

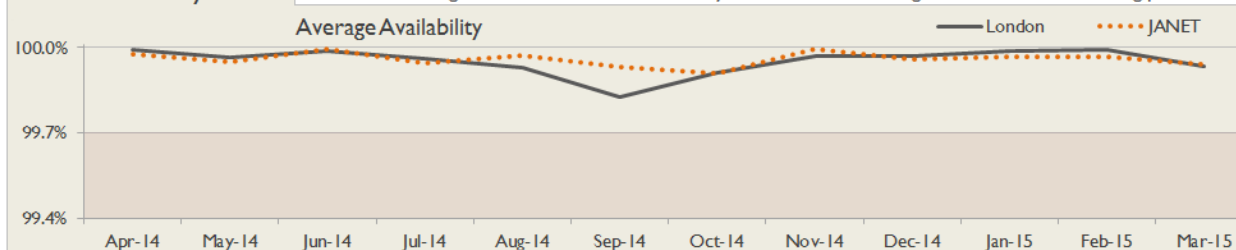


London Service Report

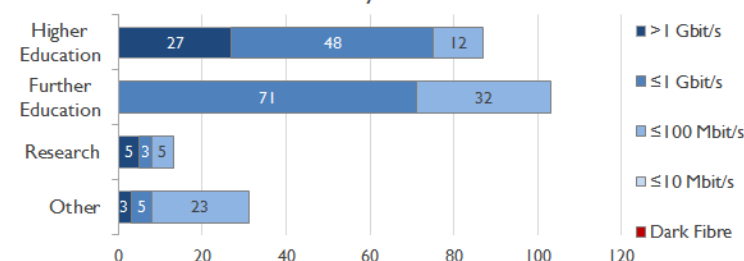
March 2015

Service Reliability

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



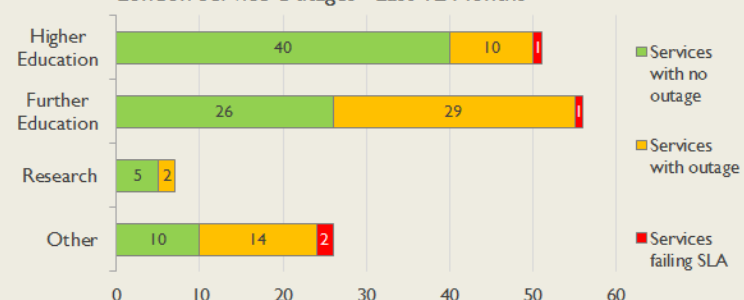
Connections in London by Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Mar 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.93%	30	99.95%	244	99.94%	27	99.96%	219
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 48m		0.58		5h 49m		0.62	
Based on 205 faults over the last 24 months				Based on 1253 faults over the last 24 months			

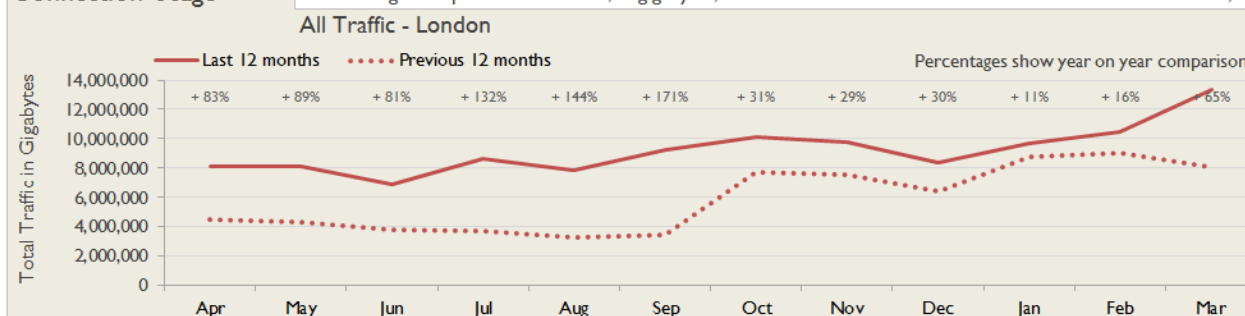
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

London Service Outages - Last 12 Months

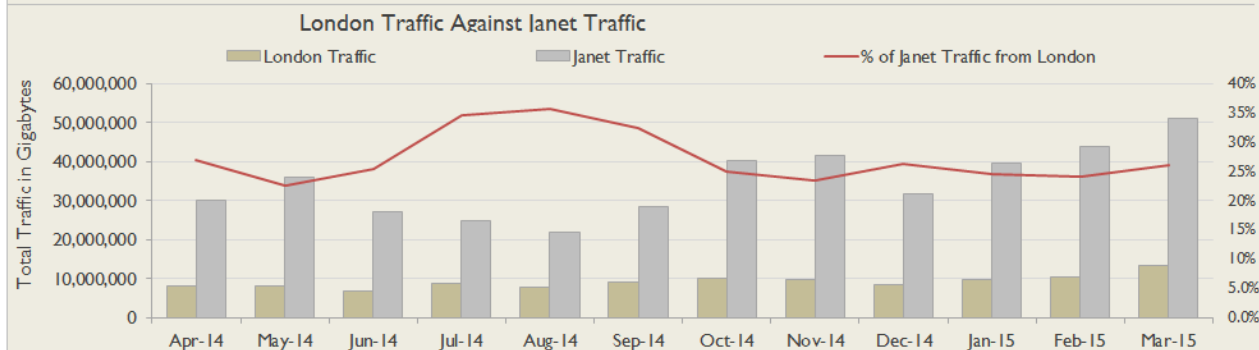


Connection Usage

Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, 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

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	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	99.93%
Bangor University, Bangor Business School - London Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>99.99%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bexley College	100%	100%	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	99.04%	99.75%
Birkbeck College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education*	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	99.93%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	98.75%	100%	100%	100%	100%	100%	99.90%
Brooksby Melton College, Melton Campus								99.63%	100%	100%	100%	100%	<12 Months
Brunel University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
Buckinghamshire New University, Uxbridge Campus											100%	100%	<12 Months
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	98.14%	100%	100%	100%	99.84%
Capel Manor College	100%	100%	100%	100%	100%	99.14%	98.91%	100%	100%	100%	100%	100%	99.84%
Carshalton College	100%	100%	100%	100%	100%	100%	98.68%	100%	100%	100%	100%	100%	99.89%
Chesterfield College, Automotive Campus									100%	100%	100%	100%	<12 Months
Christ the King Sixth Form College*	100%	100%	100%	100%	100%	98.54%	100%	100%	100%	100%	100%	100%	99.88%
City and Islington College*	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%
City University*	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%	99.96%	98.77%	99.77%	100%	99.87%
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*	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	99.93%
Ealing, Hammersmith and West London College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Berkshire College, Langley Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.99%	100%	100%	100%	>99.99%
Esher College	100%	100%	100%	100%	100%	100%	99.40%	100%	100%	100%	100%	100%	99.95%
European Bioinformatics Institute*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House									100%	100%	100%	100%	<12 Months
Farnborough College of Technology, Ground Floor, Boundary Road												100%	<12 Months
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
Goldsmiths' College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	100%	100%	100%	98.25%	100%	100%	100%	100%	100%	100%	100%	99.85%
Guildford College of Further and Higher Education, via Telecity Powergate												100%	<12 Months
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%	99.96%	100%	>99.99%
Halesowen College, Coombs Wood Business Centre												99.60%	<12 Months
Halesowen College, Whittingham Road, via Telecity Powergate												99.60%	<12 Months
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	99.63%	100%	100%	100%	100%	99.97%
Harrow College*	100%	100%	100%	100%	100%	100%	98.78%	100%	100%	100%	100%	100%	99.90%
Hartlepool College of Further Education, via Telehouse West											100%	100%	<12 Months
Havering College of Further and Higher Education*	100%	100%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	99.93%
Havering Sixth Form College*	100%	100%	100%	99.78%	100%	99.16%	100%	96.18%	99.99%	100%	100%	100%	99.59%
Hertford Regional College, Ware Campus								99.63%	100%	100%	100%	100%	<12 Months
Heythrop College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Highbury College, Portsmouth, City of Portsmouth Centre										100%	100%	100%	<12 Months
Higher Education Funding Council for England, London Office	100%	100%	100%	94.58%	100%	100%	100%	100%	100%	100%	100%	100%	99.55%
Hillcroft College	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Hugh Baird College, via Telehouse West									100%	100%	100%	100%	<12 Months
Huntingdonshire Regional College, California Road Campus								100%	100%	100%	100%	100%	<12 Months

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ifs University College, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.88%	100%	100%	99.60%	99.96%
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%	99.44%	99.18%	100%	100%	100%	100%	100%	99.88%
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%	99.91%	100%	100%	100%	>99.99%
King's College London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Opera Project	100%	100%	100%	100%	100%	100%	99.64%	100%	100%	100%	100%	100%	99.97%
Kingston College	100%	100%	100%	100%	100%	100%	100%	100%	98.56%	100%	100%	100%	99.88%
Kingston University*	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Lakes College West Cumbria, Additional Connection									100%	100%	100%	100%	<12 Months
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leicester College, Abbey Park Campus									100%	100%	100%	100%	<12 Months
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%	98.54%	98.35%	100%	100%	100%	100%	100%	99.74%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
London Borough of Bromley, Education and Care Directorate	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.93%
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
London Borough of Hammersmith and Fulham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
London Borough of Harrow, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.25%	99.60%	99.90%
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	98.54%	100%	100%	100%	100%	100%	100%	99.88%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
London Borough of Redbridge, Personal & Community Development	100%	>99.99%	100%	100%	93.42%	99.14%	100%	100%	100%	100%	100%	100%	99.38%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	100%	100%	100%	99.95%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School*	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University*	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
London School of Economics and Political Science*	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
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, Interconnect			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Mary Ward Settlement, Queen Square	100%	98.91%	100%	100%	100%	98.54%	100%	100%	100%	100%	100%	100%	99.79%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
Middlesex University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	100%	100%	99.51%	100%	100%	100%	99.63%	100%	100%	100%	100%	100%	99.93%
Myerscough College, Additional Connection										100%	100%	100%	<12 Months
Nash College	100%	100%	100%	100%	100%	96.43%	100%	100%	100%	100%	100%	100%	99.70%
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%	98.54%	100%	100%	100%	100%	100%	100%	99.88%
North Hertfordshire College, Hitchin Centre							100%	100%	100%	100%	100%	100%	<12 Months
North Warwickshire and Hinckley College, Hinckley Campus									100%	100%	100%	99.60%	<12 Months
Northampton College, via Telecity Powergate											100%	99.60%	<12 Months
Peterborough Regional College, Additional Connection									100%	100%	100%	99.60%	<12 Months
Queen Mary and Westfield College, 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%	97.88%	100%	100%	100%	100%	100%	100%	99.82%
Redcar and Cleveland College, via Telecity Powergate											100%	99.60%	<12 Months
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University*	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
Rose Bruford College*	100%	100%	100%	100%	100%	99.44%	100%	100%	98.90%	100%	100%	100%	99.86%

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Royal Academy of Music*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	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%
Sandwell College, via Telehouse West											100%	99.60%	<12 Months
Sandwell College, Bromwich Campus											100%	100%	<12 Months
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%	98.54%	99.90%	100%	100%	100%	100%	100%	99.87%
South Downs College, via Telecity Powergate												99.56%	<12 Months
South Thames College, Wandsworth Campus	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%
Southport College, Additional Connection									100%	100%	100%	99.60%	<12 Months
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%	99.87%	100%	100%	100%	100%	100%	99.99%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	99.44%	98.88%	100%	100%	100%	100%	100%	99.86%
St George's Hospital Medical School*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's University, Twickenham*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection									100%	100%	100%	99.60%	<12 Months
Stanmore College	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	99.96%
Stockton Riverside College, via Telecity Powergate											100%	99.60%	<12 Months

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Stoke-on-Trent College, Burslem Campus									100%	100%	99.29%	99.60%	<12 Months
Suffolk New College, via Telecity Powergate												97.86%	<12 Months
The City Literary Institute, Keeley Street	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 of Liverpool College, The Learning Exchange								100%	100%	100%	100%	100%	<12 Months
The College of Haringey, Enfield and North East London, Enfield Centre	100%	98.43%	100%	100%	100%	99.14%	100%	100%	99.66%	100%	100%	100%	99.77%
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 Contemporary Dance School	100%	100%	100%	100%	99.88%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Francis Crick Institute Limited, MRC Technology*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Francis Crick Institute Limited, Head Office (London)	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	100%	100%	100%	99.95%
The Francis Crick Institute Limited, National Institute for Medical Research*	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 Open University, Camden											100%	100%	<12 Months
The Quality Assurance Agency for Higher Education, Carlton House Terrace							100%	100%	100%	100%	100%	100%	<12 Months
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
The University of West London, Ealing	100%	100%	99.87%	100%	100%	100%	99.90%	100%	99.27%	100%	100%	100%	99.92%
The University of West London, Brentford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College	100%	100%	100%	100%	100%	99.44%	99.90%	100%	100%	100%	100%	100%	99.94%
Trinity Laban Conservatoire of Music and Dance*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCL Institute of Education, London, IOE Main Building*	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%	99.90%	100%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Data Centre*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus	100%	100%	100%	100%	100%	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, Oakwood Hill Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Loughton Campus	100%	97.72%	100%	100%	98.14%	100%	99.87%	100%	100%	99.54%	100%	100%	99.61%
University of Glamorgan, London Office				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Greenwich*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus*	100%	100%	100%	100%	100%	99.81%	100%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College	100%	100%	100%	100%	100%	99.14%	99.50%	100%	99.67%	100%	100%	100%	99.86%
Warwickshire College, Royal Leamington Spa, Rugby and Moreton Morrell, Leamington Centre via Telecity Powergate											100%	99.60%	<12 Months
Wellcome Trust Sanger Institute*							100%	100%	100%	100%	100%	100%	<12 Months
West Suffolk College, Additional Connection								100%	100%	100%	100%	99.60%	<12 Months

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
West Thames College*	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%	100%	100%	99.60%	99.97%
Westminster Kingsway College*	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	99.93%
Wirral Metropolitan College, Conway Park Campus									100%	100%	100%	99.60%	<12 Months
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Working Men's College	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
Newham Sixth Form College	01/03/2015 01:54	02/03/2015 08:26	09:35	20:57	MRS Equipment	Faulty managed router
St Mary's University, Twickenham, via ULCC	03/03/2015 14:15	03/03/2015 15:01	00:00	00:46	Customer Maintenance	Unscheduled site firewall maintenance
Bexley College	03/03/2015 09:07	03/03/2015 16:55	00:39	07:09	Telco Line	Fibre break affecting Bexley College
University for the Creative Arts, Epsom Campus	07/03/2015 09:35	08/03/2015 15:44	00:00	06:09	Customer Maintenance	Site scheduled maintenance
King's College London, Strand Campus	09/03/2015 13:12	09/03/2015 14:36	00:00	01:24	Customer Equipment	Firewall issues
King's College London, Strand Campus	09/03/2015 14:59	09/03/2015 15:01	00:00	00:02	Customer Equipment	Firewall issues
King's College London, Strand Campus	09/03/2015 15:23	09/03/2015 15:25	00:00	00:02	Customer Equipment	Firewall issues
St George's Hospital Medical School, Cranmer Terrace	10/03/2015 07:43	10/03/2015 08:06	00:00	00:23	Customer Maintenance	Site router reconfiguration during installation of new circuit
The University of West London, Ealing	11/03/2015 09:13	11/03/2015 09:31	00:00	00:18	Customer Equipment	Site firewall issues
South Downs College, via Telecity Powergate	11/03/2015 23:28	11/03/2015 23:47	00:00	00:19	Telco Equipment	Maintenance work caused an unexpected card to restart
Christ the King Sixth Form College	14/03/2015 15:25	14/03/2015 16:54	00:00	01:29	Customer Maintenance	Site failover testing
Roehampton University, Digby Stuart College	15/03/2015 08:43	15/03/2015 11:54	00:00	03:11	Customer Maintenance	Site fibre maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Business School, Outsourcery	16/03/2015 22:49	16/03/2015 23:02	00:00	00:13	Customer Maintenance	Customer unscheduled maintenance
University of the Arts London, Chelsea College of Art and Design	17/03/2015 20:21	18/03/2015 11:45	00:00	15:24	Unknown	Unknown fault
Stafford College, Additional Connection, via Telecity Powergate	21/03/2015 14:34	21/03/2015 15:44	00:00	01:10	Customer Environment	Local area power outage
University of Essex, Oakwood Hill Campus	24/03/2015 03:26	24/03/2015 06:41	00:00	03:15	Customer Environment	Local area power outage
Suffolk New College, via Telecity Powergate	25/03/2015 02:32	25/03/2015 15:31	00:00	12:59	Telco Equipment	Faulty card affecting Suffolk New College - Rope Walk Campus [2]
Ravensbourne, via King's College	25/03/2015 10:46	26/03/2015 14:10	00:41	02:43	Telco Line	Fibre disconnected at Vodafone network PoP
University for the Creative Arts, Epsom Campus	27/03/2015 00:04	27/03/2015 00:18	00:00	00:14	Telco Maintenance	Scheduled Maintenance
Lewisham Southwark College, Lewisham Campus	29/03/2015 12:02	29/03/2015 12:16	00:00	00:14	Customer Maintenance	Scheduled maintenance at Lewisham Southwark College
Lewisham Southwark College, Depford Campus	29/03/2015 12:30	29/03/2015 14:08	00:00	01:38	Customer Maintenance	Scheduled maintenance at Lewisham Southwark College
Lakes College West Cumbria, Additional Connection, via Docklands	30/03/2015 03:33	30/03/2015 04:10	00:00	00:37	Unknown	Unknown
Christ the King Sixth Form College, Sidcup Campus	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Halesowen College, Coombs Wood Business Centre	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Halesowen College, Whittingham Road, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
ifs University College, London Campus	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Brent, Personal & Community Development	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
London Borough of Bromley, Education and Care Directorate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
London Borough of Camden, Personal & Community Development	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
London Borough of Harrow, Personal & Community Development	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
London Borough of Merton, Personal & Community Development	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
North Warwickshire and Hinckley College, Hinckley Campus	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Northampton College, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Peterborough Regional College, Additional Connection	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Redcar and Cleveland College, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Rose Bruford College, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Royal Academy of Music, York Gate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Royal College of Music, via Telehouse West	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Sandwell College, via Telehouse West	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
South Downs College, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Southport College, Additional Connection, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Stafford College, Additional Connection, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Stockton Riverside College, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Stoke-on-Trent College, Burslem Campus	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Suffolk New College, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
The Francis Crick Institute Limited, MRC Technology, Mill Hill	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Uxbridge College, Uxbridge Campus, Hayes Campus	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Warwickshire College, Royal Leamington Spa, Rugby and Moreton Morrell, Leamington Centre via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
West Suffolk College, Additional Connection, via Telecity Powergate	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Westminster City Council, Personal & Community Development	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure
Wirral Metropolitan College, Conway Park Campus	31/03/2015 19:38	31/03/2015 22:36	00:00	02:58	Telco Equipment	Telco routing engine failure