



## London Service Report

June 2014

# Service Reliability

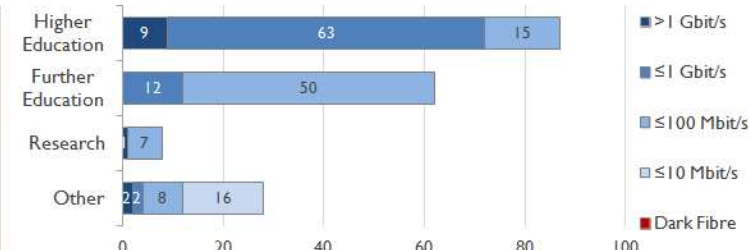
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



Average Availability of All Services in London				Average Availability of All Services in Janet			
Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Jun 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.99%	5	99.90%	499	>99.99%	3	99.96%	206
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
11h 06m		0.62		6h 06m		0.73	
Based on 180 faults over the last 24 months				Based on 1427 faults over the last 24 months			

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

# Connections in London by Bandwidth

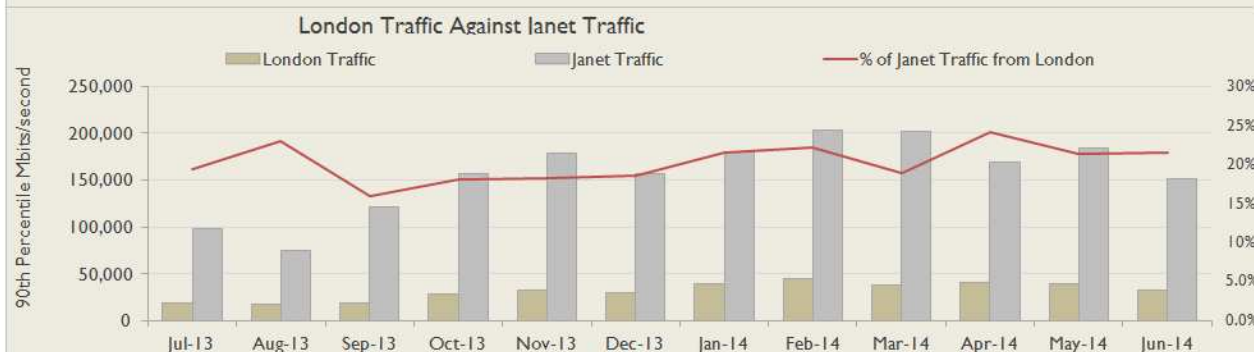


# London Service Outages - Last 12 Months

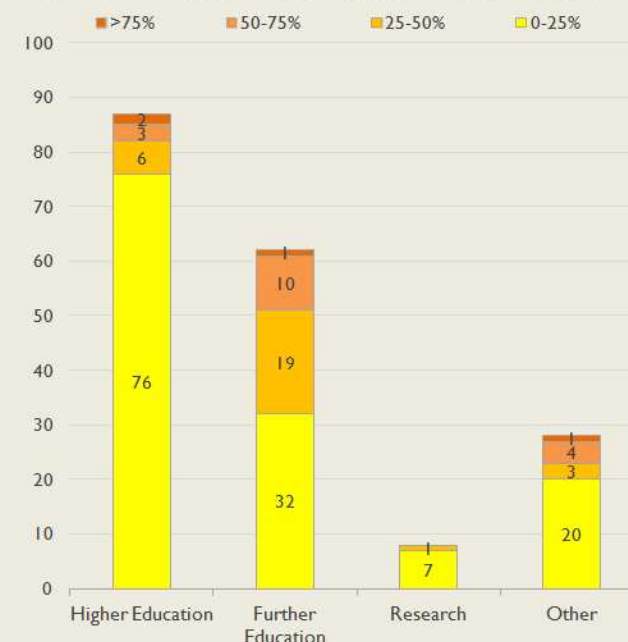


# Connection Usage

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



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



## Service Availability

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

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

Where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Amersham and Wycombe College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.84%
Bangor University, Bangor Business School									100%	100%	100%	100%	<12 Months
Barking and Dagenham College	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Barking and Dagenham College, Technical Skills Academy								100%	100%	100%	100%	100%	<12 Months
Barnet and Southgate College, Barnet Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bexley College	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Birkbeck College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Orpington Campus	100%	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Bromley College of Further and Higher Education, Bromley Campus	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.84%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Brunel University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Christ the King Sixth Form College	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
City and Islington College, Centre for Health, Social and Child Care	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	100%	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
City University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	100%	97.70%	100%	100%	95.84%	100%	100%	100%	100%	100%	100%	99.46%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.84%
Ealing, Hammersmith and West London College, Hammersmith Campus	100%	100%	100%	100%	100%	95.24%	100%	100%	100%	100%	100%	100%	99.60%
East Berkshire College, Langley Campus		100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	<12 Months
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Goldsmiths' College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hackney Community College	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Harrow College, Brookshill Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering College of Further and Higher Education	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Havering Sixth Form College	97.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
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%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ifs University College, London Campus	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Imperial College of Science, Technology and Medicine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Institute of Education, University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Brettenham House	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
John Ruskin College	100%	100%	100%	99.73%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Opera Project	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Kingston College	100%	100%	100%	100%	100%	100%	100%	79.83%	100%	100%	100%	100%	98.32%
Kingston University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LeSoCo, Lewisham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	93.71%	100%	100%	100%	100%	100%	100%	99.48%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.51%	99.96%
London Borough of Camden, Personal & Community Development	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Hammersmith and Fulham, Personal & Community Development	97.13%	100%	100%	100%	100%	93.17%	100%	100%	100%	100%	100%	100%	99.19%
London Borough of Harrow, Personal & Community Development	100%	100%	97.70%	100%	100%	93.04%	100%	100%	100%	100%	100%	100%	99.23%
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	100%	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	99.81%
London Borough of Islington, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Lambeth, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Lewisham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Redbridge, Personal & Community Development	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.83%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	100%	99.96%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery										100%	100%	100%	<12 Months
London Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, NIMR	100%	100%	100%	100%	100%	93.75%	100%	100%	100%	100%	100%	100%	99.48%
Medical Research Council, Head Office Kemble Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	95.26%	100%	100%	100%	100%	100%	100%	99.61%
Middlesex University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.51%	99.96%
Nash College	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	99.96%
National Centre for the Replacement Refinement & Reduction of Animals in Research								100%	100%	100%	100%	100%	<12 Months
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
Newham Sixth Form College	100%	100%	<b>99.96%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
Queen Mary and Westfield College, University of London, Mile End Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ravensbourne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University, Digby Stuart College	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%	<b>93.15%</b>	100%	100%	100%	100%	100%	100%	<b>99.43%</b>
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College, Olympics	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College, Physics Link	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%	100%	100%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	12 Month Rolling Availability
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	100%	100%	97.70%	100%	100%	93.84%	100%	100%	100%	100%	100%	100%	99.30%
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%	97.66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.80%
St George's Hospital Medical School	100%	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	99.63%
St Mary's University, Twickenham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stanmore College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Queens House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London, Enfield	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	98.43%	100%	99.70%
The Conservatoire for Dance and Drama, London Contemporary Dance School	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 Mary Ward Centre, Queen Square	95.22%	99.43%	99.96%	100%	100%	100%	100%	100%	100%	100%	98.91%	100%	99.46%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Brentford	100%	100%	100%	100%	100%	96.47%	100%	100%	100%	100%	100%	100%	99.71%

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The University of West London, Ealing	100%	100%	100%	100%	100%	93.32%	100%	100%	100%	100%	100%	99.87%	99.43%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trinity Laban Conservatoire of Music and Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, Kathleen Lonsdale Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Data Centre				100%	100%	100%	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, Corbett Theatre										100%	97.72%	100%	<12 Months
University of Essex, Oakwood Hill Campus										100%	100%	100%	<12 Months
University of Greenwich, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich, Old Royal Naval College	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.90%	100%	100%	99.91%
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Hayes Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
West Nottinghamshire College, Slough					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster Kingsway College	98.05%	100%	100%	100%	100%	93.03%	100%	100%	100%	100%	>99.99%	100%	99.26%
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%	99.51%	99.96%
Working Men's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Connection outages this month**

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

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Harrow, Personal & Community Development	11/06/2014 09:40	11/06/2014 09:52	00:00	00:12	MRS Equipment	Fan failure
London Grid for Learning Trust, Poplar via London	17/06/2014 07:00	17/06/2014 07:07	00:00	00:07	Regional Scheduled Maintenance	Scheduled maintenance within Telecity Harbour Exchange
Uxbridge College, Uxbridge Campus	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
London Borough of Tower Hamlets, Personal & Community Development	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Sir George Monoux College	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Medical Research Council, NIMR, via ULCC	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Newham College of Further Education, Stratford Campus	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
ifs University College, London Campus	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Hackney Community College	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Guildhall School of Music and Drama	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Stanmore College	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
St Mary's University, Twickenham	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Unscheduled Maintenance	Additional sites affected that we were not notified about by the telco
British Universities Film & Video Council	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Higher Education Funding Council for England, London Office	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Unscheduled Maintenance	Additional sites affected that we were not notified about by the telco
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	18/06/2014 22:35	18/06/2014 22:44	00:00	00:09	Telco Scheduled Maintenance	Telco maintenance
Stanmore College	23/06/2014 01:10	23/06/2014 08:33	00:00	07:23	Customer Equipment	Site firewall crashed
The University of West London, Ealing	24/06/2014 17:31	24/06/2014 18:29	00:00	00:58	Telco Equipment	Faulty connector
Workers' Educational Association, London	28/06/2014 08:04	28/06/2014 11:35	00:00	03:31	Regional Environment	Circuit breaker tripped
University of Greenwich, Greenwich Campus, Avery Hill Campus	28/06/2014 08:04	28/06/2014 11:35	00:00	03:31	Regional Environment	Circuit breaker tripped
Morley College Limited	28/06/2014 08:04	28/06/2014 11:35	00:00	03:31	Regional Environment	Circuit breaker tripped
London Borough of Bromley, Education and Care Directorate	28/06/2014 08:04	28/06/2014 11:35	00:00	03:31	Regional Environment	Circuit breaker tripped
King's College London, Opera Project	28/06/2014 08:58	28/06/2014 12:09	00:00	03:11	Customer Unscheduled Maintenance	Unscheduled site maintenance at King's College London

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
St Francis Xavier Sixth Form College	27/06/2014 19:06	30/06/2014 11:47	00:00	16:41	Customer Scheduled Maintenance	Site maintenance