

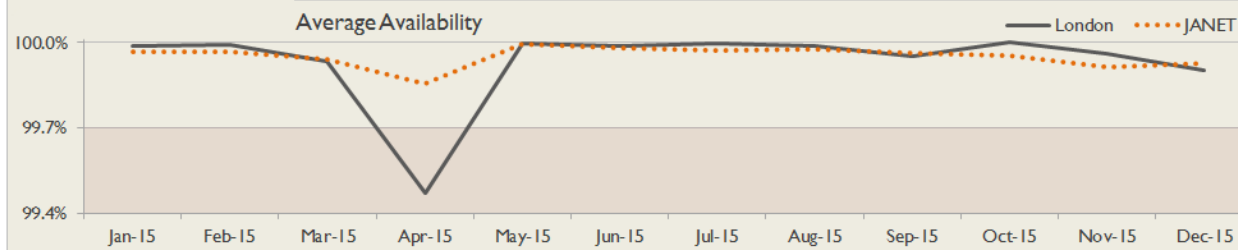


London Service Report

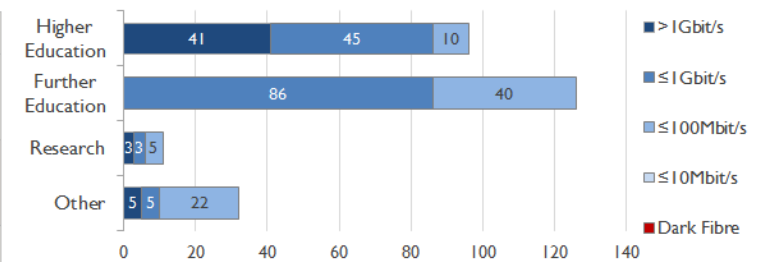
December 2015

Service Reliability

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

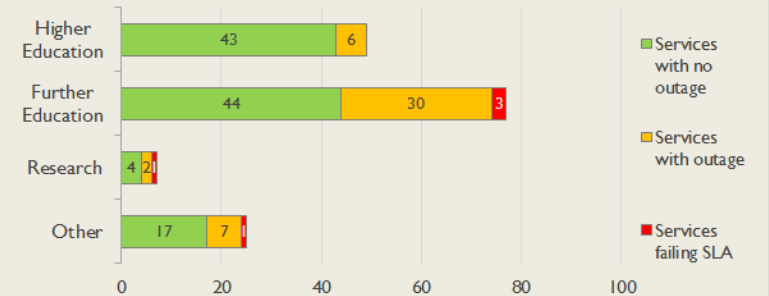


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Dec 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.90%	44	99.93%	363	99.93%	32	99.95%	250
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 56m		0.56		5h 12m		0.73	
Based on 220 faults over the last 24 months				Based on 1530 faults over the last 24 months			

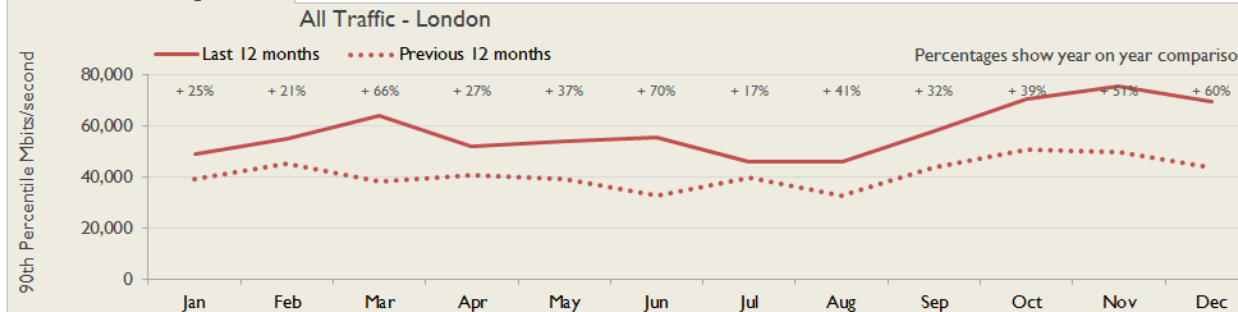
London Service Outages - Last 12 Months



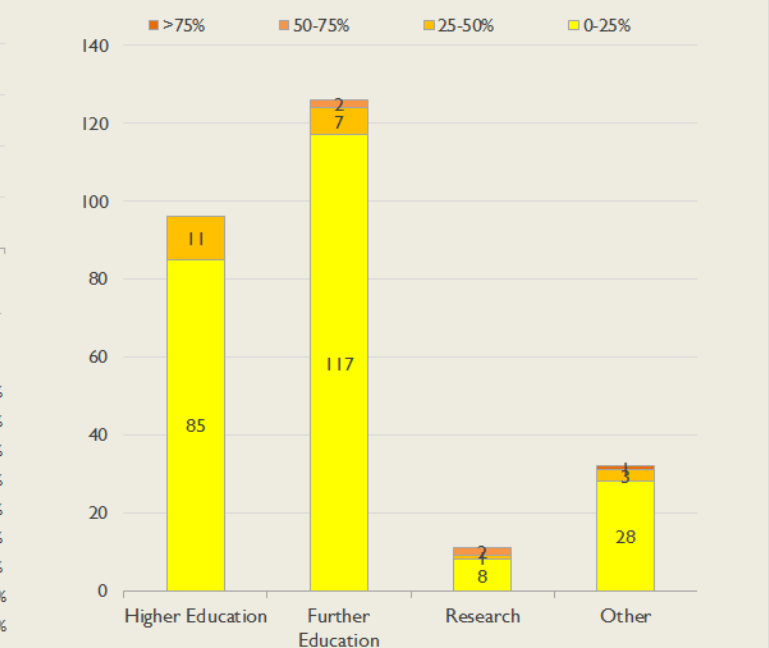
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

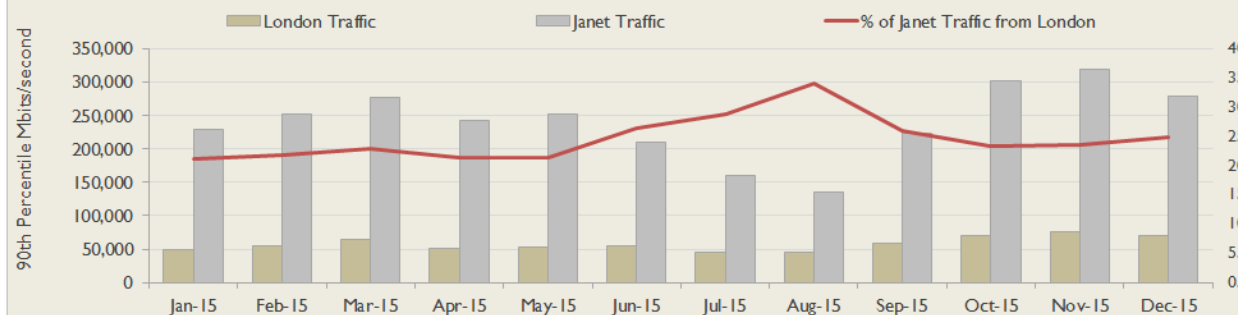
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Amersham and Wycombe College *	100%	100%	100%	100%	100%	100%	>99.99%	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%	100%	100%	100%	100%	>99.99%	100%	99.00%	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	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Berkshire College of Agriculture, via Telehouse West								100%	99.60%	100%	100%	100%	<12 Months
Bexley College	100%	100%	99.04%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
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 *	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	100%	100%	100%	100%	99.35%	100%	100%	100%	99.40%	100%	100%	99.66%	99.87%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 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%	100%	100%	100%	100%	<12 Months
Burton and South Derbyshire College, South Derbyshire Campus					100%	100%	100%	100%	99.60%	100%	100%	100%	<12 Months
Camden London Borough Council, Personal & Community Development	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%	100%	100%	100%	100%	99.60%	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 Norwich, via Telehouse West					100%	100%	100%	100%	99.60%	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%	100%	100%	100%	100%	<12 Months
College of North West London	98.77%	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	97.01%	100%	99.63%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	98.71%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Croydon College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	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%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability	
European Bioinformatics Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.54%	99.96%
Exeter College, Victoria House	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%	
Farnborough College of Technology, Ground Floor, Boundary Road			100%	100%	100%	100%	100%	100%	99.60%	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 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Goldsmiths' College, Stewart House												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%	
Guildford College of Further and Higher Education *			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months	
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Hackney Community College *	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	
Halesowen College, Coombs Wood Business Centre			99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months	
Halesowen College, Whittingham Road, via Telecity Powergate			99.60%	100%	100%	100%	99.59%	100%	100%	100%	100%	86.41%	<12 Months	
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	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%	99.25%	99.60%	100%	100%	99.50%	100%	100%	100%	100%	100%	>99.99%	>99.99%	
Harrow London Borough Council, Personal & Community Development	100%	99.25%	99.60%	100%	100%	99.50%	100%	100%	100%	100%	100%	>99.99%	>99.99%	
Harrow London Borough Council, Personal & Community Development	100%	99.25%	99.60%	100%	100%	99.50%	100%	100%	100%	100%	100%	>99.99%	>99.99%	

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Harrow London Borough Council, Personal & Community Development	100%	99.25%	99.60%	100%	100%	99.50%	100%	100%	100%	100%	100%	>99.99%	>99.99%
Hartlepool College of Further Education, via Telehouse West		100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
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%	99.60%	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%	100%	100%	100%	100%	99.73%	100%	100%	100%	100%	98.53%	100%	99.86%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College, via Telehouse West	100%	100%	100%	96.62%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.69%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
ifs University College, London Campus	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%	95.84%	100%	100%	100%	100%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House								100%	100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	99.58%	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%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
King's College London, Strand Campus *	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	<12 Months
Kingston College	100%	100%	100%	100%	100%	99.73%	>99.99%	100%	100%	100%	98.53%	100%	99.86%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lakes College West Cumbria, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.38%	99.95%
Leicester College, Abbey Park Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
Lewisham Southwark College *	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%
London Borough of Brent, Personal & Community Development	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
London Borough of Bromley, Education and Care Directorate	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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 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 Merton, Personal & Community Development	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
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, 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%
Loughborough College, via Telehouse West							100%	100%	99.60%	100%	100%	100%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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%	42.01%	100%	100%	100%	97.91%	100%	100%	99.67%	95.61%	94.60%
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%	100%	100%	100%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
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%	<12 Months
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%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Newham Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northampton College, via Teleticity Powergate		100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	99.97%
North Warwickshire and Hinckley College, Hinckley Campus	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough Regional College, Additional Connection	100%	100%	99.60%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	99.93%
Petroc, Brannams					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Plymouth College of Art, Tavistock Place				100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	<12 Months
Plymouth College of Art, Tavistock Place				100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	<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%	99.60%	100%	100%	100%	100%	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%	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%
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, Battersea Campus	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%	>99.99%	100%	100%	100%	100%	100%	>99.99%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
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%
Sandwell College, Bromwich Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Sandwell College, via Telehouse West		100%	99.60%	100%	100%	100%	100%	100%	99.60%	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%	100%	100%	100%	100%	<12 Months
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%	<12 Months
South Downs College, via Telecity Powergate			99.56%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Southport College, Additional Connection	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	99.73%	100%	100%	100%	100%	98.53%	100%	99.86%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Stanmore College *	100%	100%	100%	99.00%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
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%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Stockton Riverside College, via Telecity Powergate		100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Stoke-on-Trent College, Burslem Campus	100%	99.29%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Suffolk New College, via Telecity Powergate			97.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Sunderland College, Washington Campus					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Bournemouth and Poole College, North Road Campus			100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	76.87%	100%	100%	100%	100%	100%	100%	100%	100%	98.07%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	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%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art							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, Cancer Research UK: London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Francis Crick Institute Limited, National Institute for Medical Research *	100%	100%	100%	100%	100%	99.79%	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%	<12 Months
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%

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
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%	>99.99%	100%	100%	100%	100%	100%	>99.99%
Tower Hamlets College	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, IOE Main Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, Kathleen Lonsdale Building *	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	>99.99%	100%	100%	100%	100%	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 *	99.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
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%	<12 Months
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%
Walsall College, via Teleticity Powergate							100%	100%	100%	100%	100%	100%	<12 Months
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warwickshire College, Leamington Centre via Teleticity Powergate		100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	12 Month Rolling Availability
Westminster City Council, Personal & Community Development	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Westminster Kingsway College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College, Conway Park Campus	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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 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
University of East London, Docklands Campus	15/12/2015 07:12	15/12/2015 07:22	00:00	00:10	Regional Maintenance	Emergency maintenance
University of Greenwich, Avery Hill Campus	15/12/2015 05:10	15/12/2015 05:51	00:00	00:41	Customer Maintenance	Customer unscheduled maintenance
Imperial College of Science, Technology and Medicine, South Kensington Campus	22/12/2015 10:30	22/12/2015 10:40	00:00	00:10	Customer Maintenance	Customer scheduled maintenance
Imperial War Museum, IWM London	21/12/2015 23:54	23/12/2015 03:12	00:00	03:18	Customer Environment	Customer power supply failure
King's College London, Strand Campus, James Black Centre	15/12/2015 19:04	15/12/2015 19:31	00:00	00:27	Customer Maintenance	Emergency maintenance
King's College London, Strand Campus, James Black Centre	21/12/2015 05:55	21/12/2015 11:19	00:00	05:24	Customer Equipment	Site firewall failure
Lambeth College	15/12/2015 14:46	15/12/2015 20:18	00:57	04:35	Telco Line	Dirty fibres
London Business School, Taunton Centre	22/12/2015 19:47	22/12/2015 21:33	00:00	01:46	Customer Maintenance	Customer maintenance
London School of Economics and Political Science, via Kings College	20/12/2015 09:47	20/12/2015 10:00	00:00	00:13	Customer Maintenance	Unscheduled customer maintenance
London School of Economics and Political Science, via Kings College	20/12/2015 14:08	20/12/2015 14:44	00:00	00:36	Customer Maintenance	Unscheduled customer maintenance
London School of Economics and Political Science, via ULCC	20/12/2015 13:32	20/12/2015 13:38	00:00	00:06	Customer Maintenance	Unscheduled customer maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Newham College of Further Education, Stratford Campus	21/12/2015 10:52	21/12/2015 17:48	00:00	06:56	Customer Maintenance	Customer unscheduled maintenance
Newham College of Further Education, East Ham Campus	11/12/2015 18:29	12/12/2015 14:17	00:00	19:48	Customer Maintenance	Customer unscheduled maintenance
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	27/12/2015 10:24	27/12/2015 10:48	00:00	00:24	Unknown	Flapping but no cause identified
Ravensbourne, via King's College	20/12/2015 09:24	20/12/2015 09:53	00:00	00:29	Customer Maintenance	Customer scheduled maintenance
Ravensbourne, via ULCC	20/12/2015 09:24	20/12/2015 09:53	00:00	00:29	Customer Maintenance	Customer scheduled maintenance
Royal Holloway University of London, Egham Hill (1)	15/12/2015 07:12	15/12/2015 07:22	00:00	00:10	Regional Maintenance	Emergency maintenance
London South Bank University, London Road	19/12/2015 07:28	19/12/2015 11:59	00:00	04:31	Customer Maintenance	Unscheduled site maintenance
St George's Hospital Medical School, Cranmer Terrace	19/12/2015 10:23	20/12/2015 17:40	00:00	07:17	Customer Maintenance	Customer scheduled maintenance
Workers' Educational Association, London	01/12/2015 12:45	01/12/2015 17:18	00:00	04:33	Denial of Service	Denial of service attack
Workers' Educational Association, London	01/12/2015 23:16	02/12/2015 02:43	00:00	03:27	Denial of Service	Denial of service attack
European Bioinformatics Institute, via Cambridge	09/12/2015 22:00	10/12/2015 01:25	00:00	03:25	Telco Maintenance	Telco emergency fibre maintenance to resolved degraded fibre without prior notice to Janet
University of East Anglia, Norwich Campus, via Lowdham	09/12/2015 22:00	10/12/2015 01:25	00:00	03:25	Telco Maintenance	Telco emergency fibre maintenance to resolved degraded fibre without prior notice to Janet
NBI Partnership Limited, John Innes Centre	09/12/2015 22:00	10/12/2015 01:25	00:00	03:25	Telco Maintenance	Telco emergency fibre maintenance to resolved degraded fibre without prior notice to Janet
London Grid for Learning Trust, Poplar via London	06/12/2015 07:42	06/12/2015 11:23	00:00	03:41	Customer Environment	Power failure

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 London	06/12/2015 07:42	06/12/2015 11:23	00:00	03:41	Customer Environment	Power failure
Medical Research Council, Head Office (London)	07/12/2015 08:55	08/12/2015 17:35	00:00	08:40	Telco Equipment	Telco software error on core switch
East Berkshire College, Langley Campus	18/12/2015 17:54	19/12/2015 11:19	00:00	17:25	Customer Maintenance	Customer unscheduled maintenance
Brooksby Melton College, Melton Campus	12/12/2015 16:54	14/12/2015 11:49	16:25	02:30	Telco Equipment	Telco switch faulty at Northfield VM port
Halesowen College, Whittingham Road, via Telecite Powergate	10/12/2015 08:09	15/12/2015 15:23	02:08	05:06	Telco Equipment	Power cut and NTE lost configuration
Suffolk New College, via Telecite Powergate	30/12/2015 07:36	30/12/2015 14:03	00:00	06:27	Customer Maintenance	Customer unscheduled maintenance
Shipleigh College, Exhibition Road	07/12/2015 12:46	07/12/2015 14:45	00:00	01:59	Customer Environment	Customer power failure
Plymouth College of Art, Tavistock Place, via London Powergate	01/12/2015 12:54	01/12/2015 14:03	00:00	01:09	MRS Equipment	High CPU usage, link actually up.
Plymouth College of Art, Tavistock Place, via London Powergate	01/12/2015 12:54	01/12/2015 14:03	00:00	01:09	MRS Equipment	High CPU usage, link actually up.