

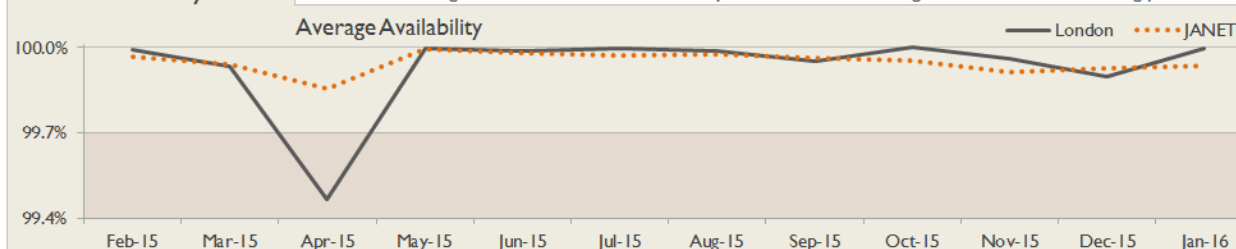


London Service Report

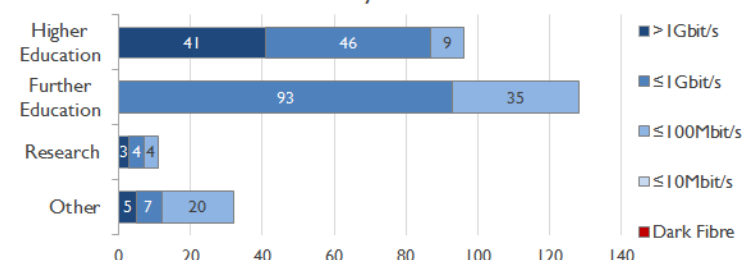
January 2016

Service Reliability

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



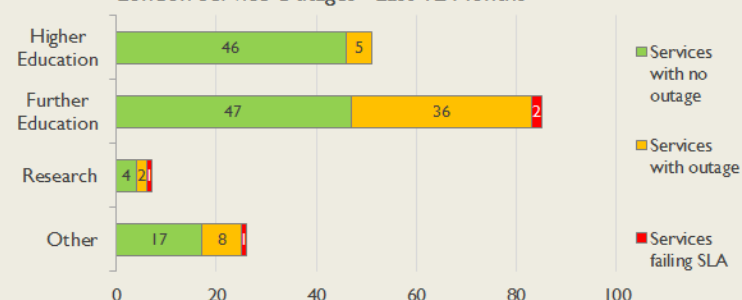
Connections in London by Raw Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Jan 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	2	99.93%	358	99.94%	29	99.95%	261
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 00m		0.56		5h 35m		0.69	
Based on 218 faults over the last 24 months				Based on 1454 faults over the last 24 months			

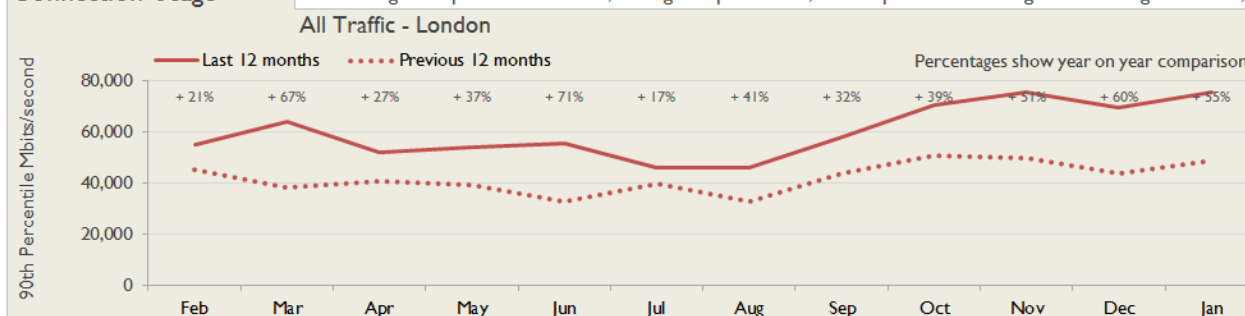
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

London Service Outages - Last 12 Months

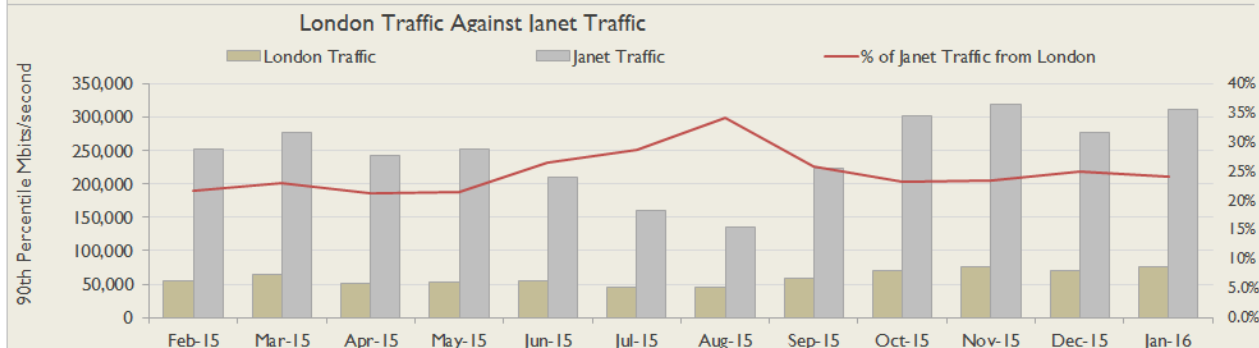
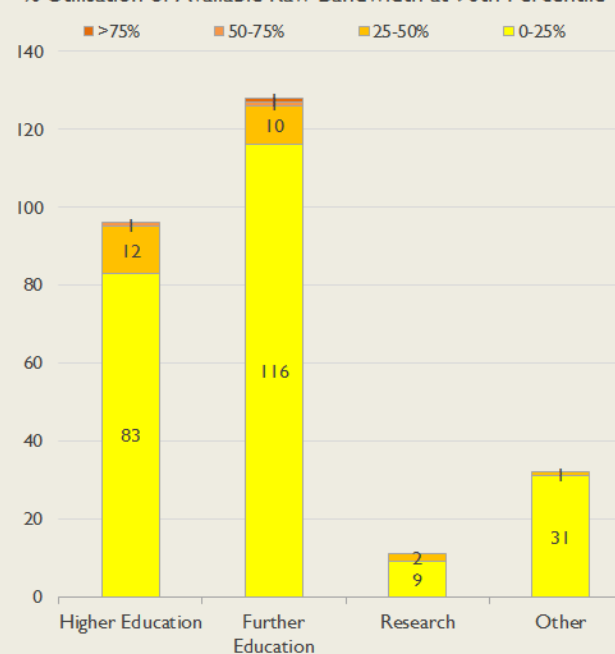


Connection Usage

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



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

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 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%	<12 Months
Camden London Borough Council, Personal & Community Development	100%	99.60%	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%	100%	99.60%	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%	<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%	<12 Months
College of North West London	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	97.01%	100%	100%	99.73%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	98.71%	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%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
European Bioinformatics Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.54%	100%	99.96%
Exeter College, Victoria House	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
Farnborough College of Technology, Ground Floor, Boundary Road		100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	<12 Months
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Stewart House											100%	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 *	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Halesowen College, Coombs Wood Business Centre		99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Halesowen College, Whittingham Road, via Telecity Powergate		99.60%	100%	100%	100%	99.59%	100%	100%	100%	100%	86.41%	100%	<12 Months
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	100%	100%	100%	99.97%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	99.25%	99.60%	100%	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	99.86%
Hartlepool College of Further Education, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	99.60%	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%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
Hertford Regional College, Ware Campus	100%	100%	100%	100%	100%	100%	100%	99.60%	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%	100%	99.60%	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%	100%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	99.86%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College, via Telehouse West	100%	100%	96.62%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.69%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
ifs University College, London Campus	100%	99.60%	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 Services Limited, Brettenham House *	100%	100%	95.84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House							100%	100%	100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	99.58%	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	100%	100%	100%	100%	99.73%	>99.99%	100%	100%	100%	98.53%	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%	100%	99.60%	100%	100%	100%	100%	99.97%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	99.95%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
Leicester College, Abbey Park Campus	100%	100%	100%	100%	100%	100%	100%	99.60%	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	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
London Borough of Bromley, Education and Care Directorate	100%	99.60%	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	100%	99.60%	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%
London Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
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%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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%	100%	42.01%	100%	100%	100%	97.91%	100%	100%	99.67%	95.61%	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%	100%	99.60%	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%	<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	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.97%
North Warwickshire and Hinckley College, Hinckley Campus	100%	99.60%	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	100%	99.60%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	99.93%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
Petroc, Brannams				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%	<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	100%	99.60%	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%	<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%	100%	>99.99%	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%
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	100%	99.60%	100%	100%	100%	100%	100%	99.60%	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%	<12 Months

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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%	<12 Months
South Downs College, via Telecity Powergate		99.56%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Southport College, Additional Connection	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
South Thames College, Merton Campus	100%	100%	100%	100%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	99.86%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Stanmore College *	100%	100%	99.00%	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 Mary's University, Twickenham *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stockton Riverside College, via Telecity Powergate	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.22%	99.90%
Stoke-on-Trent College, Burslem Campus	99.29%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Suffolk New College, via Telecity Powergate		97.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Sunderland College, Washington Campus				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%	<12 Months
The Bournemouth and Poole College, North Road Campus		100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	76.87%	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%	100%	99.60%	100%	100%	100%	100%	99.97%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
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%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art						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%	100%	99.79%	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%
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%	100%	>99.99%	100%	100%	100%	100%	100%	100%	>99.99%
Tower Hamlets College, Arbour Square												100%	<12 Months
Tower Hamlets College, Poplar												100%	<12 Months

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
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%	100%	99.89%	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%	100%	>99.99%	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%	<12 Months
University of Westminster *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Walsall College, via Telecity Powergate						100%	100%	100%	100%	100%	100%	100%	<12 Months
Waltham Forest College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warwickshire College, Leamington Centre via Telecity Powergate	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Westminster City Council, Personal & Community Development	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Westminster Kingsway College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	12 Month Rolling Availability
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College, Conway Park Campus	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Working Men's College Corporation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

Maintenance outages are included in this table - only unscheduled maintenance is counted against availability.

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Northumberland College, via Telecity Powergate	06/01/2016 01:50	06/01/2016 02:07	00:00	00:17	Unknown	Unknown
Bexley College	13/01/2016 16:36	13/01/2016 17:54	00:00	01:18	Unknown	Intermittent connectivity
Brunel University London, Uxbridge, via Imperial College	30/01/2016 08:52	30/01/2016 11:45	00:00	02:53	Regional Maintenance	Scheduled optical maintenance
University of East London, Docklands Campus	29/01/2016 00:18	29/01/2016 00:37	00:00	00:19	Telco Maintenance	Telco scheduled maintenance but affected circuit provided was incorrect
Ealing, Hammersmith and West London College, Ealing Campus	11/01/2016 10:26	11/01/2016 23:16	00:00	12:50	Telco Line	Fibre break
Fashion Retail Academy	07/01/2016 20:00	07/01/2016 23:22	00:00	03:22	Unknown	Unknown
Fashion Retail Academy	13/01/2016 05:40	13/01/2016 06:15	00:00	00:35	Customer Environment	Area power failure
University of Greenwich, Greenwich Campus	11/01/2016 02:15	12/01/2016 01:41	00:00	23:26	Customer Equipment	Degradation and performance issues only
Havering College of Further and Higher Education, via Telehouse West	15/01/2016 07:54	15/01/2016 08:13	00:00	00:19	Regional Maintenance	Scheduled maintenance to replace MRS router
Havering College of Further and Higher Education, via Telehouse West	15/01/2016 17:02	15/01/2016 17:15	00:00	00:13	Regional Other	Configuration update
Havering College of Further and Higher Education, via ULCC	15/01/2016 07:54	15/01/2016 08:13	00:00	00:19	Regional Maintenance	Scheduled maintenance to replace MRS router
King's College London, Strand Campus, James Black Centre	28/01/2016 00:17	28/01/2016 05:22	00:00	05:05	Customer Environment	Area power cut

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal Holloway University of London, Egham Hill (I)	30/01/2016 08:52	30/01/2016 11:45	00:00	02:53	Regional Maintenance	Scheduled optical maintenance
Colchester Institute Enterprises Limited, The College at Braintree, via Telehouse West	12/01/2016 18:15	12/01/2016 18:35	00:00	00:20	Customer Environment	Customer power supply failure
Colchester Institute Enterprises Limited, The College at Braintree, via Telehouse West	13/01/2016 07:44	13/01/2016 07:51	00:00	00:07	Customer Environment	Customer power supply failure
London Grid for Learning Trust, Poplar via London	30/01/2016 08:50	30/01/2016 18:35	00:00	09:45	Customer Maintenance	Customer scheduled maintenance
London Grid for Learning Trust, Orpington via London	30/01/2016 08:50	30/01/2016 18:35	00:00	09:45	Customer Maintenance	Customer scheduled maintenance
University for the Creative Arts, Data Centre, Link I	26/12/2015 07:57	14/01/2016 12:42	00:00	04:45	Customer Line	Interface down at Stewart House
Stafford College, Additional Connection, via Telecity Powergate	08/01/2016 15:27	08/01/2016 15:30	00:00	00:03	Unknown	Unknown
Stockton Riverside College, via Telecity Powergate	15/01/2016 14:12	21/01/2016 12:20	16:22	05:46	Telco Line	Telco fibre break at exchange
Halesowen College, Whittingham Road, via Telecity Powergate	27/01/2016 17:06	27/01/2016 17:48	00:00	00:42	Customer Environment	Power outage at site
The Bournemouth and Poole College, North Road Campus	07/01/2016 20:59	08/01/2016 08:08	00:00	11:09	Customer Environment	Faulty switch tripped the power circuit
National Film and Television School, Beaconsfield Studios	08/01/2016 18:03	10/01/2016 20:47	00:00	02:44	Customer Maintenance	Customer unscheduled maintenance