



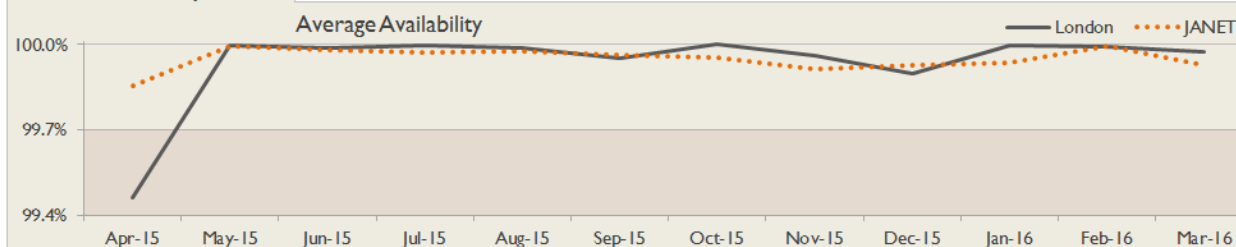
London Service Report

March 2016

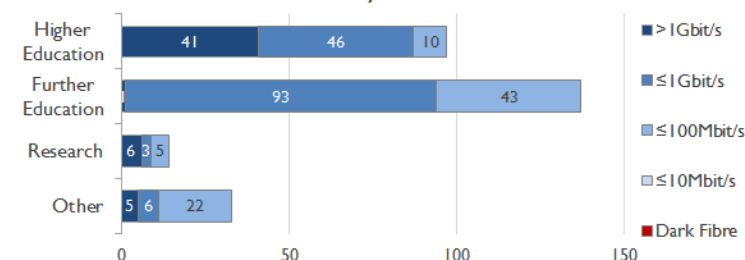


Service Reliability

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



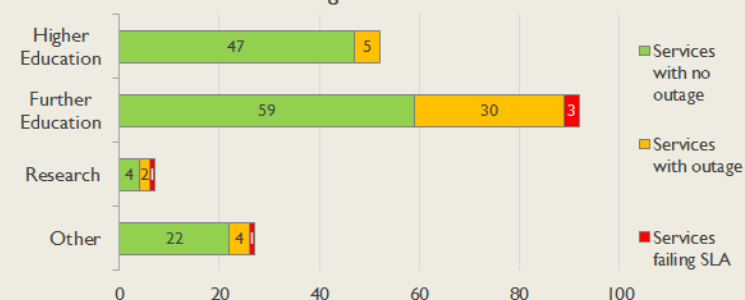
Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	12	99.94%	338	99.92%	34	99.95%	260
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 44m		0.60		5h 30m		0.69	
Based on 247 faults over the last 24 months				Based on 1489 faults over the last 24 months			

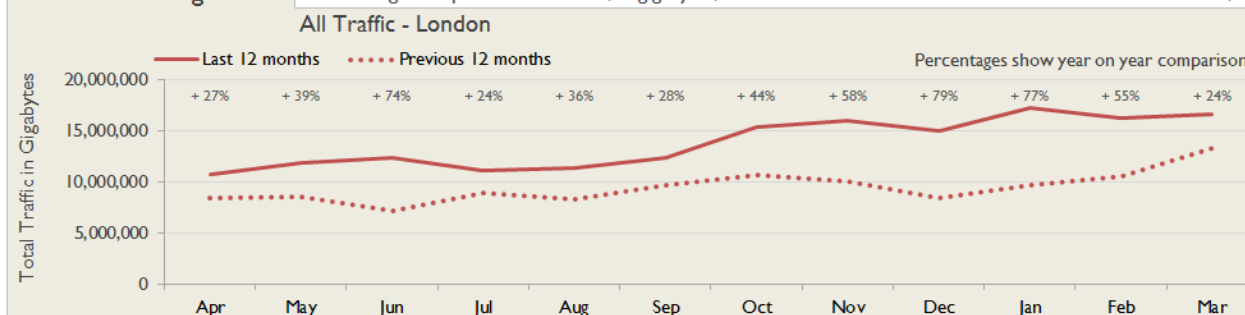
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

London Service Outages - Last 12 Months

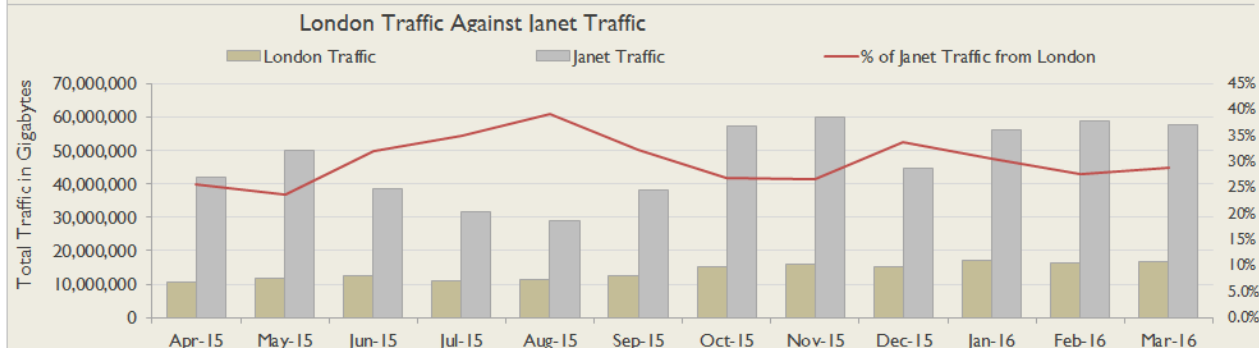
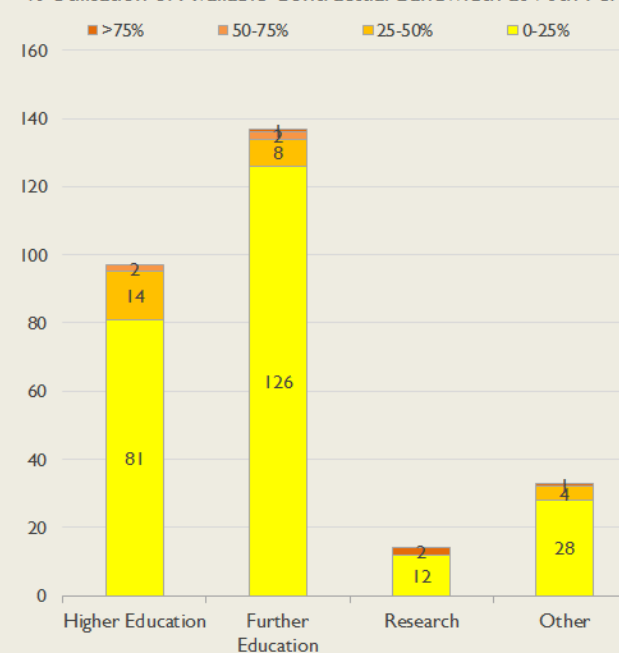


Connection Usage

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



% Utilisation of Available Contractual 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 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Amersham and Wycombe College *	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Association of Colleges	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Bangor Business School - London Centre	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%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	>99.99%	100%	99.00%	100%	100%	100%	100%	100%	100%	99.92%
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%
Berkshire College of Agriculture, Additional Connection					100%	99.60%	100%	100%	100%	100%	100%	99.94%	<12 Months
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%
Bishop Auckland College, Woodhouse Lane Campus [1]											100%	99.94%	<12 Months
Blackpool and The Fylde College, South Building Annex												100%	<12 Months
Brent London Borough Council, Personal & Community Development	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%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
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%
Brooksby Melton College, Melton Campus	100%	99.35%	100%	100%	100%	99.40%	100%	100%	99.66%	100%	100%	99.94%	99.86%
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%
Burton and South Derbyshire College, South Derbyshire Campus		100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	<12 Months
Camden London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%
Christ the King Sixth Form College *	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%
City College Norwich, via Telehouse West		100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.90%	<12 Months
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cleveland College of Art and Design, Hartlepool Campus				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Colchester Institute Enterprises Limited, Sheepen Road [2]												100%	<12 Months
College of North West London	100%	100%	100%	100%	100%	100%	100%	97.01%	100%	100%	100%	100%	99.75%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	98.71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Croydon College *	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 Berkshire College, Langley Campus	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%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC											100%	98.16%	<12 Months
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	100%	100%	100%	100%	100%	99.54%	100%	100%	100%	99.96%
Exeter College, Victoria House	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
Farnborough College of Technology, Ground Floor, Boundary Road	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	99.88%	99.94%	99.95%
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Stewart House									100%	100%	100%	100%	<12 Months
Goldsmiths' College	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 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Halesowen College, Coombs Wood Business Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%	99.99%
Halesowen College, Whittingham Road, via Telecity Powergate	100%	100%	100%	99.59%	100%	100%	100%	100%	86.41%	100%	100%	99.83%	98.82%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hampshire County Council	100%	100%	100%	100%	100%	99.64%	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%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Hartlepool College of Further Education, via Telehouse West	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
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%
Hertford Regional College, Ware Campus	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
Heythrop College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Highbury College, City of Portsmouth Centre	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%
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%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	100%	100%	99.86%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College, via Telehouse West	96.62%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.68%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
ifs University College, London Campus	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%	99.74%	99.98%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Jisc Services Limited, Brettenham House *	95.84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	99.58%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%	<12 Months
Kingston College, Kingston and Sutton Educational Partnership											100%	100%	<12 Months
Kingston College, Kingston Hall Road	100%	100%	99.73%	>99.99%	100%	100%	100%	98.53%	100%	100%	100%	100%	99.86%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lakes College West Cumbria, Additional Connection	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	99.38%	100%	100%	100%	99.95%
Leicester College, Abbey Park Campus	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lincoln College, Newark					100%	99.60%	100%	100%	100%	100%	100%	99.94%	<12 Months
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
London Borough of Redbridge, Personal & Community Development	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 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, Telehouse West	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%
Loughborough College, via Telehouse West				100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	42.01%	100%	100%	100%	97.91%	100%	100%	99.67%	95.61%	100%	100%	100%	94.60%
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%	100%	100%	100%	100%
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%	99.74%	99.98%
Myerscough College, Additional Connection	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
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 Film and Television School, Beaconsfield Studios									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%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
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%
Northampton College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
North Warwickshire and Hinckley College, Hinckley Campus	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%	100%	100%
Peterborough Regional College, Additional Connection	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	99.95%
Petroc, Brannams		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Preston College, Link 2												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%	100%	100%	100%	100%
Redcar and Cleveland College, via Telecity Powergate	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 *	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%
Rotherham College of Arts and Technology, Additional Connection										100%	100%	100%	<12 Months
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%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
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%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%
Sandwell College, Bromwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%	99.99%
Sandwell College, via Telehouse West	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
School of Oriental and African Studies *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shipley College, Exhibition Road	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 Devon College, South West Energy Centre						100%	100%	100%	100%	100%	100%	100%	<12 Months
South Downs College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Staffordshire College, The White House												100%	<12 Months
South Thames College, Merton Campus	100%	100%	99.73%	100%	100%	100%	100%	98.53%	100%	100%	98.15%	100%	99.70%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stanmore College *	99.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
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%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	12 Month Rolling Availability
Stockton Riverside College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.22%	100%	100%	99.94%
Stoke-on-Trent College, Burslem Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sunderland College, Washington Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Bournemouth and Poole College, North Road Campus	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.94%	99.96%
The City Literary Institute, Keeley Street	76.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.07%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London, Tottenham Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of West Anglia, Wisbech Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	<12 Months
The Francis Crick Institute Limited, Cancer Research UK: London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Francis Crick Institute Limited, National Institute for Medical Research *	100%	100%	99.79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
The Institute of Cancer Research: Royal Cancer Hospital *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 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%	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%
The University of West London, Ealing *	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Tower Hamlets College, Arbour Square										100%	100%	100%	<12 Months
Tower Hamlets College, Poplar										100%	100%	100%	<12 Months
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.83%	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, IOE Main Building *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London *	99.89%	100%	100%	100%	100%	100%	100%	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 [1]	100%	100%	100%	>99.99%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Epsom Campus [2]												100%	<12 Months
University of East London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 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%	100%	100%	100%	100%	100%
Walsall College, via Telecity Powergate				100%	100%	100%	100%	100%	100%	100%	100%	99.83%	<12 Months
Waltham Forest College, via Telecity Powergate											100%	100%	<12 Months
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Warwickshire College, Leamington Centre via Telecity Powergate	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%	100%	100%
Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College, Additional Connection	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%
Wirral Metropolitan College, Conway Park Campus	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
Northumberland College, via Telecity Powergate	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Guildford College of Further and Higher Education, Stoke Park Campus via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
University of Greenwich, Greenwich Campus	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
Harrow College, Harrow Weald Campus	12/03/2016 09:46	12/03/2016 13:11	00:00	03:25	Customer Maintenance	Customer unscheduled maintenance
Hillingdon London Borough Council, Personal & Community Development	06/03/2016 05:31	06/03/2016 06:31	00:00	01:00	Customer Environment	Area power cut
Imperial War Museum, IWM London	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
London Borough of Islington, Personal & Community Development	01/03/2016 19:59	02/03/2016 01:44	00:00	05:45	Customer Environment	Power issues at London Borough of Islington - PCD
King's College London, Strand Campus	04/03/2016 07:34	04/03/2016 08:00	00:00	00:26	Unknown	Unknown
Lewisham Southwark College, Depford Campus	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
London School of Economics and Political Science, via Kings College	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
London Borough of Merton, Personal & Community Development	02/03/2016 06:15	02/03/2016 10:04	00:00	03:49	Customer Environment	Power Issues

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Middlesex University, Hendon Campus	05/03/2016 09:20	05/03/2016 09:43	00:00	00:23	Customer Maintenance	Customer unscheduled maintenance
Morley College Limited	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
Queen Mary University of London, Mile End Road	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
Ravensbourne, via King's College	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
London South Bank University, London Road	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
Tower Hamlets London Borough Council, Personal & Community Development	24/03/2016 06:42	24/03/2016 20:18	04:52	08:44	Telco Line	Fibre break
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
Colchester Institute Enterprises Limited, The College at Braintree, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
European Bioinformatics Institute, EBI Hinxton, via Cambridge	15/03/2016 08:41	15/03/2016 22:24	00:00	13:43	Telco Line	Fibre break
Lowestoft College	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
University of East Anglia, Norwich Campus, via Lowdham	15/03/2016 08:41	15/03/2016 22:24	00:00	13:43	Telco Line	Fibre break
Burnley College, Link 2	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Burnley College, Link 2	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Burnley College, Link 2	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Amersham and Wycombe College, Amersham Campus	22/03/2016 23:06	23/03/2016 23:35	00:00	24:29	Telco Maintenance	Telco scheduled maintenance
NBI Partnership Limited, John Innes Centre	15/03/2016 08:41	15/03/2016 22:24	00:00	13:43	Telco Line	Fibre break
Palmer's College	21/03/2016 12:53	21/03/2016 13:09	00:00	00:16	Unknown	RFO
East Surrey College, via Telehouse West	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
East Surrey College, via Telehouse West	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
East Surrey College, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
University of the Arts London, London College of Communication	11/03/2016 13:59	11/03/2016 15:55	00:00	01:56	Telco Line	Fibre break caused by rodents
University of the Arts London, Chelsea College of Art and Design	29/03/2016 18:55	29/03/2016 19:30	00:00	00:35	Telco Line	Telco fibre fault
The University of Cumbria, London	28/03/2016 03:55	29/03/2016 19:49	00:00	39:54	Customer Environment	Site power outage
North Hertfordshire College, Hitchin Centre, via Telecity Powergate	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Genome Research Limited, Wellcome Trust Sanger Institute, via Telehouse West	15/03/2016 08:41	15/03/2016 22:24	00:00	13:43	Telco Line	Fibre break
Hertford Regional College, Ware Campus	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Hertford Regional College, Ware Campus	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Hertford Regional College, Ware Campus	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Brooksby Melton College, Melton Campus	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Brooksby Melton College, Melton Campus	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Brooksby Melton College, Melton Campus	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Huntingdonshire Regional College, California Road Campus, via Telehouse West	10/03/2016 12:46	10/03/2016 15:27	00:00	02:41	Telco Maintenance	Telco scheduled maintenance
Huntingdonshire Regional College, California Road Campus, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Chesterfield College, Automotive Campus	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Chesterfield College, Automotive Campus	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Exeter College, Victoria House	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Exeter College, Victoria House	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Exeter College, Victoria House	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Hugh Baird College, via Telehouse West	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Hugh Baird College, via Telehouse West	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Hugh Baird College, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Lakes College West Cumbria, Additional Connection, via Docklands	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Leicester College, Abbey Park Campus	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance	Scheduled maintenance
Leicester College, Abbey Park Campus	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance	Scheduled maintenance
Leicester College, Abbey Park Campus	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance	Telco maintenance we were not informed of
Peterborough Regional College, Additional Connection	24/03/2016 00:53	24/03/2016 01:37	00:00	00:44	Telco Line	Fibre break within telco network
Wirral Metropolitan College, Conway Park Campus	05/03/2016 08:49	05/03/2016 09:07	00:00	00:18	Customer Maintenance Unscheduled	Customer unscheduled maintenance
Highbury College, City of Portsmouth Centre	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance Scheduled	Scheduled maintenance
Highbury College, City of Portsmouth Centre	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance Scheduled	Scheduled maintenance
Myerscough College, Additional Connection	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance Scheduled	Scheduled maintenance
Myerscough College, Additional Connection	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance Scheduled	Scheduled maintenance
Myerscough College, Additional Connection	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Hartlepool College of Further Education, via Telehouse West	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance Scheduled	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Hartlepool College of Further Education, via Telehouse West	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance Scheduled	Scheduled maintenance
Hartlepool College of Further Education, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Sandwell College, Bromwich Campus	08/03/2016 15:10	08/03/2016 16:28	00:00	01:18	Telco Line Fibre	Telco fibre fault in Birmingham
Sandwell College, via Telehouse West	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance Scheduled	Scheduled maintenance
Sandwell College, via Telehouse West	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance Scheduled	Scheduled maintenance
Sandwell College, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Farnborough College of Technology, Ground Floor, Boundary Road	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Halesowen College, Coombs Wood Business Centre	08/03/2016 15:10	08/03/2016 16:28	00:00	01:18	Telco Line Fibre	Telco fibre fault in Birmingham
Halesowen College, Whittingham Road, via Telecity Powergate	08/03/2016 15:10	08/03/2016 16:28	00:00	01:18	Telco Line Fibre	Telco fibre fault in Birmingham
The Bournemouth and Poole College, North Road Campus	03/03/2016 00:05	03/03/2016 00:18	00:00	00:13	Telco Maintenance Scheduled	Scheduled maintenance
The Bournemouth and Poole College, North Road Campus	03/03/2016 00:44	03/03/2016 01:21	00:00	00:37	Telco Maintenance Scheduled	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Bournemouth and Poole College, North Road Campus	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Shipley College, Exhibition Road	20/03/2016 21:00	20/03/2016 21:42	00:00	00:42	Customer Environment Power	Area power cut
Burton and South Derbyshire College, South Derbyshire Campus	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Burton and South Derbyshire College, South Derbyshire Campus	23/03/2016 16:20	23/03/2016 17:31	00:00	01:11	Customer Maintenance Emergency	Customer emergency maintenance
City College Norwich, via Telehouse West	24/03/2016 00:53	24/03/2016 01:37	00:00	00:44	Telco Line Fibre	Fibre break within telco network
Petroc, Brannams	17/03/2016 00:41	17/03/2016 01:43	00:00	01:02	Unknown	Unknown RFO
The College of West Anglia, Wisbech Campus	24/03/2016 00:53	24/03/2016 01:37	00:00	00:44	Telco Line Fibre	Fibre break within telco network
Loughborough College, via Telehouse West	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
Walsall College, via Telecity Powergate	08/03/2016 15:10	08/03/2016 16:28	00:00	01:18	Telco Line Fibre	Telco fibre fault in Birmingham
Berkshire College of Agriculture, Additional Connection	11/03/2016 15:40	11/03/2016 16:09	00:00	00:29	Customer Environment Power	Local power issues affecting Berkshire College of Agriculture
Berkshire College of Agriculture, Additional Connection	15/03/2016 02:08	15/03/2016 02:35	00:00	00:27	Telco Maintenance Unscheduled	Telco maintenance we were not informed of
National Film and Television School, Beaconsfield Studios	01/03/2016 19:38	01/03/2016 20:49	00:00	01:11	Customer Equipment Fault	UPS failure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	15/03/2016 08:41	15/03/2016 22:24	00:00	13:43	Telco Line Fibre	Fibre break
The Francis Crick Institute Limited, Brill Place, via Telehouse West	22/03/2016 10:50	22/03/2016 12:30	00:00	01:40	Customer Maintenance Scheduled	Site maintenance
The Francis Crick Institute Limited, Brill Place, via London PG	22/03/2016 12:30	22/03/2016 12:45	00:00	00:15	Customer Maintenance Scheduled	Site maintenance