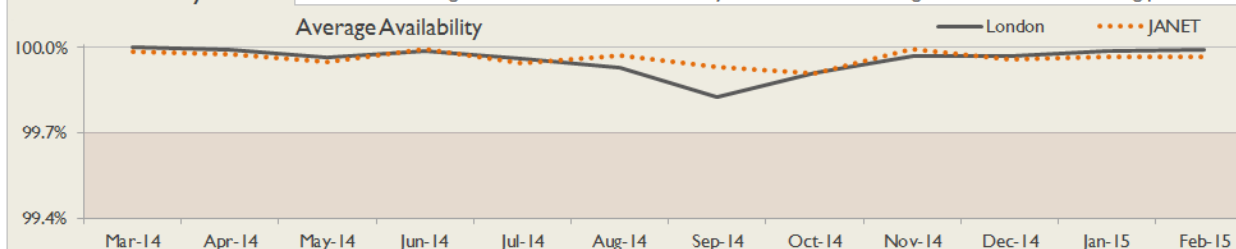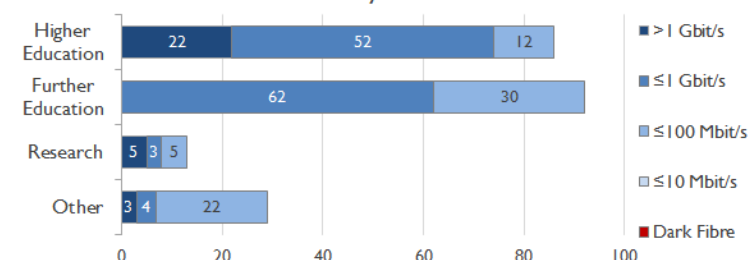# janet

London Service Report

February 2015

Service Reliability

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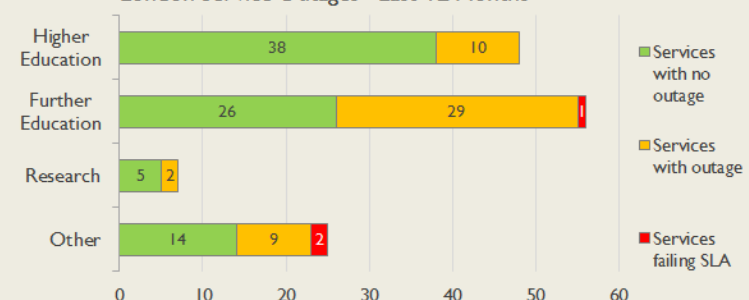
Average Availability

Legend: London, JANET

Connections in London by Bandwidth

	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s
Higher Education	22	52	12
Further Education		62	30
Research	5	3	5
Other	3	4	22

Legend: ■ >1 Gbit/s ■ ≤1 Gbit/s ■ ≤100 Mbit/s □ ≤10 Mbit/s ■ Dark Fibre

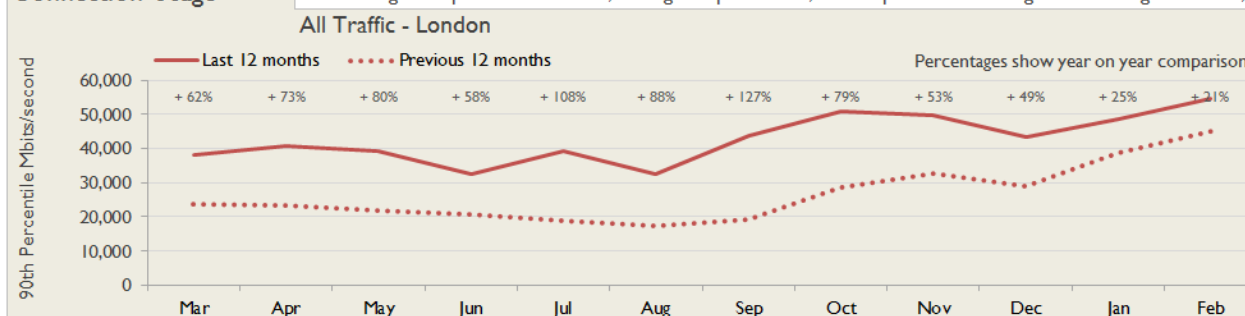| Average Availability of All Services in London				Average Availability of All Services in Janet			
Feb 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	99.96%	213	99.97%	13	99.96%	198
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
9h 26m		0.57		6h 03m		0.61	
Based on 189 faults over the last 24 months				Based on 1214 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

	Services with no outage	Services with outage	Services failing SLA
Higher Education	38	10	
Further Education	26	29	1
Research	5	2	
Other	14	9	2

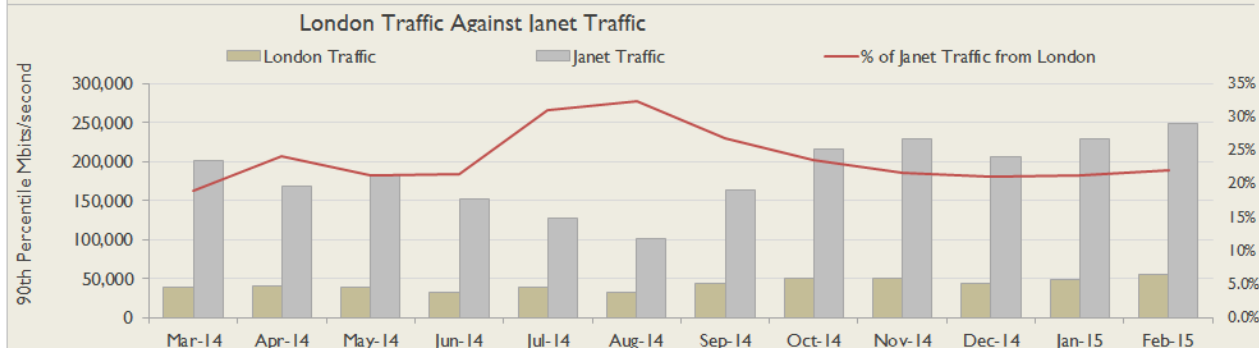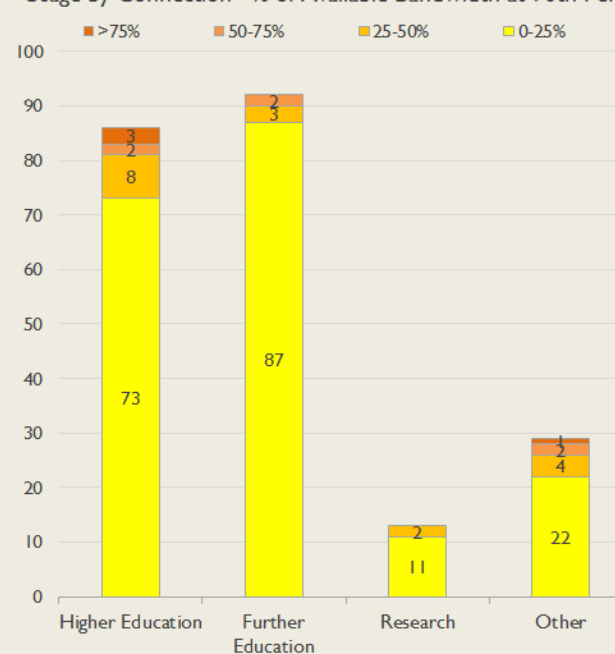Legend: ■ Services with no outage ■ Services with outage ■ Services failing SLA

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

All Traffic - London

Legend: Last 12 months, Previous 12 months

Percentages show year on year comparison

+ 62% + 73% + 80% + 58% + 108% + 88% + 127% + 79% + 53% + 49% + 25% + 31%

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

Legend: ■ >75% ■ 50-75% ■ 25-50% ■ 0-25%

	0-25%	25-50%	50-75%	>75%
Higher Education	73	8	2	3
Further Education	87	3	2	
Research	11	2		
Other	22	4	2	1

London Traffic Against Janet Traffic

Legend: ■ London Traffic ■ Janet Traffic — % of Janet Traffic from London

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 agenst its availability figures

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	100%	>99.99%	100%	100%	100%	99.14%	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%	100%	100%	100%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	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%	100%	100%	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	99.83%
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%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	99.93%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	98.75%	100%	100%	100%	100%	99.90%
Brooksby Melton College, Melton Campus									99.63%	100%	100%	100%	<12 Months
Brunel University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Buckinghamshire New University, Uxbridge Campus												100%	<12 Months
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.14%	100%	100%	99.84%
Capel Manor College	100%	100%	100%	100%	100%	100%	99.14%	98.91%	100%	100%	100%	100%	99.84%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	98.68%	100%	100%	100%	100%	99.89%
Chesterfield College, Automotive Campus										100%	100%	100%	<12 Months
Christ the King Sixth Form College*	100%	100%	100%	100%	100%	100%	98.54%	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 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%
College of North West London	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	98.77%	99.77%	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%	100%	100%	100%	100%	100%	100%
Croydon College*	100%	100%	>99.99%	100%	100%	100%	99.14%	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%	100%	100%	100%	100%	100%	100%	99.99%	100%	100%	>99.99%
Esher College	100%	100%	100%	100%	100%	100%	100%	99.40%	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%	<12 Months
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	100%	100%	100%	100%	98.25%	100%	100%	100%	100%	100%	100%	99.85%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hackney Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	>99.99%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	99.63%	100%	100%	100%	99.97%
Harrow College*	100%	100%	100%	100%	100%	100%	100%	98.78%	100%	100%	100%	100%	99.90%
Havering College of Further and Higher Education*	100%	100%	100%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	99.93%
Havering Sixth Form College*	100%	100%	100%	100%	99.78%	100%	99.16%	100%	96.18%	99.99%	100%	100%	99.59%
Hertford Regional College, Ware Campus									99.63%	100%	100%	100%	<12 Months
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%	94.58%	100%	100%	100%	100%	100%	100%	100%	99.55%
Hillcroft College	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	100%	100%	99.98%
Hugh Baird College, via Telehouse West										100%	100%	100%	<12 Months
Huntingdonshire Regional College, California Road Campus									100%	100%	100%	100%	<12 Months
ifs University College, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%	100%	100%	99.99%
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%	99.44%	99.18%	100%	100%	100%	100%	99.88%
Institute of Education, University of 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%
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%	100%	100%	>99.99%
King's College London, Opera Project	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	100%	100%	100%	99.97%
King's College London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Kingston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.56%	100%	100%	99.88%
Kingston University*	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
Lakes College West Cumbria, Hallwood Road Campus										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%	<12 Months
Lewisham Southwark College, Lewisham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	98.54%	98.35%	100%	100%	100%	100%	99.74%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 Hillingdon Adult & Community Learning, Personal & Community Development	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Islington, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Lambeth, 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%	98.54%	100%	100%	100%	100%	100%	99.88%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
London Borough of Redbridge, Personal & Community Development	100%	100%	>99.99%	100%	100%	93.42%	99.14%	100%	100%	100%	100%	100%	99.38%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.44%	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*	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
London Business School, Outsourcery		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
London Metropolitan University*	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
London School of Economics and Political Science*	100%	100%	100%	100%	100%	100%	100%	99.90%	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*	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%	<12 Months
Mary Ward Settlement, Queen Square	100%	100%	98.91%	100%	100%	100%	98.54%	100%	100%	100%	100%	100%	99.79%
Medical Research Council, NIMR*	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%	99.44%	100%	100%	100%	100%	100%	99.95%
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%	100%	100%	99.51%	100%	100%	100%	99.63%	100%	100%	100%	100%	99.93%
Nash College	100%	100%	100%	100%	100%	100%	96.43%	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%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
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%	98.54%	100%	100%	100%	100%	100%	99.88%
North Hertfordshire College, Hitchin Centre								100%	100%	100%	100%	100%	<12 Months
North Warwickshire and Hinckley College, Hinckley Campus										100%	100%	100%	<12 Months
Northampton College, via Telecity Powergate												100%	<12 Months
Peterborough Regional College, Additional Connection										100%	100%	100%	<12 Months
Queen Mary and Westfield College, 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%	97.88%	100%	100%	100%	100%	100%	99.82%
Redcar and Cleveland College, via Telecity Powergate												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%	99.90%	100%	100%	100%	100%	>99.99%
Rose Bruford College*	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	98.90%	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%	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 Music*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sandwell College, Bromwich Campus												100%	<12 Months
School of Oriental and African Studies*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Sir George Monoux College	100%	100%	100%	100%	100%	100%	98.54%	99.90%	100%	100%	100%	100%	**99.87%**
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, Additional Connection										100%	100%	100%	<12 Months
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%	99.87%	100%	100%	100%	100%	**99.99%**
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	99.44%	98.88%	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%	<12 Months
Stanmore College	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	**99.96%**
Stockton Riverside College, via Telecity Powergate												100%	<12 Months
Stoke-on-Trent College, Burslem Campus										100%	100%	99.29%	<12 Months
The City Literary Institute, Queens House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, The Learning Exchange									100%	100%	100%	100%	<12 Months
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	98.43%	100%	100%	100%	99.14%	100%	100%	99.66%	100%	100%	**99.77%**
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 Contemporary Dance School	100%	100%	100%	100%	100%	99.88%	100%	100%	100%	100%	100%	100%	**>99.99%**
The Institute of Cancer Research: Royal Cancer Hospital*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
The Open University, Camden												100%	<12 Months
The Quality Assurance Agency for Higher Education, Carlton House Terrace								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, Brentford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Ealing	100%	100%	100%	99.87%	100%	100%	100%	99.90%	100%	99.27%	100%	100%	99.92%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	99.44%	99.90%	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%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Epsom Campus	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 of East London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Loughton Campus		100%	97.72%	100%	100%	98.14%	100%	99.87%	100%	100%	99.54%	100%	<12 Months
University of Essex, Oakwood Hill Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Glamorgan, London Office					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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 Westminster*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	12 Month Rolling Availability
Uxbridge College, Uxbridge Campus*	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College	100%	100%	100%	100%	100%	100%	99.14%	99.50%	100%	99.67%	100%	100%	99.86%
Warwickshire College, Royal Leamington Spa, Rugby and Moreton Morrell, Leamington Centre via Telecity Powergate												100%	<12 Months
Wellcome Trust Sanger Institute*								100%	100%	100%	100%	100%	<12 Months
West Suffolk College, Additional Connection									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%	100%	100%	100%	100%	100%	100%	100%
Westminster Kingsway College*	100%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	99.93%
Wirral Metropolitan College, Conway Park Campus									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%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
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.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Medical Research Council, MRC Technology, Lynton House	31/01/2015 14:24	01/02/2015 11:45	00:00	21:21	Customer Maintenance	Site maintenance
The University of West London, Brentford	01/02/2015 07:28	02/02/2015 10:44	00:00	03:16	Customer Maintenance	Site power maintenance
London South Bank University, London Road	02/02/2015 22:33	02/02/2015 22:45	00:00	00:12	Customer Line	Customer cable mode mismatch
London South Bank University, London Road	03/02/2015 12:55	03/02/2015 13:20	00:00	00:25	Customer Line	Customer cable mode mismatch
London South Bank University, London Road	03/02/2015 21:16	03/02/2015 22:21	00:00	01:05	Customer Line	Customer cable mode mismatch
London South Bank University, London Road	04/02/2015 10:30	06/02/2015 09:30	00:00	23:00	Customer Line	Customer cable mode mismatch
St George's Hospital Medical School	07/02/2015 02:02	07/02/2015 02:12	00:00	00:10	Customer Maintenance	Customer unscheduled maintenance
King's College London, Strand Campus	07/02/2015 09:11	07/02/2015 09:25	00:00	00:14	Customer Maintenance	Customer Unscheduled Maintenance
Croydon College, via Telecity Powergate	07/02/2015 09:22	07/02/2015 10:17	00:00	00:55	Customer Maintenance	Site power maintenance
Croydon College, via ULCC	07/02/2015 08:49	07/02/2015 10:17	00:00	01:28	Customer Maintenance	Site power maintenance
City University, via ULCC	07/02/2015 12:15	07/02/2015 13:32	00:00	01:17	Customer Maintenance	Customer scheduled maintenance
Roehampton University, Digby Stuart College	08/02/2015 11:11	08/02/2015 11:25	00:00	00:14	Unknown	Unknown
The Royal Borough of Kensington and Chelsea, Personal & Community Development	09/02/2015 10:20	09/02/2015 12:22	00:00	02:02	Customer Environment	Power supply failure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
College of North West London	10/02/2015 00:44	10/02/2015 09:50	07:35	01:31	Telco Equipment	Fault MUX card on Telco Trans mode equipment
Royal Academy of Music, Marylebone Road	10/02/2015 00:49	10/02/2015 09:51	08:24	00:38	Telco Equipment	Fault MUX card on Telco Trans mode equipment
University of Essex, Loughton Campus	13/02/2015 00:32	13/02/2015 02:27	00:00	01:55	Telco Maintenance	Scheduled maintenance to improve network stability
Havering College of Further and Higher Education, via ULCC	13/02/2015 02:29	13/02/2015 02:43	00:00	00:14	Telco Maintenance	Telco Scheduled Maintenance
Havering Sixth Form College, via Telehouse West	13/02/2015 02:35	13/02/2015 07:00	00:00	04:25	Telco Maintenance	Telco Scheduled Maintenance
Havering Sixth Form College, via Telehouse West	13/02/2015 07:01	13/02/2015 13:43	00:00	06:42	Telco Equipment	Card fault caused by telco maintenance
Uxbridge College, Uxbridge Campus	14/02/2015 08:25	14/02/2015 15:13	00:00	06:48	Customer Environment	Power issues at Uxbridge College
Mary Ward Settlement, Queen Square	15/02/2015 22:03	15/02/2015 23:21	00:00	01:18	Telco Maintenance	Telco scheduled maintenance
London Borough of Lewisham, Personal & Community Development	15/02/2015 22:03	15/02/2015 23:39	00:00	01:36	Telco Maintenance	Telco scheduled maintenance
Ravensbourne, via ULCC	15/02/2015 23:40	16/02/2015 00:00	00:00	00:20	Unknown	Unknown
Barnet and Southgate College, Southgate Campus	17/02/2015 01:30	17/02/2015 01:44	00:00	00:14	Telco Maintenance	Telco scheduled maintenance
City University, via ULCC	17/02/2015 07:27	17/02/2015 07:52	00:00	00:25	Customer Maintenance	Customer unscheduled maintenance
London Grid for Learning Trust, Poplar via London	18/02/2015 13:46	18/02/2015 14:20	00:00	00:34	Customer Other	Local connectivity issues
Lewisham Southwark College, Lewisham Campus	15/02/2015 15:40	18/02/2015 16:03	00:00	00:23	Customer Equipment	Firewall issue at Lewisham Southwark College

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Stoke-on-Trent College, Burslem Campus	18/02/2015 14:01	18/02/2015 18:48	00:00	04:47	Telco Equipment	Card failed at Telco exchange
Hertford Regional College, Ware Campus	19/02/2015 02:26	19/02/2015 02:32	00:00	00:06	Telco Maintenance	Scheduled maintenance
Carshalton College	19/02/2015 16:06	20/02/2015 08:03	00:00	15:57	Customer Maintenance	Site maintenance
University of the Arts London, Chelsea College of Art and Design	19/02/2015 16:19	20/02/2015 14:26	11:05	11:02	Telco Equipment	Optical card fault
Birkbeck College, via Wolfson House	20/02/2015 18:26	23/02/2015 08:13	00:00	13:47	Regional Maintenance	Scheduled Maintenance
Institute of Education, University of London, via Wolfson House	20/02/2015 18:26	23/02/2015 08:13	00:00	13:47	Regional Maintenance	Scheduled Maintenance
London School of Hygiene and Tropical Medicine, via Wolfson House	20/02/2015 18:26	23/02/2015 08:13	00:00	13:47	Regional Maintenance	Scheduled Maintenance
Royal Holloway and Bedford New College, via Imperial College	24/02/2015 00:19	24/02/2015 00:33	00:00	00:14	Telco Maintenance	Telco unscheduled maintenance
Mary Ward Settlement, Queen Square	24/02/2015 08:13	24/02/2015 09:09	00:00	00:56	Customer Maintenance	Unscheduled maintenance
St Mary's University, Twickenham, via Imperial College	24/02/2015 15:06	24/02/2015 20:07	00:00	05:01	Telco Equipment	Card failure at network PoP
Hackney Community College	25/02/2015 14:24	25/02/2015 14:42	00:00	00:18	Telco Line	Fibre disconnected in error by Telco
Carshalton College	26/02/2015 14:04	26/02/2015 14:16	00:00	00:12	Customer Equipment	Customer router interface flapping
Carshalton College	26/02/2015 15:11	26/02/2015 15:36	00:00	00:25	Customer Equipment	Customer router interface flapping
Carshalton College	26/02/2015 15:58	26/02/2015 16:11	00:00	00:13	Customer Equipment	Customer router interface flapping

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description