

janet

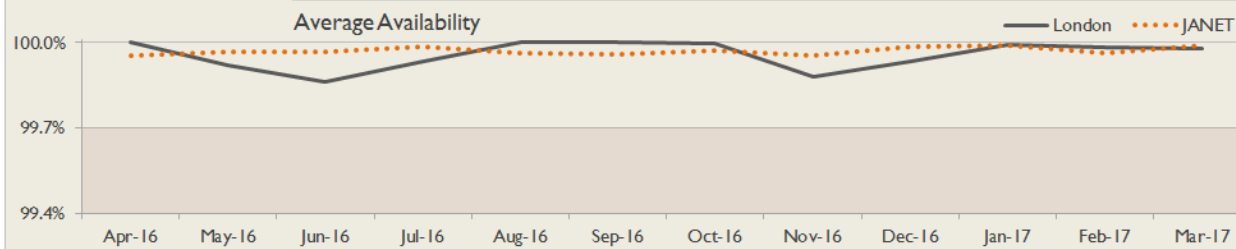
London Service Report

March 2017

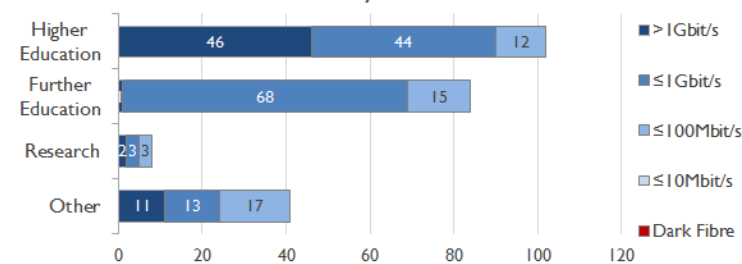


Service Reliability

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

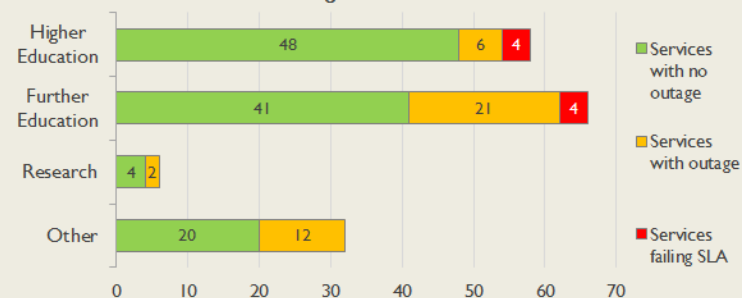


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	10	99.96%	227	99.99%	5	99.97%	157
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
11h 06m		0.38		7h 13m		0.45	
Based on 131 faults over the last 24 months				Based on 990 faults over the last 24 months			

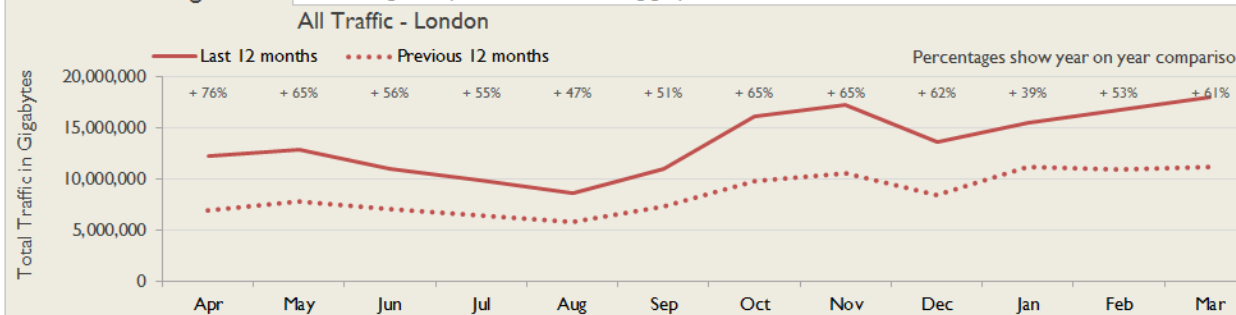
London Service Outages - Last 12 Months



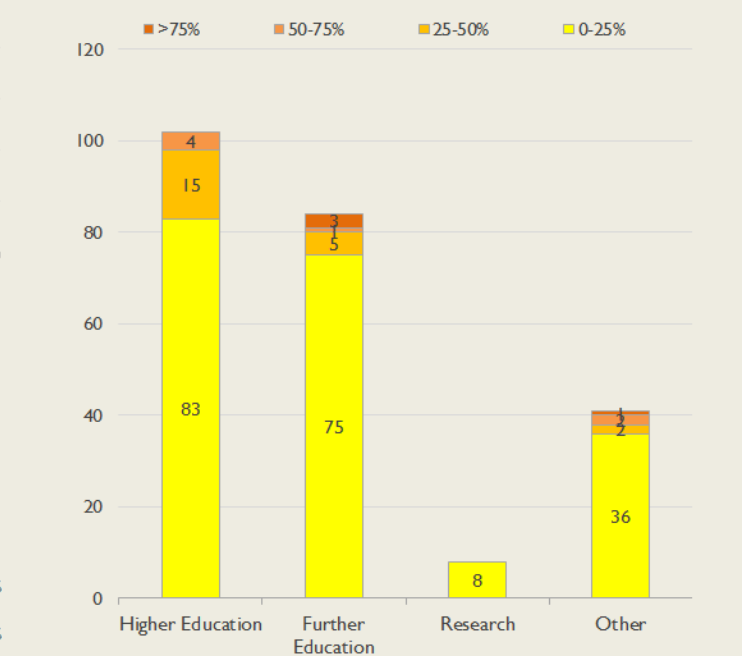
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

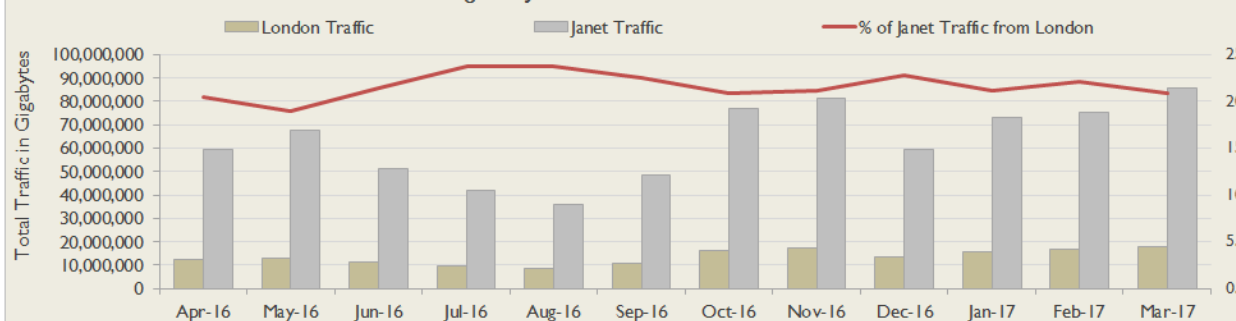
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 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%	100%	100%	100%	100%	95.30%	100%	100%	100%	100%	99.61%
Barking and Dagenham College, The Technical Skills Academy	100%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.40%	100%	100%	99.87%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	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%	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	99.86%
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%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Greenwich Community College	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%	98.01%	100%	100%	100%	100%	99.83%
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%	99.57%	100%	100%	100%	98.95%	99.88%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Camden Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	99.95%
Capel Manor College	100%	100%	100%	97.93%	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 *	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%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	>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%	100%	100%
Coulsdon Sixth Form College	100%	100%	94.85%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.54%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 of England Broadband Network, Thurrock Council, Grays	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%	<12 Months
Fashion Retail Academy, via Telety Powergate	100%	99.40%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	99.97%	99.86%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Furness College, Barrow-in-Furness Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasgow Caledonian University, GCU London	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	100%	100%	100%	100%
Guildford College of Further and Higher Education, Merrist Wood College	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%
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	99.86%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	100%	99.43%	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	99.90%
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, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Cogeco Peer 1											100%	100%	<12 Months
Jisc Commercial Limited, Dimension Data										100%	100%	100%	<12 Months

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
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%	99.57%	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%	100%	100%	100%	100%	99.74%	99.57%	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%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Learning on Screen British Universities and Colleges Film and Video Council	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	99.35%	99.91%	100%	100%	99.94%
London Borough of Hillingdon, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.35%	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%	97.86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	100%	99.57%	96.45%	100%	100%	100%	99.67%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Haselgrave		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Loughborough University, London to Holywell		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	99.38%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	99.86%
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%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
Middlesex University, Plat Hall	100%	93.28%	100%	100%	100%	100%	100%	95.30%	100%	100%	100%	100%	99.05%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nash College	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
National Centre for the Replacement Refinement & Reduction of Animals in Research	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	99.96%
National Learning and Work Institute, The Centre for Economic and Social Inclusion											100%	100%	<12 Months
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%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
Palmer's College	100%	100%	100%	99.52%	100%	100%	100%	100%	100%	100%	100%	97.45%	99.75%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University *	100%	100%	95.52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.63%
Rose Bruford College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Academy of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Brompton Hospital								100%	100%	100%	100%	100%	<12 Months
Royal College of Art, Battersea Campus	100%	100%	95.31%	100%	100%	100%	100%	100%	100%	100%	99.75%	100%	99.59%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	99.67%	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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
South Thames College, Wandsworth Campus	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%
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>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 British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.47%	100%	99.79%
The British School of Osteopathy, BSO Clinical Centre									100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Forough High Street								100%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Southwark Bridge Road												100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
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 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%

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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 London Institute of Banking & Finance, London Campus	100%	100%	100%	100%	100%	100%	100%	99.57%	99.35%	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%	99.41%	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	99.86%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Ealing *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Arbour Square	100%	100%	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	99.96%
Tower Hamlets College, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Poplar	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%	100%
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%	99.92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	<12 Months
University of East London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	12 Month Rolling Availability
University of Essex *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of London, ULCC Data Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	99.42%	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	99.90%
West Suffolk College	99.97%	99.98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%	100%	100%	100%	100%	99.97%	>99.99%
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%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Working Men's College Corporation	100%	100%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%

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	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
Brunel University London, Uxbridge, via ULCC	03/03/2017 08:06	03/03/2017 10:13	00:00	02:07	Customer Scheduled Maintenance	Site maintenance
Learning on Screen British Universities and Colleges Film and Video Council	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
City, University of London, Cass Business School	15/03/2017 17:29	16/03/2017 07:20	00:00	13:51	Regional Network Equipment	UPS failure at UCL
City of Westminster College, North Wharf Road Campus	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
University of East London, Docklands Campus	01/03/2017 22:09	01/03/2017 22:46	00:00	00:37	Customer Unscheduled Maintenance	University of East London
Fashion Retail Academy, via Telecity Powergate	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
Havering Sixth Form College, via Telehouse West	29/03/2017 02:17	29/03/2017 02:31	00:00	00:14	Telco Scheduled Maintenance	Telco scheduled maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via ULCC	06/03/2017 08:51	06/03/2017 13:52	00:21	04:40	Telco Line	Broken pig tail joint at VM Hub Site
London Business School, Taunton Centre	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
National Institute for Biological Standards and Control	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	07/03/2017 00:50	07/03/2017 01:03	00:00	00:13	Unknown reason for outage	No response from customer
Rose Bruford College, via Telecity Powergate	23/03/2017 00:24	23/03/2017 00:38	00:00	00:14	Telco Scheduled Maintenance	Software upgrades
Royal Academy of Music, York Gate	01/03/2017 09:36	01/03/2017 12:52	00:00	03:16	Telco Scheduled Maintenance	Scheduled maintenance
The Royal Veterinary College, Hawkshead Campus	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
St Francis Xavier Sixth Form College	03/03/2017 16:00	03/03/2017 16:11	00:00	00:11	Telco Equipment	Packet loss - St Francis Xavier Sixth Form College
University College London, Kathleen Lonsdale Building	01/03/2017 13:09	01/03/2017 13:48	00:00	00:39	Customer Equipment	Circuit breaker tripped on site
Woodhouse College	13/03/2017 14:16	13/03/2017 14:29	00:00	00:13	Telco Equipment	Power outage at VM exchange
Palmer's College	09/03/2017 16:16	10/03/2017 11:30	00:15	18:59	Telco Line	Telco fibre break
Hampshire County Council	02/03/2017 22:05	02/03/2017 23:50	00:00	01:45	Telco Scheduled Maintenance	Telco scheduled maintenance
Buckinghamshire New University, Uxbridge Campus	14/03/2017 15:09	14/03/2017 23:41	00:42	07:50	Telco Line	Fibre break
Kingston College, Creative Industries Centre	14/03/2017 09:36	14/03/2017 09:49	00:00	00:13	Customer Scheduled Maintenance	Customer firewall maintenance
Kingston College, Creative Industries Centre	14/03/2017 10:01	14/03/2017 10:46	00:00	00:45	Customer Scheduled Maintenance	Customer firewall maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Kingston College, Creative Industries Centre	14/03/2017 12:39	14/03/2017 12:49	00:00	00:10	Customer Scheduled Maintenance	Customer firewall maintenance
Kingston College, Creative Industries Centre	16/03/2017 09:31	16/03/2017 11:30	00:00	01:59	Customer Scheduled Maintenance	Firwall maintenance
Kingston College, Creative Industries Centre	16/03/2017 09:31	16/03/2017 11:30	00:00	01:59	Customer Scheduled Maintenance	Firwall maintenance
The Francis Crick Institute Limited, Brill Place, via Telehouse West	22/03/2017 01:16	22/03/2017 01:57	00:00	00:41	Customer Environment	Customer wide area power failure
Royal Brompton Hospital	02/03/2017 22:05	02/03/2017 23:50	00:00	01:45	Telco Scheduled Maintenance	Telco scheduled maintenance
Jisc Commercial Limited, Cogeco Peer 1	23/03/2017 17:19	24/03/2017 08:33	01:06	14:08	Telco Equipment	Telco card stalled
Jisc Commercial Limited, Cogeco Peer 1	31/03/2017 05:15	31/03/2017 09:16	00:00	04:01	Regional Network Equipment	Circuit breakers tripped