

janet

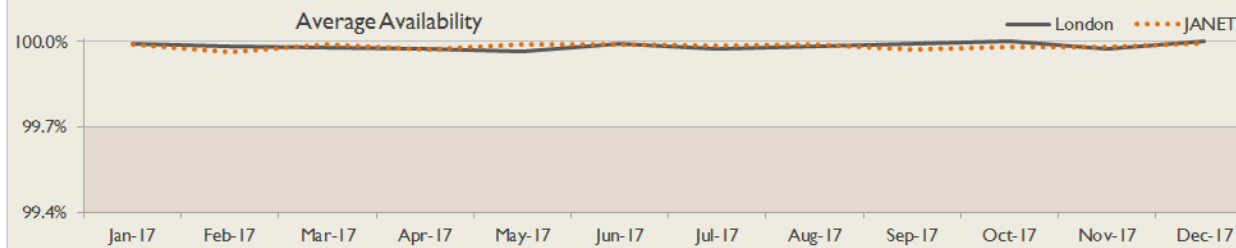
London Service Report

December 2017



Service Reliability

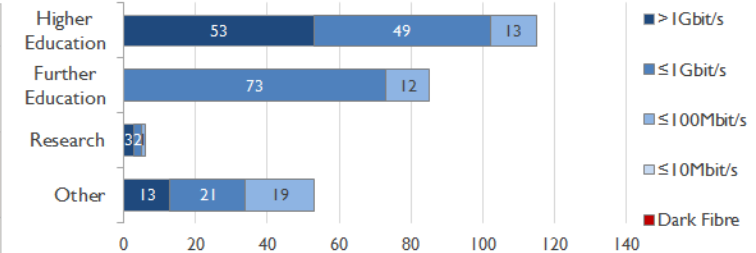
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



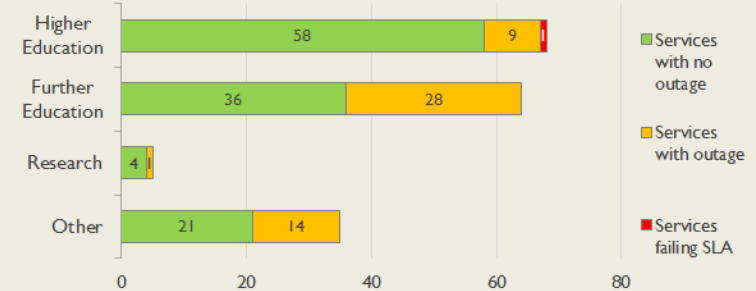
Average Availability of All Services in London				Average Availability of All Services in Janet			
Dec 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Dec 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
100%	0	99.98%	84	>99.99%	2	99.98%	88
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 36m		0.33		5h 33m		0.39	
Based on 129 faults over the last 24 months				Based on 908 faults over the last 24 months			

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

Connections in London by Contractual Bandwidth

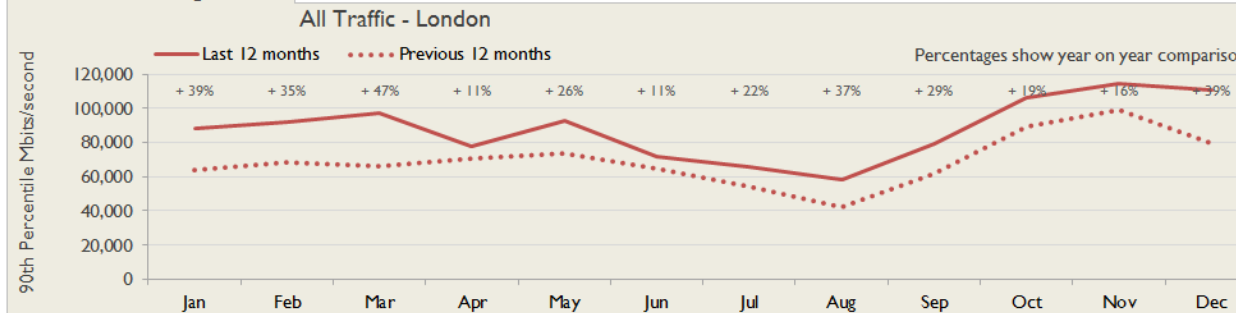


London Service Outages - Last 12 Months

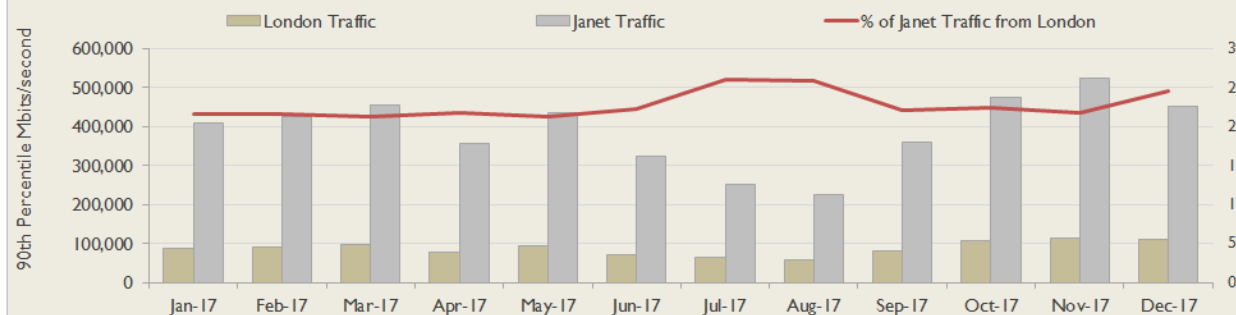


Connection Usage

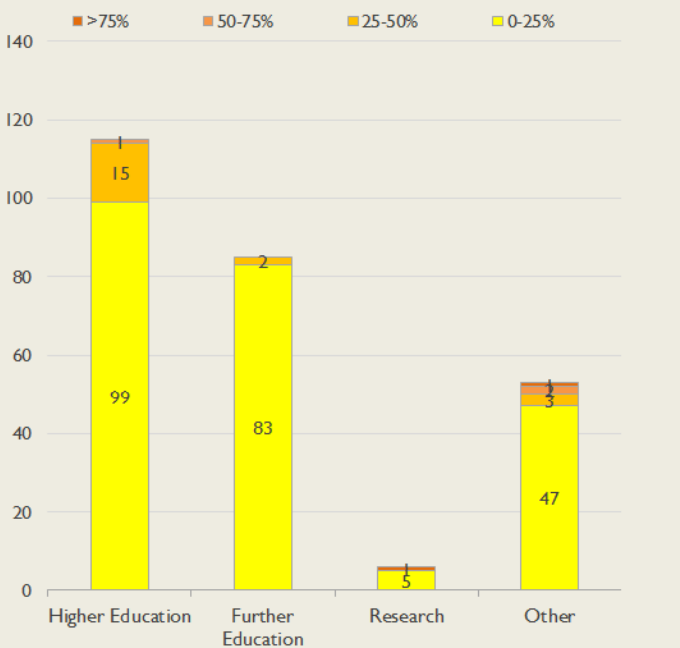
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



London Traffic Against Janet Traffic



% Utilisation of Available Contractual 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	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 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%	97.56%	100%	100%	100%	100%	100%	100%	100%	99.80%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Southgate Campus	98.40%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
Barnet and Southgate College, Wood Street Campus	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brent London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	100%	100%	99.92%
Brooke House Sixth Form College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Brunel University London, Uxbridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University, Uxbridge Campus	100%	100%	98.95%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.90%
Camden Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
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%	99.96%	100%	100%	100%	100%	100%	>99.99%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	97.49%	100%	100%	100%	100%	100%	100%	100%	100%	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, Southend-on-Sea Civic Centre								96.91%	100%	100%	100%	100%	<12 Months
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%	100%	100%
Fashion Retail Academy, via Telecity Powergate	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Glasgow Caledonian University, GCU London	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Globelynx Limited							100%	100%	100%	100%	100%	100%	<12 Months
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%	99.87%	100%	95.57%	100%	100%	100%	100%	100%	99.62%
Goldsmiths' College, Link 3											100%	100%	<12 Months
Greater Brighton Metropolitan College, East Campus	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Guildford College of Further and Higher Education, Merrist Wood College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hampshire County Council	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.96%	100%	100%	99.99%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.44%	100%	99.95%
Jisc, BoD-I 4GE from Lumen House to GEANT Bandwidth on Demand (BoD) Test Suite (via Teleticity) JLPID:1066												100%	<12 Months
Jisc, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Bridge Fibre						100%	100%	100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Cogeco Peer 1		100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Dimension Data	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, FluidOne					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Jisc Commercial Limited, Goonhilly Earth Station Limited - Telehouse										100%	100%	100%	<12 Months
Jisc Commercial Limited, Verne Global							100%	100%	100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 Corporation, Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College Corporation, Creative Industries Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
Kingston College Corporation, Kingston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College Corporation, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College Corporation, Wandsworth Campus	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Learning on Screen British Universities and Colleges Film and Video Council	100%	100%	99.97%	100%	100%	99.84%	100%	100%	100%	100%	100%	100%	99.98%
Leyton Sixth Form College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
LifeArc, Lynton House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Bromley, Education and Care Directorate	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Hillingdon, 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%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
London Borough of Lewisham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	99.95%
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
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%	100%	100%	100%	100%	100%	100%	100%
London Grid for Learning Trust *	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 Business and Management Limited												100%	<12 Months
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%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
London South Bank University, Telehouse West	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
London South East Colleges *											100%	100%	<12 Months
London South East Colleges, Bexley College											100%	100%	<12 Months
London South East Colleges, Greenwich Community College											100%	100%	<12 Months
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)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
Middlesex University *	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%
Morley College Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 Institute for Biological Standards and Control	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
National Learning and Work Institute, The Centre for Economic and Social Inclusion		100%	100%	100%	100%	100%	100%	100%	100%	100%	96.87%	100%	<12 Months
NCG, Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New City College Corporation, Arbour Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
New City College Corporation, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New City College Corporation, Poplar	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
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%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Palmer's College	100%	100%	97.45%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.78%
Prospects College of Advanced Technology, Tunnelling and Underground Construction Academy							100%	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	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Redcentric Solutions plc	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University, MS Express Route - Slough Data Centre *											100%	100%	<12 Months
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%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Royal Brompton and Harefield NHS Foundation Trust, Chelsea Wing									100%	100%	100%	100%	<12 Months
Royal Brompton and Harefield NHS Foundation Trust, Hill End Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Brompton and Harefield NHS Foundation Trust, MS Express Route - Slough Data Centre *											100%	100%	<12 Months
Royal College of Art, Battersea Campus	100%	99.75%	100%	100%	100%	100%	100%	100%	99.11%	100%	100%	100%	99.91%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Virtual-I Telehouse North											100%	100%	<12 Months
Royal College of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music, LOLA										100%	100%	100%	<12 Months
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%
Science and Technology Facilities Council, LHC									100%	100%	100%	100%	<12 Months
Sir George Monoux College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 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%	100%	100%	100%	100%	100%	100%	100%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	99.85%	100%	100%	100%	100%	100%	100%	99.99%
St Francis Xavier Sixth Form College	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Alan Turing Institute							100%	100%	100%	100%	100%	100%	<12 Months
The British Library, St Pancras	100%	97.47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
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%	100%	100%	100%	100%	100%	100%	100%
The Open University, Camden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
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 College of Osteopathy, BSO Clinical Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University College of Osteopathy, Forough High Street	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
The University College of Osteopathy, Southwark Bridge Road			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The University of Cumbria, London	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
The University of Manchester, NEXPreS-1 4GE from Jodrell Bank to GEANT BoD Service JLPID:1064												100%	<12 Months
The University of West London, Ealing *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, City and Islington College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, Westminster Kingsway College *	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%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
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, Data Centre *										100%	100%	100%	<12 Months
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
University of Bristol, FED4FIRE- 1Gbit/s - University of Bristol to iMinds												100%	<12 Months
University of Bristol, Fibre-1 IGE Bristol University to University of Thessaly JLPID:1040												100%	<12 Months
University of Bristol, Geysers-1: IGE University of Bristol to Poland JLPID:1048												100%	<12 Months
University of Bristol, Ofelia-1 IGE University of Bristol to Internet-2 JLPID:1069												100%	<12 Months
University of Bristol, Ofelia-2 - 1Gbit/s - University of Bristol to i2CAT - JLP1049												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 Sussex, Addiscombe Road							100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%
Waltham Forest College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	99.75%	100%	99.90%	100%	99.97%
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%
West Berkshire Council	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%

Service	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	12 Month Rolling Availability
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	99.47%	100%	99.90%	100%	99.95%
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodhouse College	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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 Conservatoire for Dance and Drama, London Contemporary Dance School	14/12/2017 22:23	15/12/2017 06:02	00:00	07:39	Customer Scheduled Maintenance	Customer Router maintenance
The Conservatoire for Dance and Drama, London Contemporary Dance School	21/12/2017 03:19	21/12/2017 05:01	00:00	01:42	Customer Environment	Site power outage
Courtauld Institute of Art	04/12/2017 14:39	04/12/2017 14:57	00:00	00:18	Customer Other	Customer fibre unplugged
Croydon College, via Telecity Powergate	04/12/2017 11:55	04/12/2017 12:28	00:00	00:33	Customer Unscheduled Maintenance	Power maintenance
London South East Colleges, Greenwich Community College	20/12/2017 12:10	20/12/2017 12:26	00:00	00:16	Customer Unscheduled Maintenance	Customer unscheduled power testing
Hammersmith and Fulham London Borough Council, Personal & Community Development	12/12/2017 08:11	12/12/2017 10:02	00:00	01:51	Customer Unscheduled Maintenance	Site electrician disconnected wrong breaker
Jisc, Brettenham House, via Imperial College	15/12/2017 16:56	19/12/2017 08:12	00:00	87:16	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
King's College London, Strand Campus	10/12/2017 21:41	14/12/2017 12:26	00:00	86:45	Customer Scheduled Maintenance	Customer power maintenance
London Borough of Lewisham, Personal & Community Development	13/12/2017 00:29	13/12/2017 00:40	00:00	00:11	Telco Scheduled Maintenance	Router 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	18/12/2017 10:57	18/12/2017 14:47	00:00	03:50	Customer Unscheduled Maintenance	Customer power maintenance
London South Bank University, Borough Road	02/12/2017 08:35	02/12/2017 09:29	00:00	00:54	Telco Scheduled Maintenance	Telco maintenance
Kingston College Corporation, Wandsworth Campus	21/12/2017 12:24	21/12/2017 13:28	00:00	01:04	Customer Scheduled Maintenance	Customer Power Maintenance
Epping Forest College	29/12/2017 09:46	29/12/2017 10:17	00:00	00:31	Customer Scheduled Maintenance	Site fibre maintenance
Royal College of Art, Battersea Campus	13/12/2017 18:25	13/12/2017 18:41	00:00	00:16	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Globelynx Limited	01/12/2017 14:11	05/12/2017 12:31	00:00	94:20	Unknown reason for outage	Customer investigated, no cause found
Goldsmiths' College, Link 3	01/12/2017 11:11	01/12/2017 11:25	00:00	00:14	Customer Scheduled Maintenance	Customer scheduled router maintenance