

janet

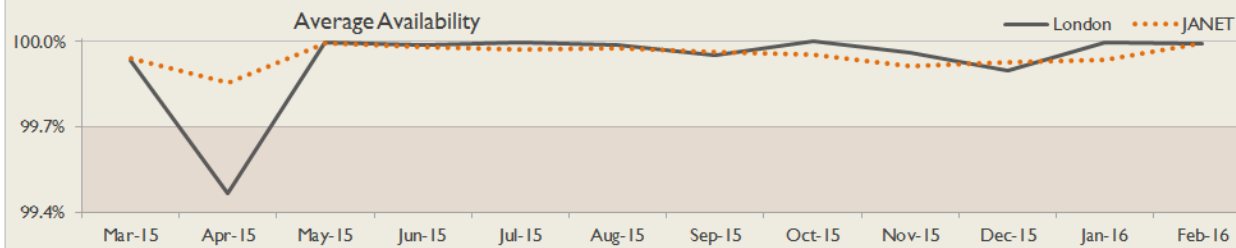
London Service Report

February 2016

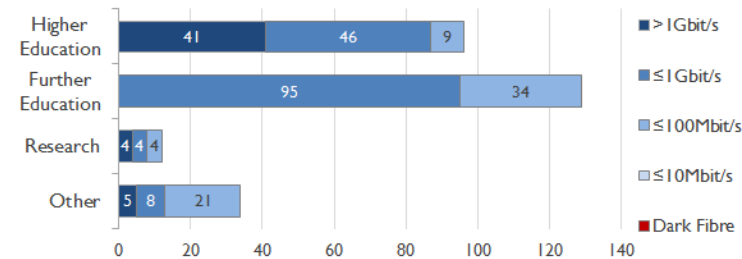


Service Reliability

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

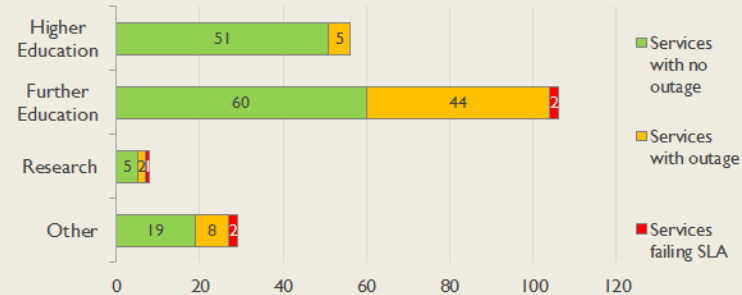


Connections in London by Raw Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Feb 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	4	99.93%	356	>99.99%	3	99.95%	249
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 26m		0.55		5h 20m		0.68	
Based on 218 faults over the last 24 months				Based on 1440 faults over the last 24 months			

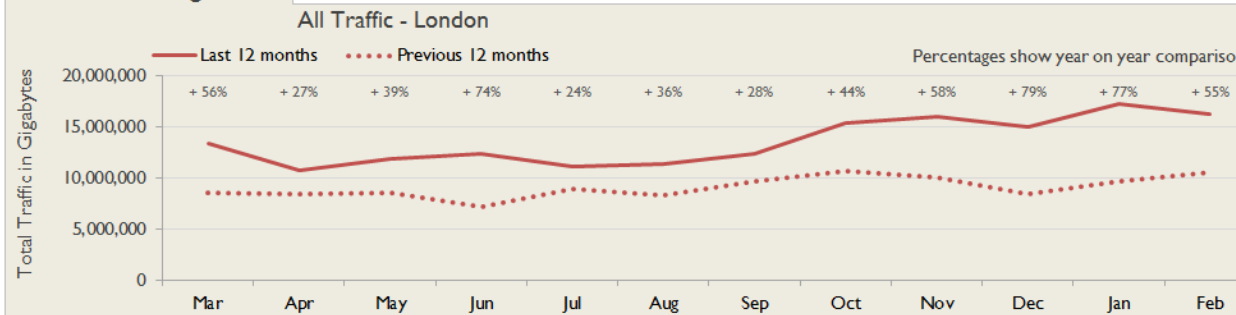
London Service Outages - Last 12 Months



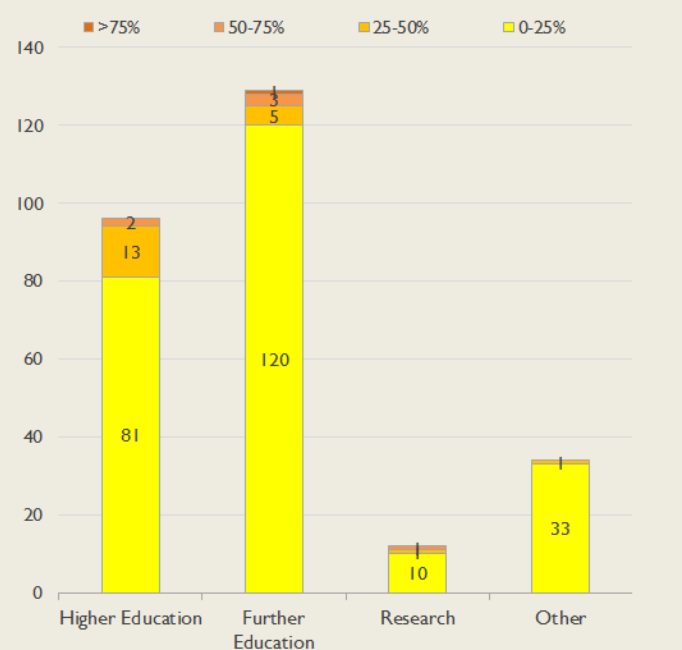
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

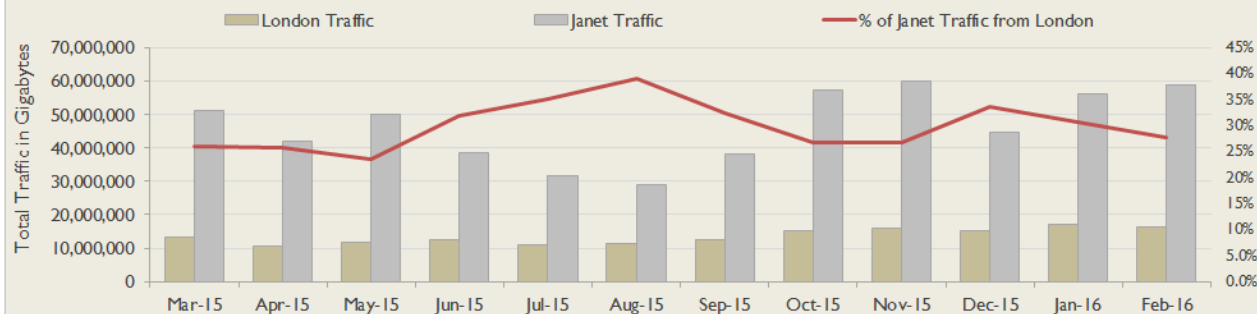
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Raw 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	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Amersham and Wycombe College *	100%	100%	100%	100%	>99.99%	100%	100%	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%	>99.99%	100%	99.00%	100%	100%	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Berkshire College of Agriculture, via Telehouse West						100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Bexley College	99.04%	100%	100%	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%	99.35%	100%	100%	100%	99.40%	100%	100%	99.66%	100%	100%	99.87%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	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%	100%	100%
Burton and South Derbyshire College, South Derbyshire Campus			100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	<12 Months
Camden London Borough Council, Personal & Community Development	99.60%	100%	100%	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%	99.60%	100%	100%	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%	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%	100%	100%	<12 Months
College of North West London	100%	100%	100%	100%	100%	100%	100%	100%	97.01%	100%	100%	100%	99.75%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	98.71%	100%	100%	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%
East of England Broadband Network, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC												100%	<12 Months
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.54%</b>	100%	100%	<b>99.96%</b>
Exeter College, Victoria House	100%	100%	100%	100%	100%	100%	<b>99.60%</b>	100%	100%	100%	100%	100%	<b>99.97%</b>
Farnborough College of Technology, Ground Floor, Boundary Road	100%	100%	100%	100%	100%	100%	<b>99.60%</b>	100%	100%	100%	100%	<b>99.88%</b>	<b>99.96%</b>
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%	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%
Guildford College of Further and Higher Education *	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%	100%	100%	100%	100%	100%	100%	100%	100%
Halesowen College, Coombs Wood Business Centre	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Halesowen College, Whittingham Road, via Telecity Powergate	<b>99.60%</b>	100%	100%	100%	<b>99.59%</b>	100%	100%	100%	100%	<b>86.41%</b>	100%	100%	<b>98.80%</b>
Hampshire County Council	100%	100%	100%	100%	100%	100%	<b>99.64%</b>	100%	100%	100%	100%	100%	<b>99.97%</b>
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	<b>99.60%</b>	100%	100%	<b>99.50%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.93%</b>

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Hartlepool College of Further Education, via Telehouse West	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%
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%	99.60%	100%	100%	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%	99.60%	100%	100%	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%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	100%	99.86%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%
ifs University College, London Campus	99.60%	100%	100%	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%	95.84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.65%
Jisc, Woburn House						100%	100%	100%	100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	99.58%	100%	100%	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%
King's College London, Strand Campus *	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Kingston College, Kingston and Sutton Educational Partnership												100%	<12 Months

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Kingston College, Kingston Hall Road	100%	100%	100%	99.73%	>99.99%	100%	100%	100%	98.53%	100%	100%	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%	99.60%	100%	100%	100%	100%	100%	99.97%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	100%	99.95%
Leicester College, Abbey Park Campus	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	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	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
London Borough of Bromley, Education and Care Directorate	99.60%	100%	100%	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	99.60%	100%	100%	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 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
London Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telehouse West	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%	100%	100%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	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%	42.01%	100%	100%	100%	97.91%	100%	100%	99.67%	95.61%	100%	100%	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%	99.60%	100%	100%	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%	100%	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%
Newham Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northampton College, via Telecity Powergate	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%



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North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%
North Warwickshire and Hinckley College, Hinckley Campus	99.60%	100%	100%	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	99.60%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Petroc, Brannams			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Plymouth College of Art, Tavistock Place		100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College, via Telecity Powergate	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%
Rotherham College of Arts and Technology, Additional Connection											100%	100%	<12 Months
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%	>99.99%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Royal College of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
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%	100%	100%
Sandwell College, via Telehouse West	99.60%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.93%
School of Oriental and African Studies *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shipley College, Exhibition Road		100%	100%	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%	100%	100%	<12 Months
South Downs College, via Telecity Powergate	99.56%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Southport College, Additional Connection	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
South Thames College, Merton Campus	100%	100%	100%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	98.15%	99.70%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Stanmore College *	100%	99.00%	100%	100%	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 Helens Metropolitan Borough Council, via Telehouse West	100%	96.62%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.69%
St Mary's University, Twickenham *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.22%	100%	99.90%
Stoke-on-Trent College, Burslem Campus	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Suffolk New College, via Telecity Powergate	97.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Sunderland College, Washington Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate			100%	100%	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%	100%	100%	99.97%
The City Literary Institute, Keeley Street	100%	76.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.07%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	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%	100%	100%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art					100%	100%	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%	99.79%	100%	100%	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%	100%	100%
The Quality Assurance Agency for Higher Education, Carlton House Terrace	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	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 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%	>99.99%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Tower Hamlets College, Arbour Square											100%	100%	<12 Months
Tower Hamlets College, Poplar											100%	100%	<12 Months
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trinity Laban Conservatoire of Music and Dance *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, IOE Main Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London *	100%	99.89%	100%	100%	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%	>99.99%	100%	100%	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 *	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Warwick, Warwick Business School *		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<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%

Service	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	12 Month Rolling Availability
Walsall College, via Telecity Powergate					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Waltham Forest College, Forest Road [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College, Forest Road [2]												100%	<12 Months
Warwickshire College, Leamington Centre via Telecity Powergate	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Westminster City Council, Personal & Community Development	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
Westminster Kingsway College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College, Conway Park Campus	<b>99.60%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>
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
Guildford College of Further and Higher Education, Stoke Park Campus via Telehouse West	10/02/2016 15:07	10/02/2016 15:56	00:00	00:49	Telco Equipment	Telco card failure in Guildford exchange
Association of Colleges	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Association of Colleges	17/02/2016 11:57	17/02/2016 12:09	00:00	00:12	Unknown	Unknown
Barking and Dagenham College, Rush Green Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Barking and Dagenham College, Rush Green Campus	17/02/2016 11:57	17/02/2016 12:09	00:00	00:12	Unknown	Unknown
Bexley College	07/02/2016 21:33	08/02/2016 02:21	00:00	04:48	Unknown	Unknown
Bexley College	10/02/2016 15:14	10/02/2016 15:55	00:00	00:41	Denial of Service	DDOS attack
London Borough of Bromley, Education and Care Directorate	09/02/2016 09:06	09/02/2016 10:09	00:00	01:03	Customer Environment	Power issues
London Borough of Bromley, Education and Care Directorate	09/02/2016 10:14	09/02/2016 10:48	00:00	00:34	Customer Environment	Power issues
London Borough of Bromley, Education and Care Directorate	09/02/2016 15:53	10/02/2016 08:58	00:00	17:05	Customer Environment	Power issues caused by contractors
Carshalton College	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
City and Islington College, Centre for Health, Social and Child Care	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
City and Islington College, Centre for Health, Social and Child Care	17/02/2016 11:57	17/02/2016 12:09	00:00	00:12	Unknown	Unknown
The College of Haringey, Enfield and North East London, Tottenham Centre, Highroad	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
The Conservatoire for Dance and Drama, London Contemporary Dance School	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Coulsdon Sixth Form College	17/02/2016 20:54	17/02/2016 21:41	00:00	00:47	Customer Environment	Area power cut
Courtauld Institute of Art	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Croydon College, via ULCC	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
The Royal Central School of Speech and Drama	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
The Royal Central School of Speech and Drama	24/02/2016 06:18	24/02/2016 07:26	00:00	01:08	Unknown	NTE and MRS Router crash
University of East London, Stratford Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
University of Greenwich, Greenwich Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Hackney Community College, via Stewart house	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Harrow College, Harrow Weald Campus	19/02/2016 12:20	19/02/2016 15:00	00:00	02:40	Customer Environment	Local area power outage
Havering College of Further and Higher Education, via ULCC	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Havering Sixth Form College, via Telecity Powergate	17/02/2016 08:46	17/02/2016 10:57	00:00	02:11	Customer Maintenance	Customer scheduled maintenance
Havering Sixth Form College, via Telehouse West	17/02/2016 08:46	17/02/2016 10:57	00:00	02:11	Customer Maintenance	Customer scheduled maintenance
Higher Education Funding Council for England, London Office	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Imperial War Museum, IWM London	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via ULCC	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Kingston University, Kingston Hill Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Lewisham Southwark College, Depford Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
London Metropolitan University, Holloway Road	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Mary Ward Settlement, Queen Square	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
London Borough of Merton, Personal & Community Development	15/02/2016 13:47	15/02/2016 14:28	00:00	00:41	Customer Maintenance	Unscheduled maintenance
South Thames College, Merton Campus	14/02/2016 21:05	15/02/2016 21:23	11:25	12:53	Telco Line	Fibre break
Morley College Limited	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Newham College of Further Education, Stratford Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Medical Research Council, MRC Technology, Lynton House	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled 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	05/02/2016 17:20	05/02/2016 18:09	00:00	00:49	Customer Maintenance	Customer installed a new switch but it brought the connection down
Royal Academy of Music, Marylebone Road	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Royal Academy of Music, York Gate	10/02/2016 20:08	11/02/2016 14:16	13:45	04:23	Telco Line	Cause not identified
Royal Holloway University of London, Egham Hill (1)	23/02/2016 07:01	23/02/2016 08:52	00:00	01:51	Customer Maintenance	Unscheduled customer maintenance
Royal Holloway University of London, Egham Hill (2)	23/02/2016 07:01	23/02/2016 08:52	00:00	01:51	Customer Maintenance	Unscheduled customer maintenance
The Royal Veterinary College, Camden Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
London South Bank University, Borough Road	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
St Francis Xavier Sixth Form College	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
St George's Hospital Medical School, Cranmer Terrace	13/02/2016 09:19	13/02/2016 11:33	00:00	02:14	Customer Equipment	Site router crash
St George's Hospital Medical School, Horton Halls	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Stanmore College, via ULCC	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
The University of West London, Ealing, Ealing	11/02/2016 10:57	11/02/2016 11:24	00:00	00:27	Customer Maintenance	Site firewall maintenance
The University of West London, Ealing, Brentford	11/02/2016 10:57	11/02/2016 11:24	00:00	00:27	Customer Maintenance	Site firewall maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Waltham Forest College, Forest Road [1]	29/02/2016 11:21	29/02/2016 11:31	00:00	00:10	Denial of Service	DDoS
Westminster City Council, Personal & Community Development	16/02/2016 14:03	16/02/2016 15:32	00:00	01:29	Customer Environment	Area power cut
Westminster Kingsway College, King's Cross Centre	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Woodhouse College	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance	Scheduled maintenance
Workers' Educational Association, London	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance
Working Men's College Corporation	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance
Burnley College, Link 2	16/02/2016 09:29	16/02/2016 11:49	00:00	02:20	Customer Environment Power	Power failure at site
Amersham and Wycombe College, Amersham Campus	03/02/2016 20:57	03/02/2016 21:32	00:00	00:35	Telco Maintenance Scheduled	Telco card replacement
Esher College	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance
Esher College	17/02/2016 11:57	17/02/2016 12:09	00:00	00:12	Unknown	Unknown
London Grid for Learning Trust, Orpington via London	12/02/2016 22:07	13/02/2016 14:39	00:00	16:32	Customer Maintenance Scheduled	Customer scheduled maintenance
East Surrey College, via Telehouse West	04/02/2016 15:19	04/02/2016 16:25	00:00	01:06	Unknown	Unknown

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of the Arts London, London College of Communication	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance
Middlesex University, Plat Hall	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance
Royal College of Art, Battersea Campus	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance
The Quality Assurance Agency for Higher Education, Carlton House Terrace	08/02/2016 11:01	08/02/2016 11:13	00:00	00:12	Unknown	Loss of connectivity
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecite Powergate	09/02/2016 18:42	09/02/2016 23:36	00:00	04:54	Regional Maintenance Emergency	Emergency Core fibre migration due to damaged fibres next to a construction site in Duxford
Hartlepool College of Further Education, via Telehouse West	02/02/2016 07:33	02/02/2016 07:42	00:00	00:09	Regional Maintenance Scheduled	Scheduled maintenance
Hartlepool College of Further Education, via Telehouse West	02/02/2016 07:46	02/02/2016 07:48	00:00	00:02	Regional Maintenance Scheduled	Scheduled maintenance
Hartlepool College of Further Education, via Telehouse West	02/02/2016 07:57	02/02/2016 08:02	00:00	00:05	Regional Maintenance Scheduled	Scheduled maintenance
Farnborough College of Technology, Ground Floor, Boundary Road	10/02/2016 15:07	10/02/2016 15:56	00:00	00:49	Telco Equipment Fault	Telco card failure in Guildford exchange
Halesowen College, Whittingham Road, via Telecite Powergate	01/02/2016 16:33	01/02/2016 16:44	00:00	00:11	Unknown	Unknown
Goldsmiths' College, Stewart House	17/02/2016 00:50	17/02/2016 02:00	00:00	01:10	Telco Maintenance Scheduled	Scheduled maintenance

