

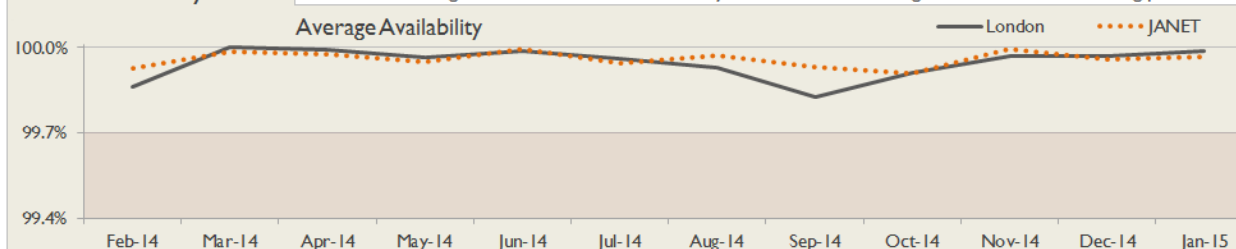


London Service Report

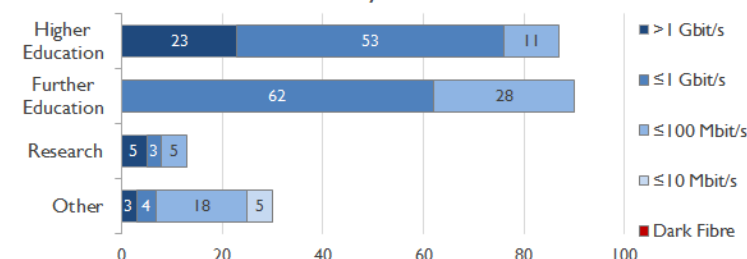
January 2015

Service Reliability

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



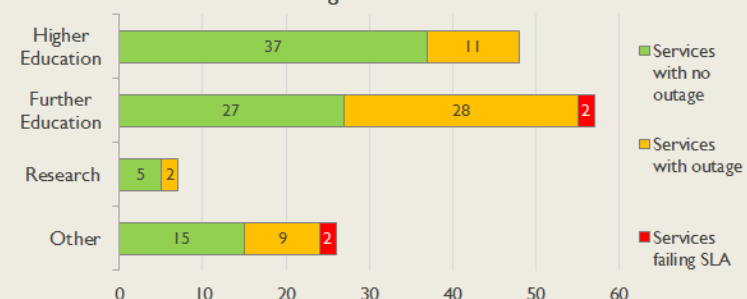
Connections in London by Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	5	99.95%	273	99.97%	15	99.96%	216
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
9h 20m		0.59		6h 02m		0.62	
Based on 197 faults over the last 24 months				Based on 1232 faults over the last 24 months			

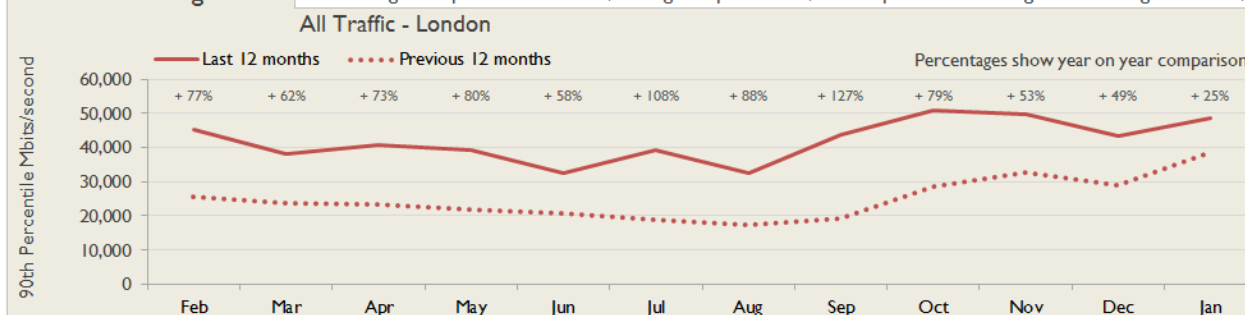
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

London Service Outages - Last 12 Months

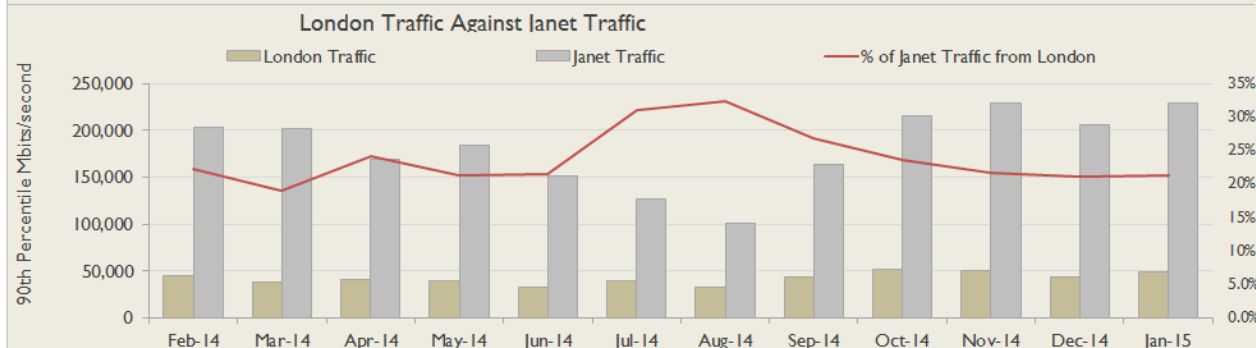
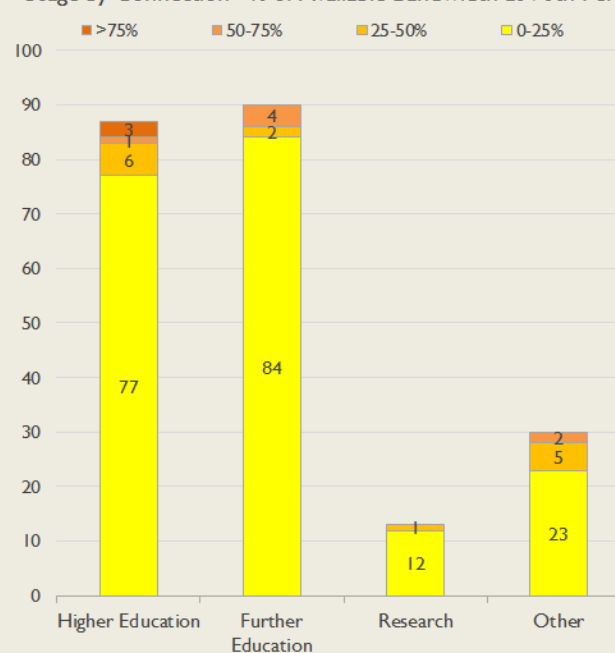


Connection Usage

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



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



Service Availability

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

Periods of scheduled and emergency maintenance are discounted when calculating availability of services

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Amersham and Wycombe College, Wycombe Campus												100%	<12 Months
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	100%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	99.93%
Bangor University, Bangor Business School - London Centre		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Barking and Dagenham College, The Technical Skills Academy	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%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>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%	100%	97.92%	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%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	99.93%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	98.75%	100%	100%	100%	99.90%
Brooksby Melton College, Melton Campus										99.63%	100%	100%	<12 Months

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Brunel University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.14%	100%	99.84%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	99.14%	98.91%	100%	100%	100%	99.84%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	98.68%	100%	100%	100%	99.89%
Chesterfield College, Automotive Campus											100%	100%	<12 Months
Christ the King Sixth Form College*	100%	100%	100%	100%	100%	100%	100%	98.54%	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%	100%	99.96%	98.77%	99.89%
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%	100%	>99.99%	100%	100%	100%	99.14%	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%	100%	99.99%	100%	>99.99%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	99.40%	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%	<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%	100%	98.25%	100%	100%	100%	100%	100%	99.85%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 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%	100%	100%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%	100%	100%	99.97%
Harrow College*	100%	100%	100%	100%	100%	100%	100%	100%	98.78%	100%	100%	100%	99.90%
Havering College of Further and Higher Education*	100%	100%	100%	100%	100%	100%	100%	99.14%	100%	100%	100%	100%	99.93%
Havering Sixth Form College*	100%	100%	100%	100%	100%	99.78%	100%	99.16%	100%	96.18%	99.99%	100%	99.59%
Hertford Regional College, Ware Campus										99.63%	100%	100%	<12 Months
Heythrop College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Highbury College, Portsmouth, City of Portsmouth Centre												100%	<12 Months
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	94.58%	100%	100%	100%	100%	100%	100%	99.55%
Hillcroft College	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	100%	99.98%
Hugh Baird College, via Telehouse West											100%	100%	<12 Months
Huntingdonshire Regional College, California Road Campus										100%	100%	100%	<12 Months
ifs University College, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%	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%	100%	99.44%	99.18%	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%	100%	99.91%	100%	>99.99%
King's College London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
King's College London, Opera Project	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	100%	100%	99.97%
Kingston College	79.83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.56%	100%	98.20%
Kingston University*	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%
Lakes College West Cumbria, Hallwood Road Campus											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%	<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%	100%	98.54%	98.35%	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%	100%	99.51%	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 Harrow, 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%	100%	99.98%	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%	100%	98.54%	100%	100%	100%	100%	99.88%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	>99.99%	100%	100%	93.42%	99.14%	100%	100%	100%	100%	99.38%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	100%	99.95%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
London Business School*	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%
London Metropolitan University*	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%
London School of Economics and Political Science*	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%
London School of Hygiene and Tropical Medicine*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Interconnect					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
London South Bank University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Queen Square	100%	100%	100%	98.91%	100%	100%	100%	98.54%	100%	100%	100%	100%	99.79%
Medical Research Council, MRC Technology*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	99.44%	100%	100%	100%	100%	99.95%
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%	99.51%	100%	100%	100%	99.63%	100%	100%	100%	99.93%
Myerscough College, Additional Connection												100%	<12 Months
Nash College	100%	100%	100%	100%	100%	100%	100%	96.43%	100%	100%	100%	100%	99.70%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
National Centre for the Replacement Refinement & Reduction of Animals in Research	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham College of Further Education*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	100%	100%	100%	100%	100%	100%	98.54%	100%	100%	100%	100%	99.88%
North Hertfordshire College, Hitchin Centre									100%	100%	100%	100%	<12 Months
North Warwickshire and Hinckley College, Hinckley Campus											100%	100%	<12 Months
Peterborough Regional College, Additional Connection											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%	100%	97.88%	100%	100%	100%	100%	99.82%
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%	99.90%	100%	100%	100%	>99.99%
Rose Bruford College*	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	98.90%	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, 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%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College*	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	>99.99%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
School of Oriental and African Studies*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	98.54%	99.90%	100%	100%	100%	99.87%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, Additional Connection											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%	100%	99.87%	100%	100%	100%	99.99%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.44%	98.88%	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%	<12 Months
Stanmore College	100%	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	99.96%
Stoke-on-Trent College, Burslem Campus											100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Queens House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City of Liverpool College, The Learning Exchange										100%	100%	100%	<12 Months
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	98.43%	100%	100%	100%	99.14%	100%	100%	99.66%	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%	100%	99.88%	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	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
The Quality Assurance Agency for Higher Education, Carlton House Terrace									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%	100%	99.87%	100%	100%	100%	99.90%	100%	99.27%	100%	99.92%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	99.44%	99.90%	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%	100%	99.90%	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%	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%	<12 Months
University of Essex, Oakwood Hill Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Glamorgan, London Office						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%
Uxbridge College, Uxbridge Campus	100%	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	100%	100%	99.98%

Service	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	12 Month Rolling Availability
Uxbridge College, Hayes Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	99.14%	99.50%	100%	99.67%	100%	99.86%
Wellcome Trust Sanger Institute*									100%	100%	100%	100%	<12 Months
West Suffolk College, Additional Connection										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%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	99.93%
Wirral Metropolitan College, Conway Park Campus											100%	100%	<12 Months
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	100%	100%	100%	100%	99.51%	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
Carshalton College	03/01/2015 08:57	04/01/2015 14:20	00:00	05:23	Customer Maintenance	Scheduled power maintenance at Carshalton College
College of North West London	05/01/2015 00:25	05/01/2015 17:51	08:16	09:10	Telco Equipment	Loss of connectivity
Royal Academy of Music, Marylebone Road	05/01/2015 00:25	05/01/2015 17:51	08:16	09:10	Telco Equipment	Loss of connectivity
Goldsmiths' College, via ULCC	06/01/2015 08:37	06/01/2015 14:14	00:00	05:37	Customer Maintenance	Migration to new link
Goldsmiths' College, via King's College	06/01/2015 08:44	06/01/2015 14:19	00:00	05:35	Customer Maintenance	Migration to new link
Royal College of Music, via Imperial College	06/01/2015 15:10	06/01/2015 19:00	00:00	03:50	Customer Maintenance	Site firewall maintenance
The Royal Borough of Kensington and Chelsea, Personal & Community Development	08/01/2015 14:58	08/01/2015 15:35	00:00	00:37	Customer Environment	Customer power supply failure.
Royal Academy of Music, Marylebone Road	08/01/2015 17:02	08/01/2015 18:38	00:00	01:36	Customer Maintenance	Customer unscheduled maintenance
University of Essex, Loughton Campus	09/01/2015 10:10	09/01/2015 13:37	00:00	03:27	Telco Line	Low light on the NTE at the customer end
London Business School, via ULCC	29/12/2014 14:55	10/01/2015 09:17	00:00	18:22	Customer Maintenance	Customer maintenance and configuration problems
Barnet and Southgate College, Southgate Campus	10/01/2015 10:45	10/01/2015 11:10	00:00	00:25	Customer Maintenance	Customer unscheduled maintenance
Wellcome Trust Sanger Institute, via Telecity Powergate	10/01/2015 12:00	10/01/2015 12:10	00:00	00:10	Regional Maintenance	Emergency shelf movement in rack at Telehouse West
London Borough of Lambeth, Personal & Community Development	14/01/2015 12:49	14/01/2015 13:25	00:00	00:36	Unknown	Unknown

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Brooksby Melton College, Melton Campus	18/01/2015 08:32	18/01/2015 12:19	00:00	03:47	Customer Environment	Power supply failure
Stanmore College	19/01/2015 14:59	19/01/2015 15:57	00:00	00:58	Denial of Service	DDOS attack
Goldsmiths' College, via King's College	20/01/2015 17:59	20/01/2015 18:55	00:00	00:56	Unknown	Unknown
Wellcome Trust Sanger Institute, via Telehouse West	21/01/2015 11:34	21/01/2015 12:27	00:00	00:53	Customer Maintenance	Unscheduled maintenance
Lakes College West Cumbria, Hallwood Road Campus	21/01/2015 11:09	21/01/2015 12:32	00:00	01:23	Telco Maintenance	VM end to end testing in order to investigate packet loss seen on multiple secondary FE connections
Amersham and Wycombe College, Wycombe Campus	21/01/2015 12:11	21/01/2015 13:37	00:00	01:26	Telco Maintenance	VM end to end testing in order to investigate packet loss seen on multiple secondary FE connections
Amersham and Wycombe College, Wycombe Campus	23/01/2015 15:33	23/01/2015 15:49	00:00	00:16	Telco Maintenance	VM end to end testing in order to investigate packet loss seen on multiple secondary FE connections
Westminster Kingsway College, Victoria Centre	24/01/2015 08:29	24/01/2015 08:43	00:00	00:14	Customer Environment	Power failure
Barnet and Southgate College, Wood Street Campus	26/01/2015 14:16	26/01/2015 14:29	00:00	00:13	Telco Other	Loss of connectivity
London Borough of Hammersmith and Fulham, Personal & Community Development	29/01/2015 11:37	29/01/2015 14:37	00:00	03:00	Customer Environment	Power Issues
Hugh Baird College, via Telehouse West	30/01/2015 10:46	30/01/2015 14:23	00:00	03:37	Customer Environment	Substation failed