017 11:03	24/04/2017 13:30	00:00	02:27	Customer Environment	Site power cut
Defence Science and Technology Laboratory, via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Defence Science and Technology Laboratory, via Teleticity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
London Grid for Learning Trust, Orpington via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
London Grid for Learning Trust, Orpington via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
London Grid for Learning Trust, Orpington via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
London Grid for Learning Trust, Orpington via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
London Grid for Learning Trust, Orpington via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
London Grid for Learning Trust, Orpington via Teleticity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Grid for Learning Trust, Orpington via Telecity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
London Grid for Learning Trust, Orpington via Telecity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
London Grid for Learning Trust, Orpington via Telecity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
London Grid for Learning Trust, Orpington via Telecity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
Redcentric Solutions plc, Services to SEGfL LA's	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Redcentric Solutions plc, Services to SEGfL LA's	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Redcentric Solutions plc, Services to SEGfL LA's	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Redcentric Solutions plc, Services to SEGfL LA's	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Redcentric Solutions plc, Services to SEGfL LA's	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Redcentric Solutions plc, Services to SEGfL LA's	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
Redcentric Solutions plc, Services to SEGfL LA's	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network	Core router replacement

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Redcentric Solutions plc, Services to SEGfL LA's	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
Redcentric Solutions plc, Services to SEGfL LA's	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
Redcentric Solutions plc, Services to SEGfL LA's	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
Coventry University, London Campus, via Telecity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Coventry University, London Campus, via Telecity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
Coventry University, London Campus, via Telehouse	30/04/2017 09:20	30/04/2017 13:15	00:00	03:55	Customer Environment	Customer power outage.
Glasgow Caledonian University, GCU London	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
Glasgow Caledonian University, GCU London	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
University of the Arts London, Chelsea College of Art and Design	11/04/2017 06:16	11/04/2017 08:24	00:43	01:25	Managed Router Scheduled Maintenance	Planned router maintenance failed

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of the Arts London, Chelsea College of Art and Design	28/04/2017 22:14	29/04/2017 03:25	04:47	00:24	Telco Equipment	Hardware failure on Telco network
East Sussex County Council, via Teleticity	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
East Sussex County Council, via Teleticity	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement
The Open University, Camden	03/04/2017 05:14	03/04/2017 09:33	00:00	04:19	Customer Environment	Local area power outage
The Open University, Camden	05/04/2017 06:25	05/04/2017 07:47	00:00	01:22	Customer Environment	Power failure
London South Bank University, Teleticity Harbour Exchange	11/04/2017 02:56	11/04/2017 07:13	00:00	04:17	Telco Equipment	Faulty CFP
London South Bank University, Teleticity Harbour Exchange	18/04/2017 07:00	18/04/2017 07:49	00:00	00:49	Regional Network Scheduled Maintenance	Core router replacement