

janet

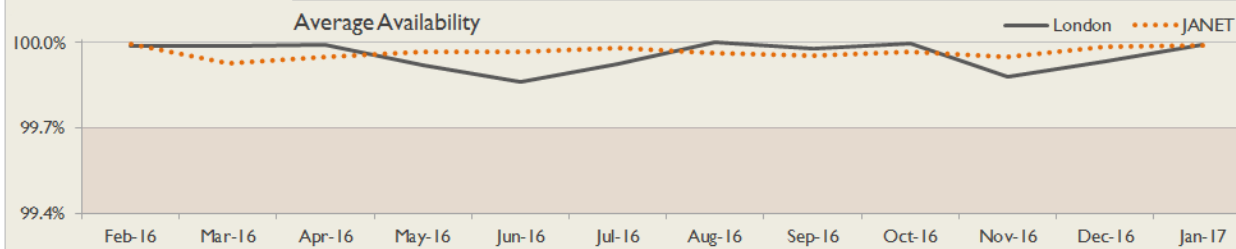
London Service Report

January 2017

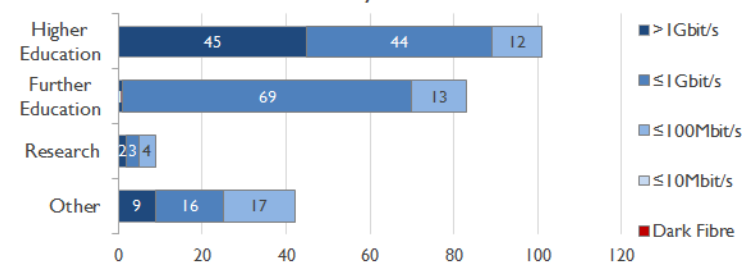


Service Reliability

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

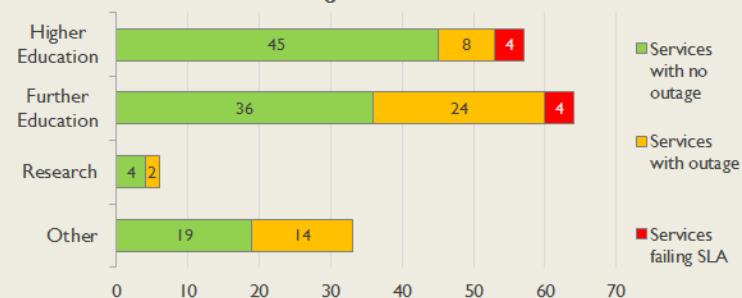


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jan 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	4	99.95%	243	99.99%	5	99.97%	182
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
9h 52m		0.44		5h 57m		0.60	
Based on 152 faults over the last 24 months				Based on 1327 faults over the last 24 months			

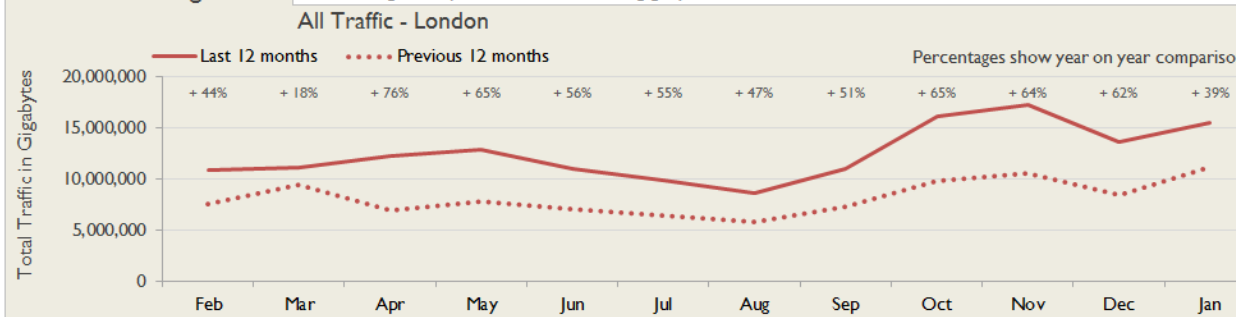
London Service Outages - Last 12 Months



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

Connection Usage

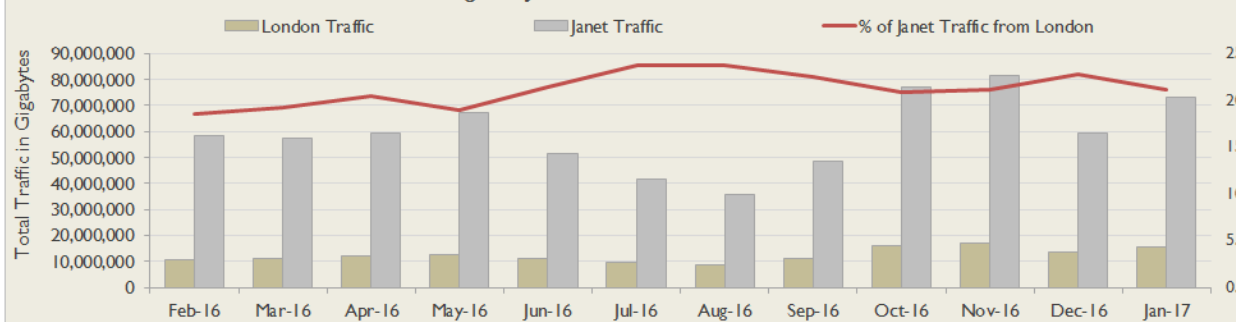
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual 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	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Association of Colleges	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	<b>99.95%</b>	100%	100%	100%	100%	100%	<b>95.30%</b>	100%	100%	<b>99.60%</b>
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	<b>99.92%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>98.40%</b>	<b>99.87%</b>
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.57%</b>	100%	100%	<b>99.96%</b>
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brent London Borough Council, Personal & Community Development	100%	100%	100%	<b>99.41%</b>	100%	100%	100%	100%	100%	<b>99.57%</b>	<b>99.35%</b>	100%	<b>99.86%</b>
Bromley College of Further and Higher Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Bexley College	100%	100%	100%	100%	100%	100%	100%	<b>99.43%</b>	100%	100%	100%	100%	<b>99.95%</b>
Bromley College of Further and Higher Education, Greenwich Community College	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%	<b>98.01%</b>	100%	100%	<b>99.83%</b>
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%	<b>99.57%</b>	100%	100%	<b>99.96%</b>

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Camden Council, Personal & Community Development	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	99.35%	100%	99.93%
Capel Manor College	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	99.83%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	100%	100%	99.95%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Brighton and Hove, East Campus		100%	100%	100%	100%	100%	100%	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 of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Coulsdon Sixth Form College	100%	100%	100%	100%	94.85%	100%	100%	100%	100%	99.57%	100%	100%	99.54%
Courtauld Institute of Art	100%	100%	100%	100%	100%	99.16%	100%	100%	100%	100%	100%	100%	99.93%
Coventry University, London Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Defence Science and Technology Laboratory *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ealing, Hammersmith & West London College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, E2BN Data Centre Stevenage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Sussex County Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Epping Forest College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy, via Stewart House					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Fashion Retail Academy, via Teecity Powergate	100%	100%	100%	99.40%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	99.86%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	>99.99%
Goldsmiths' College, Link 1	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	100%	100%	99.95%
Goldsmiths' College, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildford College of Further and Higher Education, Merrist Wood College	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	99.86%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	100%	100%	100%	99.43%	100%	100%	100%	100%	100%	100%	99.35%	100%	99.90%
Havering College of Further and Higher Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Heythrop College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial College of Science, Technology and Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM London	100%	99.74%	100%	100%	100%	100%	100%	99.43%	100%	100%	100%	100%	99.93%
Jisc, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Dimension Data												100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	100%	100%	99.95%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
King's College London, Quintdown Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Strand Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College, Creative Industries Centre	100%	100%	99.77%	100%	100%	100%	100%	100%	99.74%	99.57%	100%	100%	99.92%
Kingston College, Kingston Hall Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	95.52%	100%	100%	99.43%	100%	100%	100%	100%	99.58%
Learning on Screen British Universities and Colleges Film and Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%
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%	97.93%	100%	100%	100%	100%	100%	100%	99.83%
London Borough of Bromley, Education and Care Directorate	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	99.35%	99.91%	99.92%
London Borough of Hillingdon, Personal & Community Development	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	99.35%	100%	99.93%
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 Redbridge, Personal & Community Development	100%	100%	100%	97.86%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	96.45%	100%	99.67%
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
London School of Economics and Political Science *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telecity Harbour Exchange	100%	100%	100%	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%
Loughborough University, London to Haselgrave				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Loughborough University, London to Holywell				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	99.86%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%
Middlesex University, Plat Hall	100%	100%	100%	93.23%	100%	100%	100%	100%	100%	95.30%	100%	100%	99.04%
Morley College Limited	100%	99.74%	100%	100%	100%	100%	100%	99.43%	100%	100%	100%	100%	99.93%
Nash College	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	99.63%
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%	99.57%	100%	100%	99.96%
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%
Palmer's College	100%	100%	100%	100%	100%	99.52%	100%	100%	100%	100%	100%	100%	99.96%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
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%	97.93%	100%	100%	100%	100%	100%	100%	99.83%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University *	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	99.63%
Rose Bruford College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Academy of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Brompton Hospital										100%	100%	100%	<12 Months
Royal College of Art, Battersea Campus	100%	100%	100%	100%	95.31%	100%	100%	100%	99.49%	100%	100%	100%	99.57%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.67%	100%	100%	99.97%
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%
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%	97.93%	100%	100%	100%	100%	100%	100%	99.83%
South Thames College, Merton Campus	98.15%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.81%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
Stanmore College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St George's University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's University, Twickenham *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Surrey County Council, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British School of Osteopathy, BSO Clinical Centre											100%	100%	<12 Months
The British School of Osteopathy, Forough High Street										100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	99.16%	100%	100%	100%	99.57%	100%	100%	99.89%
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 Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Conservatoire for Dance and Drama, London Contemporary Dance School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Francis Crick Institute Limited, Brill Place *		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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The Institute of Cancer Research: Royal Cancer Hospital *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The London Institute of Banking & Finance, London Campus	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	99.89%
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%	99.57%	99.35%	100%	99.91%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	99.86%
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%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, City and Islington College [1] *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Arbour Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	99.96%
Tower Hamlets College, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Poplar	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets London Borough Council, Personal & Community Development	100%	98.83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
Trinity Laban Conservatoire of Music and Dance *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Data Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Epsom Campus [2]		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	12 Month Rolling Availability
University of Bath, London							100%	100%	100%	100%	100%	100%	<12 Months
University of East London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London, ULCC Data Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Warwick, Warwick Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus *	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	100%	100%	99.83%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	99.42%	100%	100%	100%	100%	100%	100%	99.35%	100%	99.90%
West Suffolk College	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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
University of Sheffield	14/01/2017 07:09	16/01/2017 05:07	00:00	45:58	Telco Line	Fibre break
Brent London Borough Council, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
London Borough of Bromley, Education and Care Directorate	30/01/2017 12:50	31/01/2017 10:49	21:18	00:41	Regional Configuration	IP address ranges removed by mistake by NEG
Learning on Screen British Universities and Colleges Film and Video Council	10/01/2017 13:02	10/01/2017 13:29	00:00	00:27	MRS Equipment	Fan failure
Learning on Screen British Universities and Colleges Film and Video Council	17/01/2017 12:05	17/01/2017 12:33	00:00	00:28	MRS Equipment	Fan failure
Camden Council, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
The WKCIC Group, City and Islington College [1], Centre for Health, Social and Child Care	26/01/2017 07:02	26/01/2017 08:48	00:00	01:46	Regional Maintenance	Scheduled maintenance
The WKCIC Group, City and Islington College [1], Centre for Applied Sciences	07/01/2017 00:05	07/01/2017 04:09	00:00	04:04	Regional Maintenance	Scheduled power maintenance by Imperial PoP
Tower Hamlets College, Hackney Community College, via Stewart House	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Hammersmith and Fulham London Borough Council, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Harrow London Borough Council, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Havering College of Further and Higher Education, via ULCC	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Higher Education Funding Council for England, London Office	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Heythrop College, via Stewart House	09/01/2017 07:31	09/01/2017 08:17	00:00	00:46	Customer Environment	Circuit breaker tripped on site
Heythrop College, via Stewart House	29/01/2017 23:30	30/01/2017 07:28	00:00	07:58	Customer Environment	Power issues at Heythrop College,
Heythrop College, via Imperial College	09/01/2017 07:31	09/01/2017 08:17	00:00	00:46	Customer Environment	Circuit breaker tripped on site
Heythrop College, via Imperial College	29/01/2017 23:30	30/01/2017 07:28	00:00	07:58	Customer Environment	Power issues at Heythrop College,
Imperial College of Science, Technology and Medicine, South Kensington Campus	07/01/2017 00:05	07/01/2017 04:09	00:00	04:04	Regional Maintenance	Scheduled power maintenance by Imperial PoP
London Borough of Islington, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
The Royal Borough of Kensington and Chelsea, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
King's College London, Strand Campus, James Black Centre	12/01/2017 18:54	12/01/2017 19:07	00:00	00:13	Customer Environment	Power issues affecting KCL, James Black Centre
Medical Research Council, MRC Technology, Lynton House	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Queen Mary University of London, Mile End Road	26/01/2017 21:23	26/01/2017 22:31	00:00	01:08	Customer Equipment	Site firewall testing
Queen Mary University of London, Mile End Road	31/01/2017 00:10	31/01/2017 03:39	00:00	03:29	Customer Equipment	Site firewall issues
Queen Mary University of London, Mile End Road	31/01/2017 06:41	31/01/2017 07:10	00:00	00:29	Customer Equipment	Site firewall issues

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	29/12/2016 09:10	01/01/2017 22:00	00:00	84:50	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	02/01/2017 01:33	03/01/2017 08:56	00:00	31:23	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	03/01/2017 10:01	04/01/2017 10:01	00:00	24:00	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	04/01/2017 12:51	05/01/2017 08:22	00:00	19:31	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	16/01/2017 09:06	16/01/2017 14:08	00:00	05:02	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	23/01/2017 20:45	24/01/2017 07:51	00:00	11:06	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	24/01/2017 08:56	24/01/2017 09:34	00:00	00:38	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	26/01/2017 21:47	26/01/2017 22:27	00:00	00:40	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	26/01/2017 22:38	26/01/2017 22:51	00:00	00:13	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	27/01/2017 07:48	27/01/2017 08:01	00:00	00:13	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	28/01/2017 13:35	28/01/2017 14:15	00:00	00:40	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	30/01/2017 20:53	31/01/2017 03:33	00:00	06:40	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	31/01/2017 06:41	31/01/2017 07:10	00:00	00:29	Customer Equipment	Site firewall issues
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	31/01/2017 15:00	31/01/2017 15:13	00:00	00:13	Customer Equipment	Site firewall issues

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal College of Art, Kensington Gore	07/01/2017 00:05	07/01/2017 04:09	00:00	04:04	Regional Maintenance	Scheduled power maintenance by Imperial PoP
Royal College of Music, via Imperial College	07/01/2017 00:11	07/01/2017 13:18	00:00	13:07	Customer Maintenance	Scheduled maintenance
Royal College of Music, via Telehouse West	04/01/2017 08:11	04/01/2017 08:33	00:00	00:22	Customer Environment	Power issues affecting RCM
London South Bank University, London Road	11/01/2017 18:10	11/01/2017 18:25	00:00	00:15	Customer Maintenance	Scheduled maintenance
London South Bank University, London Road	23/01/2017 17:56	24/01/2017 07:26	00:00	13:30	Customer Maintenance	Power maintenance
London South Bank University, London Road	25/01/2017 19:43	25/01/2017 21:07	00:00	01:24	Unknown	No response from customer
London South Bank University, London Road	29/01/2017 10:35	29/01/2017 14:42	00:00	04:07	Unknown	No response from customer
Barnet and Southgate College, Southgate Campus	23/12/2016 09:49	03/01/2017 13:41	15:59	11:53	Telco Line	Fibre break affecting Barnet and Southgate College, Southgate Campus
Stanmore College, via Telecty Powergate	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
The University of West London, Ealing, Ealing	06/01/2017 17:14	07/01/2017 11:06	00:00	17:52	Customer Maintenance	Down in preparation for 177798
Uxbridge College, Uxbridge Campus, Hayes Campus	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Westminster City Council, Personal & Community Development	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Workers' Educational Association, London	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
Medical Research Council, Head Office (London)	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University for the Creative Arts, Epsom Campus [1]	07/01/2017 00:05	07/01/2017 04:09	00:00	04:04	Regional Maintenance	Scheduled power maintenance by Imperial PoP
Barking and Dagenham College, The Technical Skills Academy	07/01/2017 00:05	07/01/2017 04:09	00:00	04:04	Regional Maintenance	Scheduled power maintenance by Imperial PoP
University of Essex, Loughton Campus	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
University of Essex, Oakwood Hill Campus	07/01/2017 00:05	07/01/2017 04:09	00:00	04:04	Regional Maintenance	Scheduled power maintenance by Imperial PoP
University of Essex, Oakwood Hill Campus	11/01/2017 00:06	11/01/2017 00:34	00:00	00:28	Telco Maintenance	Scheduled maintenance
University of Warwick, Warwick Business School, via Stewart House	26/01/2017 07:34	26/01/2017 08:05	00:00	00:31	Regional Maintenance	Scheduled maintenance
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	06/01/2017 15:49	06/01/2017 16:13	00:00	00:24	Customer Environment	Power issue at The Conservatoire for Dance and Drama
University of Bath, London	23/01/2017 09:32	23/01/2017 09:44	00:00	00:12	Customer Equipment	Router locked up