

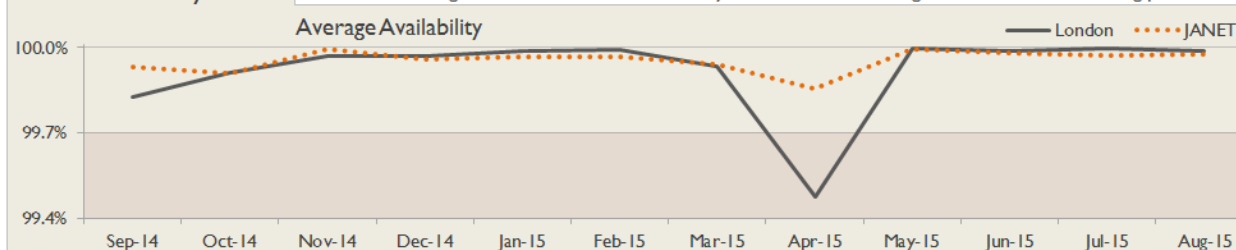


London Service Report

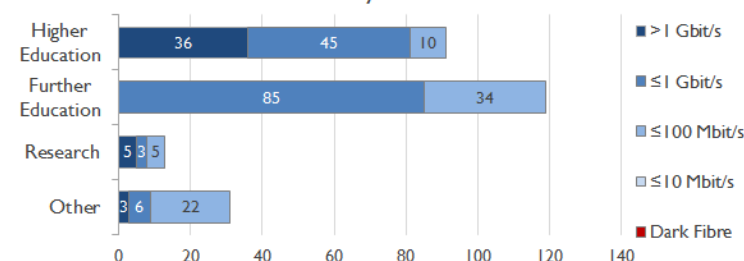
August 2015

Service Reliability

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



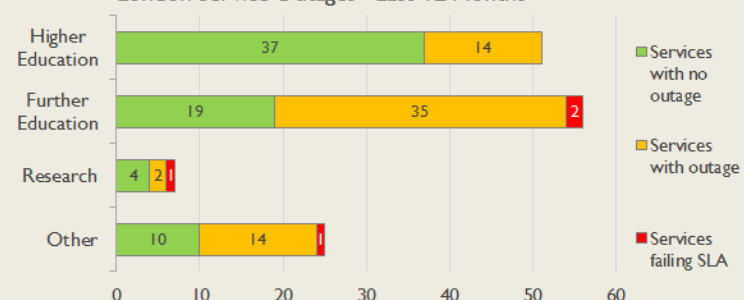
Connections in London by Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	5	99.92%	418	99.98%	10	99.95%	241
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
9h 37m		0.60		5h 13m		0.68	
Based on 225 faults over the last 24 months				Based on 1395 faults over the last 24 months			

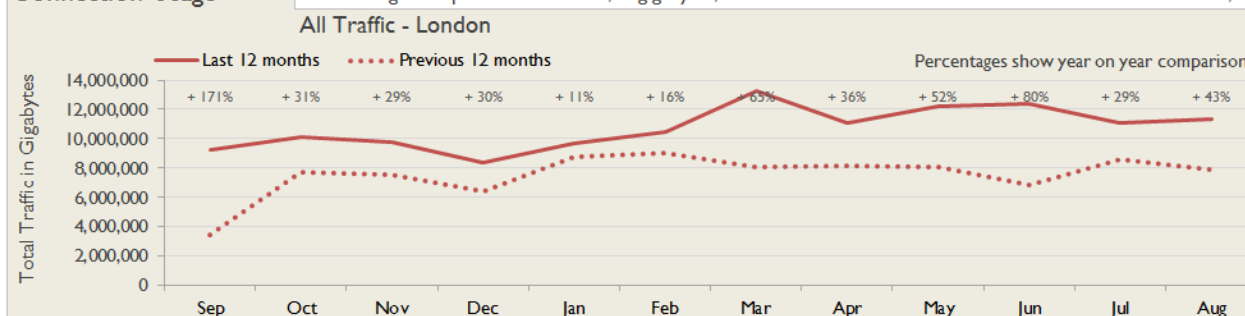
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

London Service Outages - Last 12 Months

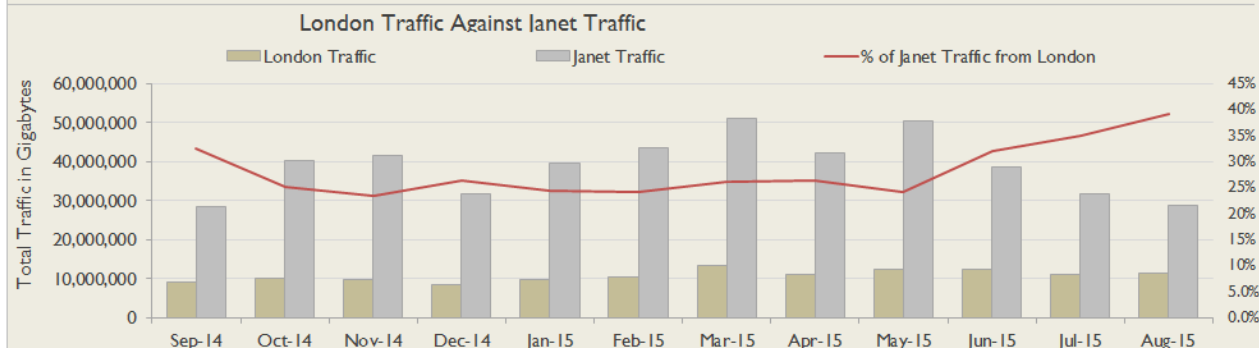
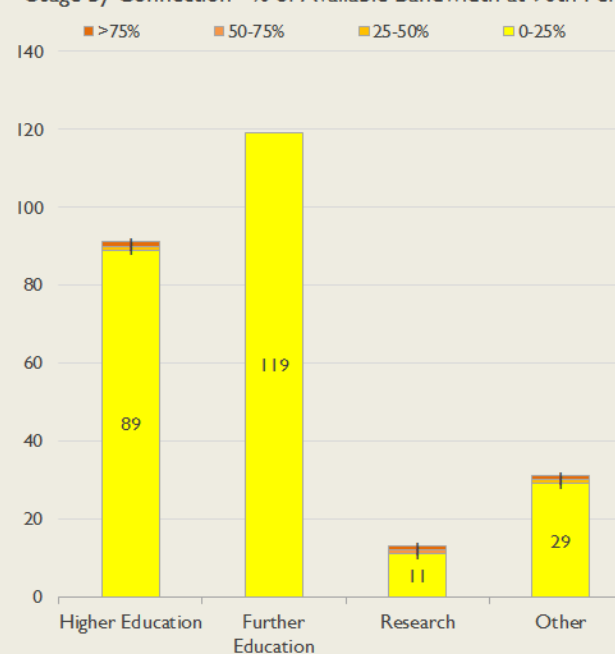


Connection Usage

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



Usage by Connection - % of Available Bandwidth at 90th Percentile



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	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Amersham and Wycombe College, Wycombe Campus					100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	>99.99%
Association of Colleges	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
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%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	>99.99%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bexley College	100%	97.92%	100%	100%	100%	100%	99.04%	100%	100%	100%	100%	100%	99.75%
Birkbeck College*	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%
Bromley College of Further and Higher Education*	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Brooke House Sixth Form College	100%	98.75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
Brooksby Melton College, Melton Campus			99.63%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	<12 Months

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
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%	<12 Months
Burton and South Derbyshire College, South Derbyshire Campus									100%	100%	100%	100%	<12 Months
Capel Manor College	99.14%	98.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Carshalton College	100%	98.68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Chesterfield College, Automotive Campus				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Christ the King Sixth Form College*	98.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
City and Islington College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Telehouse West									100%	100%	100%	100%	<12 Months
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%	<12 Months
College of North West London	100%	100%	100%	99.96%	98.77%	99.77%	100%	100%	100%	100%	100%	100%	99.87%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	98.71%	100%	100%	100%	100%	99.89%
Croydon College*	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Ealing, Hammersmith and West London College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Berkshire College, Langley Campus	100%	100%	100%	99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Esher College	100%	99.40%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
European Bioinformatics Institute*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Farnborough College of Technology, Ground Floor, Boundary Road							100%	100%	100%	100%	100%	100%	<12 Months
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus*		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Goldsmiths' College	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%
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%	99.96%	100%	100%	100%	100%	100%	100%	>99.99%
Halesowen College, Coombs Wood Business Centre							99.60%	100%	100%	100%	100%	100%	<12 Months
Halesowen College, Whittingham Road, via Telecity Powergate							99.60%	100%	100%	100%	99.59%	100%	<12 Months
Hampshire County Council	100%	100%	99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Harrow College*	100%	98.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
Hartlepool College of Further Education, via Telehouse West						100%	100%	100%	100%	100%	100%	100%	<12 Months
Havering College of Further and Higher Education*	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Havering Sixth Form College*	99.16%	100%	96.18%	99.99%	100%	100%	100%	100%	100%	100%	100%	100%	99.61%
Hertford Regional College, Ware Campus			99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	<12 Months
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%	99.73%	100%	100%	99.98%

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Hugh Baird College, via Telehouse West				100%	100%	100%	100%	96.62%	100%	100%	100%	100%	<12 Months
Huntingdonshire Regional College, California Road Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
ifs University College, London Campus	100%	100%	100%	99.88%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.96%
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	99.44%	99.18%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Jisc, Brettenham House*	100%	100%	100%	100%	100%	100%	100%	95.84%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House												100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.58%	100%	100%	99.97%
Kensington and Chelsea College	100%	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
King's College London, Strand Campus*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College	100%	100%	100%	98.56%	100%	100%	100%	100%	100%	99.73%	>99.99%	100%	99.86%
Kingston University*	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Lakes College West Cumbria, Additional Connection				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leicester College, Abbey Park Campus				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Lewisham Southwark College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	98.54%	98.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.74%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
London Borough of Hammersmith and Fulham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Harrow, Personal & Community Development	100%	100%	100%	100%	100%	99.25%	99.60%	100%	100%	99.50%	100%	100%	99.86%
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	98.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%
London Borough of Redbridge, Personal & Community Development	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
London Borough of Tower Hamlets, Personal & Community Development	99.44%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
London Borough of Waltham Forest, 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%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Metropolitan University*	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London School of Economics and Political Science*	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London School of Hygiene and Tropical Medicine*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Interconnect	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%
Mary Ward Settlement, Queen Square	98.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Medical Research Council, Head Office (London)	99.44%	100%	100%	100%	100%	100%	100%	42.01%	100%	100%	100%	97.91%	94.95%
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%	99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Myerscough College, Additional Connection					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Nash College	96.43%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%
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%	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	98.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
North Hertfordshire College, Hitchin Centre		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
North Warwickshire and Hinckley College, Hinckley Campus				100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Northampton College, via Telecity Powergate						100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough Regional College, Additional Connection				100%	100%	100%	99.60%	100%	100%	99.51%	100%	100%	<12 Months
Petroc, Brannams									100%	100%	100%	100%	<12 Months
Plymouth College of Art, Tavistock Place								100%	100%	100%	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	97.88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%

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Redcar and Cleveland College, via Telecity Powergate						100%	99.60%	100%	100%	100%	100%	100%	<12 Months
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%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Rose Bruford College*	99.44%	100%	100%	98.90%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%
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 College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	>99.99%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway University of London*	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Sandwell College, Bromwich Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
Sandwell College, via Telehouse West						100%	99.60%	100%	100%	100%	100%	100%	<12 Months
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%	<12 Months
Sir George Monoux College	98.54%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
South Downs College, via Telecity Powergate							99.56%	100%	100%	100%	100%	100%	<12 Months
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.73%	100%	100%	99.98%
Southport College, Additional Connection				100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
St Dominic's Sixth Form College	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
St Francis Xavier Sixth Form College	99.44%	98.88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%
St George's Hospital Medical School*	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%
Stafford College, Additional Connection				100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Stanmore College*	99.51%	100%	100%	100%	100%	100%	100%	99.00%	100%	100%	100%	100%	99.88%
Stockton Riverside College, via Telecity Powergate						100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Stoke-on-Trent College, Burslem Campus				100%	100%	99.29%	99.60%	100%	100%	100%	100%	100%	<12 Months
Suffolk New College, via Telecity Powergate							97.86%	100%	100%	100%	100%	100%	<12 Months
Sunderland College, Washington Campus									100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate									100%	100%	100%	100%	<12 Months
The Bournemouth and Poole College, North Road Campus							100%	100%	100%	100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	76.87%	100%	100%	100%	100%	98.07%
The City of Liverpool College, The Learning Exchange			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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 Haringey, Enfield and North East London, Enfield Centre	99.14%	100%	100%	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
The College of West Anglia, Wisbech Campus										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 Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art											100%	100%	<12 Months

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
The Francis Crick Institute Limited, National Institute for Medical Research*	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	99.98%
The Francis Crick Institute Limited, Cancer Research UK: London Research Institute	100%	100%	100%	98.14%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
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%	<12 Months
The Quality Assurance Agency for Higher Education, Carlton House Terrace		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	99.90%	100%	99.27%	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.93%
The University of West London, Brentford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College	99.44%	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
Trinity Laban Conservatoire of Music and Dance*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, Kathleen Lonsdale Building	100%	99.90%	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	99.98%
University College London, IOE Main Building*	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	>99.99%
University of East London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Loughton Campus	100%	99.87%	100%	100%	99.54%	100%	100%	100%	100%	100%	100%	100%	99.95%
University of Essex, Oakwood Hill Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	>99.99%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
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%	<12 Months
University of Westminster*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus*	99.81%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Walsall College, via Telecity Powergate											100%	100%	<12 Months
Waltham Forest College	99.14%	99.50%	100%	99.67%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%
Warwickshire College, Leamington Centre via Telecity Powergate						100%	99.60%	100%	100%	100%	100%	100%	<12 Months
West Suffolk College, Additional Connection			100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
West Thames College*	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%	99.60%	100%	100%	100%	100%	100%	99.97%
Westminster Kingsway College*	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Wirral Metropolitan College, Conway Park Campus				100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
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%
Working Men's College	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
Medical Research Council, Head Office (London)	31/07/2015 13:14	01/08/2015 05:39	00:53	15:32	Telco Equipment	Telco port failure on a switch
The Royal Veterinary College, Hawkshead Campus	01/08/2015 09:03	01/08/2015 10:18	00:00	01:15	Customer Scheduled Maintenance	Customer scheduled router maintenance
The Royal Veterinary College, Hawkshead Campus	01/08/2015 10:40	01/08/2015 16:46	00:00	06:06	Customer Scheduled Maintenance	Customer scheduled router maintenance
The Royal Veterinary College, Hawkshead Campus	02/08/2015 15:52	02/08/2015 16:26	00:00	00:34	Customer Scheduled Maintenance	Customer scheduled router maintenance
Farnborough College of Technology, Ground Floor, Boundary Road	03/08/2015 07:12	04/08/2015 08:16	00:00	25:04	Customer Scheduled Maintenance	Customer scheduled maintenance
Goldsmiths' College, via King's College	04/08/2015 19:16	04/08/2015 20:00	00:00	00:44	Customer Maintenance	Customer investigating flapping
Christ the King Sixth Form College, Sidcup Campus	07/08/2015 10:18	07/08/2015 12:40	00:00	02:22	Customer Unscheduled Maintenance	Power maintenance
Working Men's College	07/08/2015 14:08	07/08/2015 18:40	00:00	04:32	Customer Environment	Site air con failure
Richmond upon Thames College, via Telecity Powergate	08/08/2015 07:55	08/08/2015 08:08	00:00	00:13	Customer Scheduled Maintenance	Site power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Richmond upon Thames College, via Telehouse West	08/08/2015 07:55	08/08/2015 08:08	00:00	00:13	Customer Scheduled Maintenance	Site power maintenance
Richmond upon Thames College, via Telehouse West	08/08/2015 08:48	08/08/2015 10:03	00:00	01:15	Customer Scheduled Maintenance	Site power maintenance
ifs University College, London Campus	08/08/2015 08:38	08/08/2015 11:07	00:00	02:29	Customer Scheduled Maintenance	Site power maintenance
Newham Sixth Form College	07/08/2015 17:30	09/08/2015 10:50	00:00	41:20	Customer Unscheduled Maintenance	Unscheduled power maintenance
West Thames College, Feltham Skills Centre	11/08/2015 09:41	11/08/2015 09:55	00:00	00:14	Customer Environment	Wide area power failure
Westminster Kingsway College, King's Cross Centre	12/08/2015 08:09	12/08/2015 14:18	00:34	05:35	Telco Line	Fibre break
Amersham and Wycombe College, Wycombe Campus	06/08/2015 08:54	13/08/2015 07:56	00:00	167:02	Customer Environment	Maintenance by national power grid.
West Thames College, Feltham Skills Centre	14/08/2015 10:08	14/08/2015 11:03	00:00	00:55	Customer Environment	Customer power failure
Imperial College of Science, Technology and Medicine, St Mary's Campus	15/08/2015 14:29	15/08/2015 17:23	00:00	02:54	Customer Environment	Local area power outage
Royal College of Music, via Imperial College	20/08/2015 17:36	20/08/2015 18:04	00:00	00:28	Customer Unscheduled Maintenance	Customer unscheduled firewall maintenance
Royal College of Music, via Imperial College	20/08/2015 19:06	20/08/2015 19:29	00:00	00:23	Customer Unscheduled Maintenance	Customer unscheduled firewall maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal College of Music, via Imperial College	20/08/2015 20:41	20/08/2015 20:54	00:00	00:13	Customer Unscheduled Maintenance	Customer unscheduled firewall maintenance
Imperial War Museum, IWM London	21/08/2015 04:48	21/08/2015 05:11	00:00	00:23	MRS Equipment	Faulty MRS device
Shipley College, Exhibition Road	21/08/2015 10:55	21/08/2015 15:36	00:00	04:41	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Leicester College, Abbey Park Campus	23/08/2015 09:04	24/08/2015 07:22	00:00	22:18	Customer Environment	Local area power outage
Imperial War Museum, IWM London	24/08/2015 11:03	24/08/2015 11:37	00:00	00:34	MRS Equipment	Faulty MRS device
Imperial War Museum, IWM London	24/08/2015 14:42	24/08/2015 15:44	00:00	01:02	MRS Equipment	Faulty MRS device
Imperial War Museum, IWM London	24/08/2015 19:33	24/08/2015 20:50	00:00	01:17	MRS Equipment	Faulty MRS device
The College of West Anglia, Wisbech Campus	25/08/2015 11:00	25/08/2015 11:30	00:00	00:30	Customer Environment	Local power failure
The University of West London, Brentford	26/08/2015 09:12	26/08/2015 10:59	01:47	00:00	Telco Equipment	Loss of power to VM NTE affecting The University of West London, Brentford
The College of West Anglia, Wisbech Campus	26/08/2015 08:33	26/08/2015 13:00	00:00	04:27	Customer Environment	Air conditioning failure in server room
The College of West Anglia, Wisbech Campus	26/08/2015 17:30	27/08/2015 07:57	00:00	14:27	Customer Scheduled Maintenance	Customer scheduled maintenance
Hackney Community College, via Stewart house	28/08/2015 18:53	28/08/2015 20:29	00:00	01:36	Customer Scheduled Maintenance	Customer scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hackney Community College, via Telehouse West	28/08/2015 18:53	28/08/2015 20:29	00:00	01:36	Customer Scheduled Maintenance	Customer scheduled maintenance
Richmond Adult Community College, Parkshot Centre	29/08/2015 00:42	29/08/2015 00:55	00:00	00:13	Telco Maintenance	Emergency maintenance
British Universities Film & Video Council	29/08/2015 00:30	29/08/2015 00:56	00:00	00:26	Telco Maintenance	Emergency maintenance
Lambeth College	29/08/2015 00:30	29/08/2015 00:56	00:00	00:26	Telco Maintenance	Emergency maintenance
South Thames College, Merton Campus	29/08/2015 00:30	29/08/2015 00:56	00:00	00:26	Telco Maintenance	Emergency maintenance
Westminster Kingsway College, Victoria Centre	29/08/2015 11:54	29/08/2015 13:20	00:00	01:26	Customer Unscheduled Maintenance	Site unscheduled power maintenance