

janet

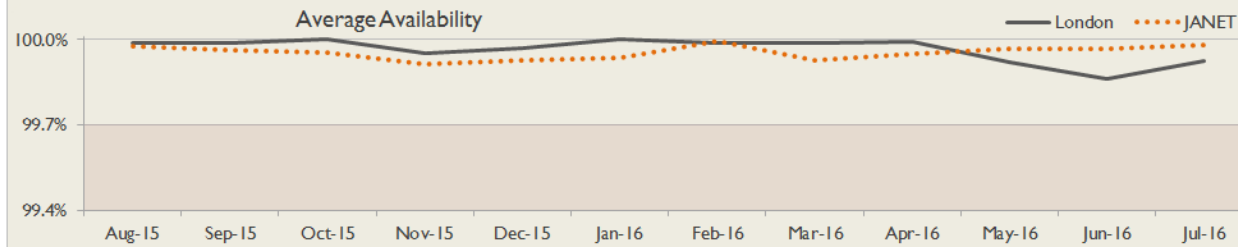
London Service Report

July 2016

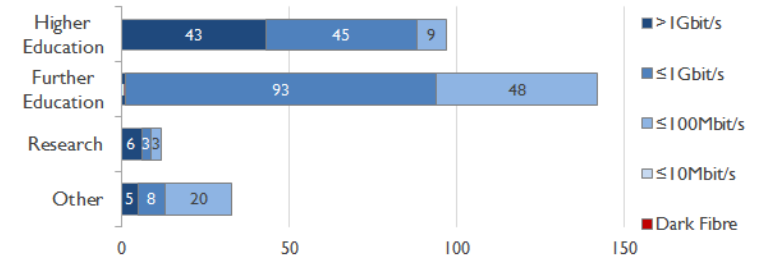


Service Reliability

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

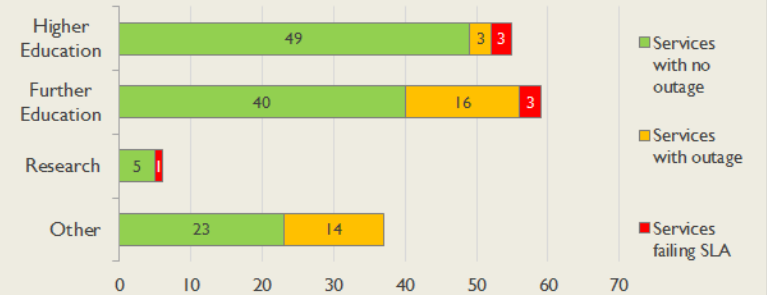


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.92%	34	99.96%	191	99.98%	9	99.96%	230
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
9h 01m		0.56		5h 42m		0.65	
Based on 186 faults over the last 24 months				Based on 1454 faults over the last 24 months			

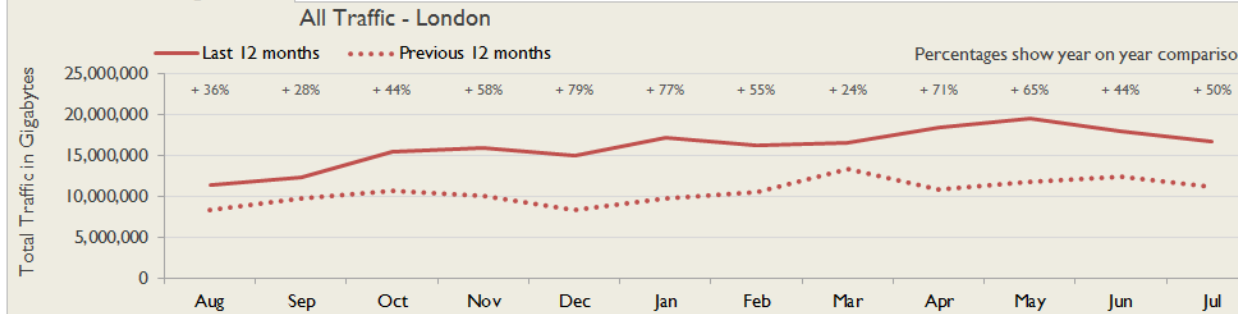
London Service Outages - Last 12 Months



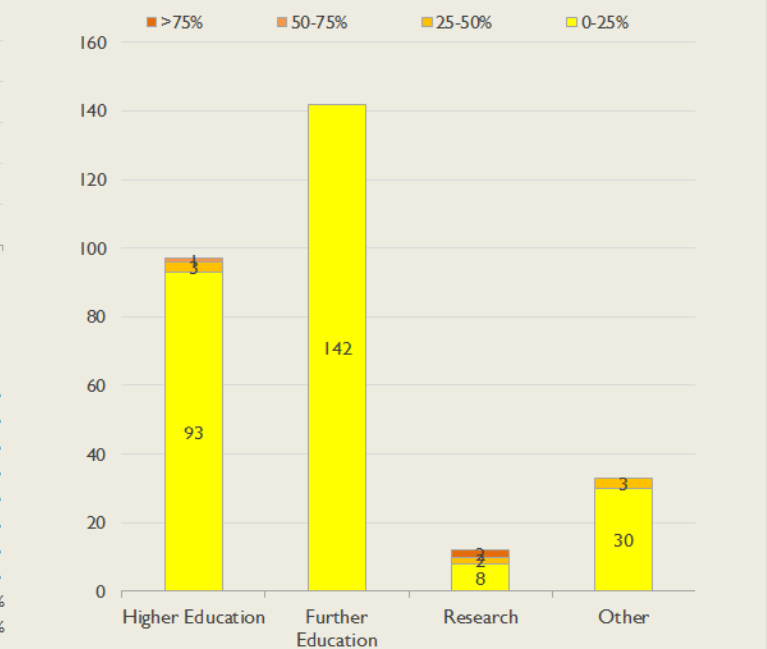
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

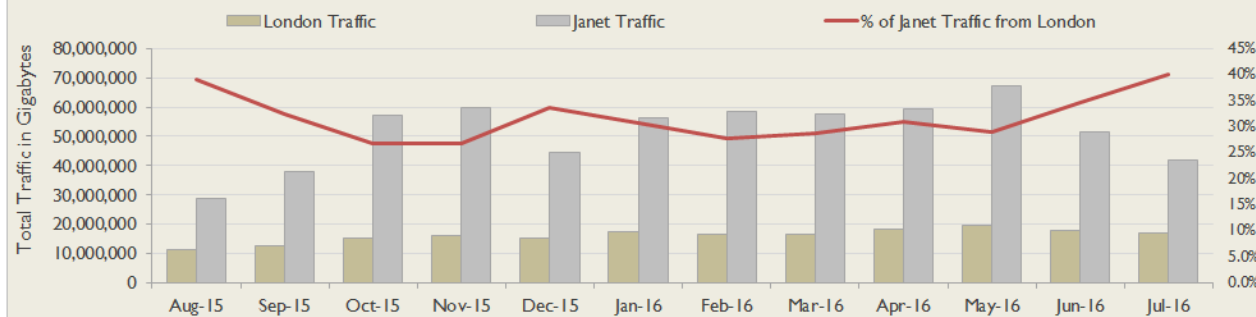
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	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%	100%	100%	100%	100%	100%	100%	99.95%	100%	100%	>99.99%
Barking and Dagenham College, The Technical Skills Academy	100%	99.00%	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	99.91%
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%
Bexley College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	99.95%
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%
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%
Camden London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	99.98%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability	
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	99.83%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Christ the King Sixth Form College *	100%	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%	100%
City of Westminster College, North Wharf Road Campus	100%	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%	100%
College of North West London	100%	100%	100%	97.01%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.75%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.85%	100%	100%	99.57%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.16%	99.93%
Coventry University, London Campus *	100%	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%	100%
Defence Science and Technology Laboratory *	100%	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%	100%
East of England Broadband Network, E2BN Data Centre Stevenage	100%	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%	100%
East Sussex County Council *	100%	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%	100%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy, via Stewart House											100%	100%	<12 Months	
Fashion Retail Academy, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.40%	100%	100%	99.95%	
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	>99.99%	

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
Goldsmiths' College, Link 1					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Goldsmiths' College, Link 2	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, Merrist Wood College	100%	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	99.96%
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%
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	99.95%
Hampshire County Council	100%	99.64%	100%	100%	100%	100%	100%	100%	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	99.95%
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%	98.53%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	99.98%
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%	99.74%	100%	100%	100%	100%	99.98%
Jisc, Woburn House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
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%	100%	100%	100%
King's College London, Strand Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Quintdown Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College, Kingston and Sutton Educational Partnership							100%	100%	99.77%	100%	100%	100%	<12 Months
Kingston College, Kingston Hall Road	100%	100%	100%	98.53%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	95.52%	100%	99.58%
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%	97.93%	99.83%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	99.98%
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%	100%	100%	100%	100%	100%	100%	97.86%	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%	100%	100%	100%	100%
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	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	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, Telecity Harbour Exchange							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%
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%	<12 Months
Loughborough University, London to Holywell										100%	100%	100%	<12 Months
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	97.91%	100%	100%	99.67%	95.61%	100%	100%	100%	100%	99.38%	100%	100%	99.38%
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%	93.23%	100%	100%	99.44%
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%	99.74%	100%	100%	100%	100%	99.98%
Nash College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.52%	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%	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%
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.52%	99.96%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	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%	100%	100%	100%	100%	100%	100%	97.93%	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%
RM plc, South East Grid for Learning *	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%	95.52%	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 College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.31%	100%	99.61%
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%	100%	100%	100%	100%	100%	100%	97.93%	99.83%
South Thames College, Merton Campus	100%	100%	100%	98.53%	100%	100%	98.15%	100%	100%	100%	100%	100%	99.72%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	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%	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 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 City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.16%	99.93%
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 Haringey, Enfield and North East London, Enfield 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, National Institute for Medical Research *	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%	<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 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%	100%	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	99.98%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
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%	99.41%	100%	100%	99.95%
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%
Tower Hamlets College, Arbour Square						100%	100%	100%	100%	100%	100%	100%	<12 Months
Tower Hamlets College, Poplar						100%	100%	100%	100%	100%	100%	100%	<12 Months
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	98.83%	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 College London, IOE Main Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	>99.99%
University for the Creative Arts, Epsom Campus [2]								100%	100%	100%	100%	100%	<12 Months
University for the Creative Arts, Data Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex *	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%

Service	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	99.98%
Waltham Forest College, via Telecite Powergate							100%	100%	100%	100%	100%	100%	<12 Months
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	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%	100%	100%	100%	100%	100%	100%	99.42%	100%	100%	99.95%
Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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
Petroc, Mid Devon Campus	10/07/2016 22:20	10/07/2016 22:33	00:00	00:13	Telco Maintenance	Telco emergency maintenance
British Universities Film & Video Council	30/06/2016 18:56	01/07/2016 10:25	00:00	15:29	Customer Environment	Area power cut
British Universities Film & Video Council	01/07/2016 23:19	03/07/2016 12:50	00:00	37:31	Customer Environment	Wide area power outage
British Universities Film & Video Council	05/07/2016 05:48	05/07/2016 10:02	00:00	04:14	Customer Environment	Power issues at site
Capel Manor College	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
Carshalton College	11/07/2016 12:17	11/07/2016 12:41	00:00	00:24	Customer Maintenance	Scheduled power maintenance
Christ the King Sixth Form College, Lewisham Campus	15/07/2016 12:59	19/07/2016 09:54	00:00	92:55	Customer Maintenance	Site firewall maintenance
The City Literary Institute, Keeley Street	02/07/2016 11:03	02/07/2016 17:20	00:00	06:17	Telco Maintenance	Unscheduled power maintenance at Virgin Media exchange
City of Westminster College, North Wharf Road Campus	23/07/2016 08:42	23/07/2016 14:35	00:00	05:53	Customer Maintenance	Site scheduled maintenance
Courtauld Institute of Art	02/07/2016 11:03	02/07/2016 17:20	00:00	06:17	Telco Maintenance	Unscheduled power maintenance at Virgin Media exchange
Sir George Monoux College	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Greenwich, Greenwich Campus	27/07/2016 15:11	27/07/2016 15:42	00:00	00:31	Telco Equipment	Hardware failure within telco network
University of Greenwich, Greenwich Campus	27/07/2016 15:43	27/07/2016 18:26	00:00	02:43	Telco Equipment	Stalled hardware within telco network
Harrow College, Harrow-on-the-Hill Campus	23/07/2016 07:49	23/07/2016 08:36	00:00	00:47	Customer Environment	Site air con failure
Havering College of Further and Higher Education, via Telehouse West	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
Jisc, Brettenham House, via Imperial College	13/07/2016 15:56	13/07/2016 16:13	00:00	00:17	Unknown	Telco investigated, cause could not be proven
Kingston University, Kingston Hill Campus	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
Kingston College, Kingston Hall Road	22/07/2016 13:14	25/07/2016 07:10	00:00	65:56	Customer Maintenance	Scheduled customer power maintenance
Lewisham Southwark College, Depford Campus	13/07/2016 11:26	14/07/2016 10:33	11:52	11:15	Telco Line	Fibre patch lead and attenuator faulty
Lewisham Southwark College, Depford Campus	27/07/2016 15:11	27/07/2016 15:42	00:00	00:31	Telco Equipment	Hardware failure within telco network
Leyton Sixth Form College	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
London Business School, Regent's Park Centre	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
London School of Economics and Political Science, via Kings College	02/07/2016 11:03	02/07/2016 17:20	00:00	06:17	Telco Maintenance	Unscheduled power maintenance at Virgin Media exchange
Morley College Limited	11/07/2016 04:52	11/07/2016 08:41	00:00	03:49	Customer Environment	Area power cut
Newham College of Further Education, East Ham Campus	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Ravensbourne, via King's College	27/07/2016 15:11	27/07/2016 15:42	00:00	00:31	Telco Equipment	Hardware failure within telco network
Ravensbourne, via King's College	29/07/2016 21:23	31/07/2016 12:23	00:00	39:00	Customer Maintenance	Scheduled site maintenance
Ravensbourne, via ULCC	29/07/2016 21:23	31/07/2016 12:23	00:00	39:00	Customer Maintenance	Scheduled site maintenance
Redbridge College	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
Royal Academy of Music, York Gate	30/06/2016 15:57	02/07/2016 05:16	17:03	20:16	Telco Line	Fibre break and flooding delayed resolution
Royal Academy of Music, York Gate	02/07/2016 12:49	02/07/2016 14:44	00:00	01:55	Unknown	Telco and site investigated, cause could not be determined
Royal College of Music, via Imperial College	19/07/2016 08:34	19/07/2016 08:48	00:00	00:14	Customer Maintenance	Site power maintenance
Royal College of Music, via Telehouse West	30/07/2016 09:24	30/07/2016 10:09	00:00	00:45	Customer Environment	Area power cut
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	27/07/2016 15:11	27/07/2016 15:42	00:00	00:31	Telco Equipment	Hardware failure within telco network
University College London, Kathleen Lonsdale Building	24/07/2016 08:17	24/07/2016 13:38	00:00	05:21	Customer Environment	Power
Waltham Forest College, via Telehouse West	15/07/2016 05:21	15/07/2016 20:46	00:00	15:25	Telco Line	Fibre break caused by third party engineers snapping a joint
Esher College	11/07/2016 14:09	12/07/2016 14:47	00:00	24:38	Customer Maintenance	Customer scheduled maintenance
Palmer's College	27/07/2016 16:18	29/07/2016 18:48	00:00	50:30	Customer Maintenance	Customer maintenance
Palmer's College	29/07/2016 18:49	29/07/2016 22:22	00:00	03:33	Telco Equipment	Faulty SFP on customer NTE

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Glasgow Caledonian University, GCU London	20/07/2016 07:55	20/07/2016 08:20	00:00	00:25	Regional Environment	Power outage at Telecity HX
University of the Arts London, Chelsea College of Art and Design	13/07/2016 15:56	13/07/2016 16:13	00:00	00:17	Unknown	Telco investigated, cause could not be proven
University for the Creative Arts, Epsom Campus [1]	22/07/2016 08:47	22/07/2016 10:50	00:00	02:03	Regional Maintenance	Emergency power maintenance
Barking and Dagenham College, The Technical Skills Academy	22/07/2016 08:47	22/07/2016 10:50	00:00	02:03	Regional Maintenance	Emergency power maintenance
University of Essex, Oakwood Hill Campus	22/07/2016 08:47	22/07/2016 10:50	00:00	02:03	Regional Maintenance	Emergency power maintenance
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	24/07/2016 02:04	24/07/2016 10:52	00:00	08:48	Customer Environment	Site power cut
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	25/07/2016 19:09	25/07/2016 21:29	00:00	02:20	Customer Environment	Site power cut