

janet

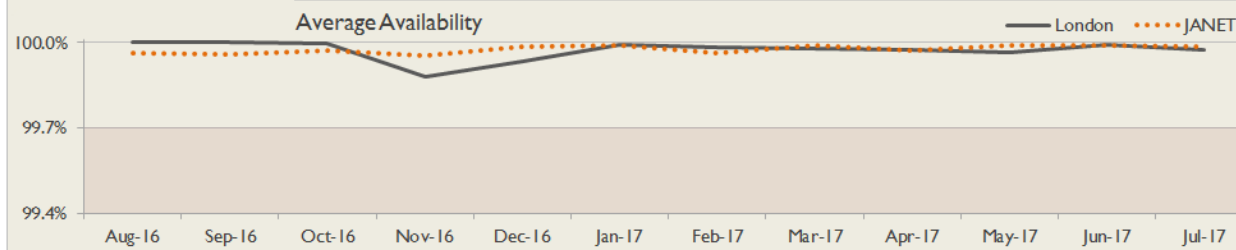
London Service Report

July 2017

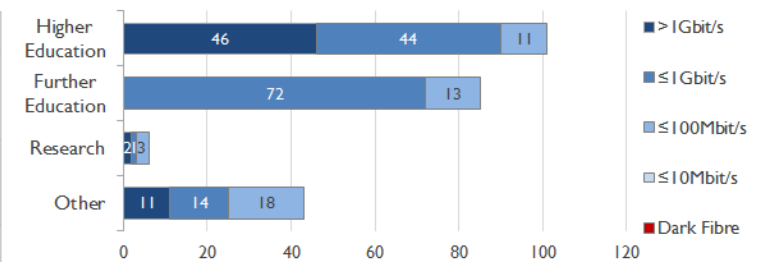


Service Reliability

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

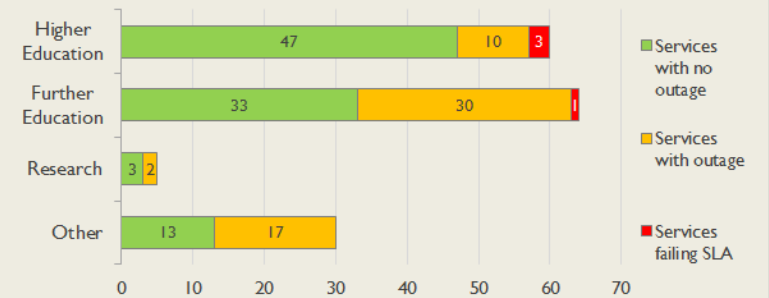


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jul 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	11	99.97%	146	99.99%	6	99.98%	129
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 02m		0.37		6h 25m		0.44	
Based on 128 faults over the last 24 months				Based on 988 faults over the last 24 months			

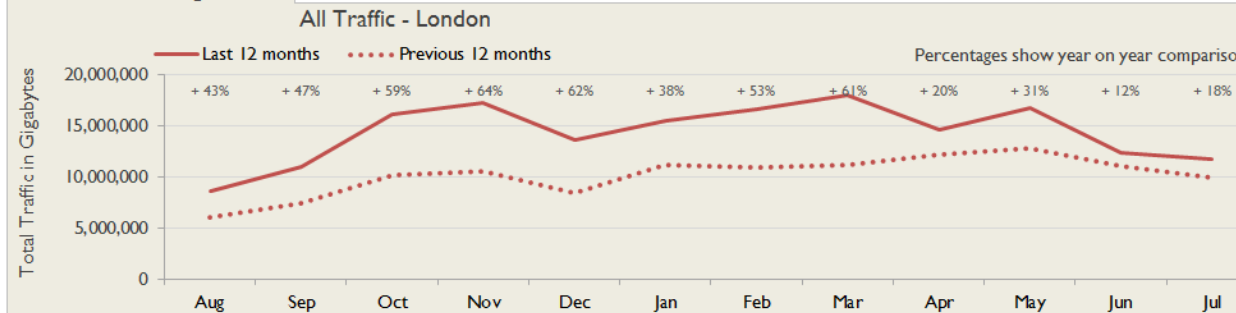
London Service Outages - Last 12 Months



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

Connection Usage

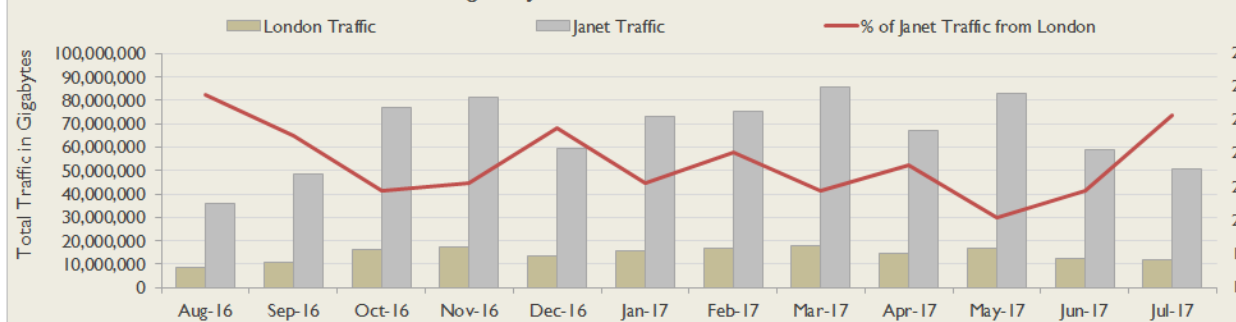
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 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%	95.30%	100%	100%	100%	100%	100%	97.56%	100%	100%	99.40%
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, The Technical Skills Academy											100%	100%	<12 Months
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	98.40%	100%	100%	100%	100%	100%	100%	99.87%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.96%
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%	99.57%	99.35%	100%	100%	100%	100%	100%	99.10%	100%	99.83%
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%	100%	100%	99.87%	100%	100%	99.99%
Bromley College of Further and Higher Education, Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Brooke House Sixth Form College	100%	100%	100%	98.01%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.82%
Brunel University London, Uxbridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Buckinghamshire New University, Uxbridge Campus	100%	100%	100%	99.57%	100%	100%	100%	98.95%	100%	100%	99.84%	100%	99.86%
Camden Council, Personal & Community Development	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.95%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Carshalton College	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%
City College Brighton and Hove, East Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
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%	99.96%	>99.99%
Coulsdon Sixth Form College	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	97.49%	100%	100%	100%	99.79%
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 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%	100%	100%	100%	100%	100%
Fashion Retail Academy, via Telecity Powergate	100%	100%	100%	99.57%	99.35%	100%	100%	99.97%	100%	100%	100%	100%	99.91%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.95%
Globelynx Limited												100%	<12 Months
Goldsmiths' College, Link 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Link 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	95.57%	99.62%
Guildford College of Further and Higher Education, Merrist Wood College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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%	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.91%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
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%	99.35%	100%	100%	100%	100%	100%	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%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Bridge Fibre											100%	100%	<12 Months
Jisc Commercial Limited, Cogeco Peer 1							100%	100%	100%	99.87%	100%	100%	<12 Months
Jisc Commercial Limited, Dimension Data						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Jisc Commercial Limited, FluidOne										100%	100%	100%	<12 Months
Jisc Commercial Limited, Verne Global												100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Kensington and Chelsea College	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
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%	99.74%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Learning on Screen British Universities and Colleges Film and Video Council	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	100%	99.84%	100%	99.95%
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%	99.87%	100%	100%	99.99%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	99.35%	99.91%	100%	100%	100%	100%	100%	100%	99.94%
London Borough of Hillingdon, Personal & Community Development	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.95%
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%	99.87%	100%	100%	99.99%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	100%	100%	99.57%	96.45%	100%	100%	100%	100%	100%	100%	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%
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%	99.41%	100%	100%	100%	99.95%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Loughborough University, London to Haselgrave	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Holywell	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%
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%	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.91%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University *	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Middlesex University, Plat Hall	100%	100%	100%	95.30%	100%	100%	100%	100%	100%	100%	100%	100%	99.61%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 Institute for Biological Standards and Control	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.96%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
National Learning and Work Institute, The Centre for Economic and Social Inclusion							100%	100%	100%	100%	100%	100%	<12 Months
New City College Corporation, Arbour Square	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
New City College Corporation, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New City College Corporation, Poplar	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
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%	99.87%	100%	100%	99.99%
Palmer's College	100%	100%	100%	100%	100%	100%	100%	97.45%	100%	99.87%	100%	100%	99.78%
Prospects College of Advanced Technology, Tunnelling and Underground Construction Academy												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%	99.87%	100%	100%	99.99%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	99.95%
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%
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%
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%	99.87%	100%	100%	99.99%
Royal Brompton Hospital				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	99.75%	100%	100%	100%	100%	100%	99.98%
Royal College of Art, Kensington Gore	100%	100%	100%	99.67%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
South Thames College, Merton Campus	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Stanmore College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
St Dominic's Sixth Form College	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.85%	100%	99.95%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	>99.99%
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 Ada National College for Digital Skills Limited									100%	100%	100%	100%	<12 Months
The Alan Turing Institute												100%	<12 Months
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	97.47%	100%	100%	100%	100%	100%	99.79%
The British School of Osteopathy, BSO Clinical Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Forough High Street				100%	100%	100%	100%	100%	100%	99.87%	100%	100%	<12 Months
The British School of Osteopathy, Southwark Bridge Road								100%	100%	100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	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%	99.99%
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%	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%	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.91%
The Open University, Camden	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%	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%	99.99%
The University of West London, Ealing *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
University for the Creative Arts, Epsom Campus [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath, London	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 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 Sussex, Addiscombe Road												100%	<12 Months
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%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	99.99%
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%	99.35%	100%	100%	100%	100%	100%	100%	100%	99.95%
West Suffolk 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%
WKCIC Group, City and Islington College [1] *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WKCIC Group, Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Workers' Educational Association, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	12 Month Rolling Availability
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
Barnet and Southgate College, Wood Street Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Brent London Borough Council, Personal & Community Development	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Brent London Borough Council, Personal & Community Development	20/07/2017 06:58	20/07/2017 07:39	00:00	00:41	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
London Borough of Bromley, Education and Care Directorate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Learning on Screen British Universities and Colleges Film and Video Council	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Camden Council, Personal & Community Development	07/07/2017 13:52	07/07/2017 14:18	00:00	00:26	Managed Router Unscheduled Maintenance	Customer unscheduled managed router maintenance
Camden Council, Personal & Community Development	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Christ the King Sixth Form College, St Mary's	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Christ the King Sixth Form College, St Mary's	21/07/2017 15:59	21/07/2017 16:27	00:00	00:28	Customer Unscheduled Maintenance	Customer unscheduled maintenance
The City Literary Institute, Keeley Street	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
City of Westminster College, North Wharf Road Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
College of North West London	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
College of North West London	12/07/2017 12:14	12/07/2017 12:51	00:20	00:17	Telco Other	Power failure at network PoP
Coulsdon Sixth Form College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Croydon College, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Ealing, Hammersmith & West London College, Ealing Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Fashion Retail Academy, via Telecify Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Goldsmiths' College, Link 2, via Telehouse West	20/07/2017 08:17	21/07/2017 17:16	00:00	32:59	Telco Other	Accidental soft cease by Telco
University of Greenwich, Greenwich Campus	20/07/2017 14:30	21/07/2017 13:25	00:08	22:47	Telco Line	Underground electrical explosion.
New City College Corporation, Hackney Community College, via Stewart House	07/07/2017 13:54	07/07/2017 14:10	00:00	00:16	Managed Router Scheduled Maintenance	Scheduled managed router replacement
Hammersmith and Fulham London Borough Council, Personal & Community Development	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Harrow College, Harrow Weald Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Harrow College, Harrow Weald Campus	26/07/2017 11:31	27/07/2017 14:49	00:00	27:18	Customer Environment	Customer local area power outage
Havering Sixth Form College, via Telecify Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Hillcroft College	05/07/2017 12:34	05/07/2017 12:49	00:00	00:15	Managed Router Emergency Maintenance	Site installing new router

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hillcroft College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
London Borough of Hillingdon, Personal & Community Development	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The London Institute of Banking & Finance, London Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The Royal Borough of Kensington and Chelsea, Personal & Community Development	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Kensington and Chelsea College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
King's College London, Strand Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
King's College London, Strand Campus	30/07/2017 11:05	30/07/2017 12:39	00:00	01:34	Customer Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
King's College London, Strand Campus, James Black Centre	30/07/2017 09:05	30/07/2017 10:07	00:00	01:02	Customer Scheduled Maintenance	Firewall maintenance
Kingston University, Penrhyn Road Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Lambeth College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
London Borough of Lewisham, Personal & Community Development	06/07/2017 07:55	06/07/2017 08:49	00:00	00:54	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
London School of Economics and Political Science, via Kings College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
South Thames College, Merton Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Middlesex University, Hendon Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Middlesex University, Enfield Datacentre	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Nash College	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
					Scheduled Maintenance	
Newham College of Further Education, Stratford Campus	03/07/2017 12:44	03/07/2017 18:40	05:21	00:35	Telco Line	Bent fibres and faulty patch lead
National Institute for Biological Standards and Control	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Richmond Adult Community College, Parkshot Centre	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Richmond upon Thames College, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Roehampton University, Whitelands College	12/07/2017 05:53	12/07/2017 13:23	00:00	07:30	Customer Environment	Power failure
Roehampton University, Whitelands College	22/07/2017 20:48	22/07/2017 23:37	00:00	02:49	Customer Environment	Area power cut
Rose Bruford College, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Royal Academy of Music, Marylebone Road	01/07/2017 09:18	01/07/2017 10:12	00:00	00:54	Customer Scheduled Maintenance	Customer scheduled maintenance
Royal Academy of Music, York Gate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal College of Music, via Telehouse West	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Royal Holloway University of London, Datacentre Building (1)	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Royal Holloway University of London, Datacentre Building (2)	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The Royal Veterinary College, Hawkshead Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The University of West London, Ealing, Brentford	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
University College London, Torrington Place	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Uxbridge College, Uxbridge Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Waltham Forest London Borough Council, Personal & Community Development	20/07/2017 08:14	20/07/2017 09:31	00:00	01:17	Customer Unscheduled Maintenance	Customer unscheduled power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Waltham Forest London Borough Council, Personal & Community Development	21/07/2017 07:41	21/07/2017 07:54	00:00	00:13	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
West Thames College, Skills & Logistics Centre	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Westminster City Council, Personal & Community Development	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
WKCIC Group, Westminster Kingsway College, Victoria Centre	18/07/2017 10:29	18/07/2017 12:35	00:00	02:06	Customer Scheduled Maintenance	Site maintenance
WKCIC Group, Westminster Kingsway College, Victoria Centre	18/07/2017 14:14	18/07/2017 14:38	00:00	00:24	Customer Scheduled Maintenance	Customer maintenance
West Suffolk College, via University of Cambridge	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Defence Science and Technology Laboratory, via Telehouse	05/07/2017 22:06	06/07/2017 02:08	00:00	04:02	Customer Unscheduled Maintenance	Customer unscheduled fibre maintenance
Medical Research Council, Head Office (London)	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Medical Research Council, Head Office (London)	30/07/2017 09:40	31/07/2017 09:45	00:00	24:05	Customer Scheduled Maintenance	Customer maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Middlesex University, Plat Hall	06/07/2017 07:25	06/07/2017 07:44	00:00	00:19	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Middlesex University, Plat Hall	07/07/2017 07:31	07/07/2017 08:05	00:00	00:34	Customer Emergency Maintenance	Customer emergency power maintenance
Middlesex University, Plat Hall	16/07/2017 11:18	16/07/2017 11:55	00:00	00:37	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Middlesex University, Plat Hall	16/07/2017 12:07	16/07/2017 12:28	00:00	00:21	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
University for the Creative Arts, Epsom Campus [1]	19/07/2017 06:58	19/07/2017 08:38	00:00	01:40	Customer Scheduled Maintenance	Power maintenance
London Business School, Outsourcery	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Buckinghamshire New University, Uxbridge Campus	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
New City College Corporation, Arbour Square	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Kingston College, Creative Industries Centre	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Waltham Forest College, via Telecity Powergate	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
The Francis Crick Institute Limited, Brill Place, via London PG	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
University for the Creative Arts, Epsom Campus [2]	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Royal Brompton Hospital	11/07/2017 07:06	11/07/2017 07:37	00:00	00:31	Regional Network Scheduled Maintenance	Scheduled maintenance
Royal Brompton Hospital	22/07/2017 13:42	23/07/2017 13:32	00:00	23:50	Customer Scheduled Maintenance	Site power maintenance
The Ada National College for Digital Skills Limited	06/07/2017 19:46	06/07/2017 23:12	00:00	03:26	Telco Scheduled Maintenance	Telco Maintenance