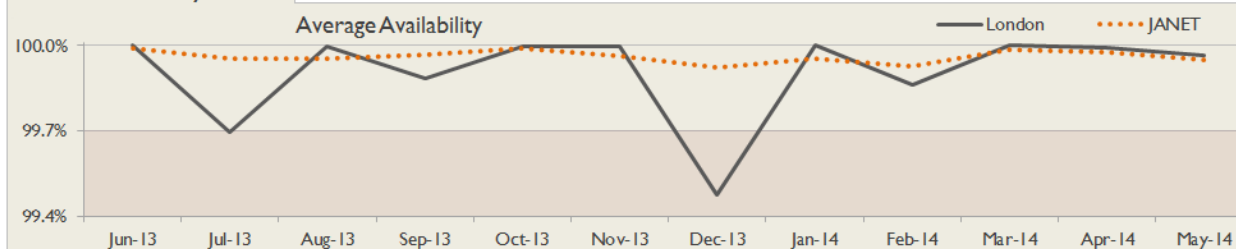# janet

London Service Report

May 2014

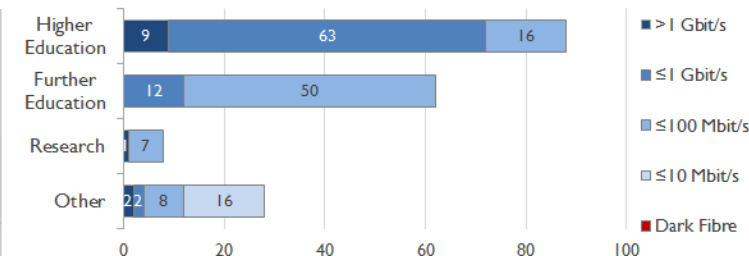## Service Reliability

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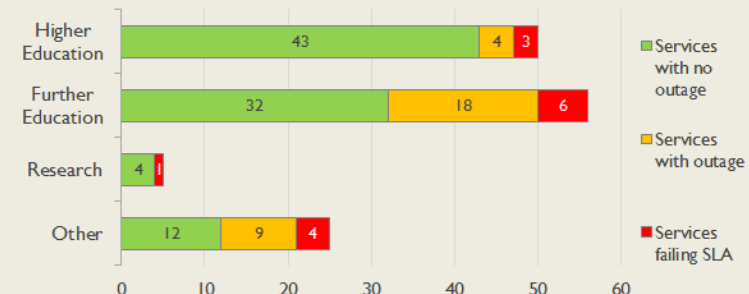
Average Availability

Legend: London —— JANET ·····

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Jun-13, Jul-13, Aug-13, Sep-13, Oct-13, Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14

Connections in London by Bandwidth

Category	Values
Higher Education	9, 63, 16
Further Education	12, 50
Research	1, 7
Other	22, 8, 16

Legend: ■ >1 Gbit/s ■ ≤1 Gbit/s ■ ≤100 Mbit/s ■ ≤10 Mbit/s ■ Dark Fibre

X-axis: 0, 20, 40, 60, 80, 100

Average Availability of All Services in London

May 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	15	99.91%	495

Mean Time to Repair	Average Faults per Service per Year
11h 30m	0.61

Based on 178 faults over the last 24 months

Average Availability of All Services in Janet

May 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.95%	23	99.96%	208

Mean Time to Repair	Average Faults per Service per Year
6h 29m	0.73

Based on 1438 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
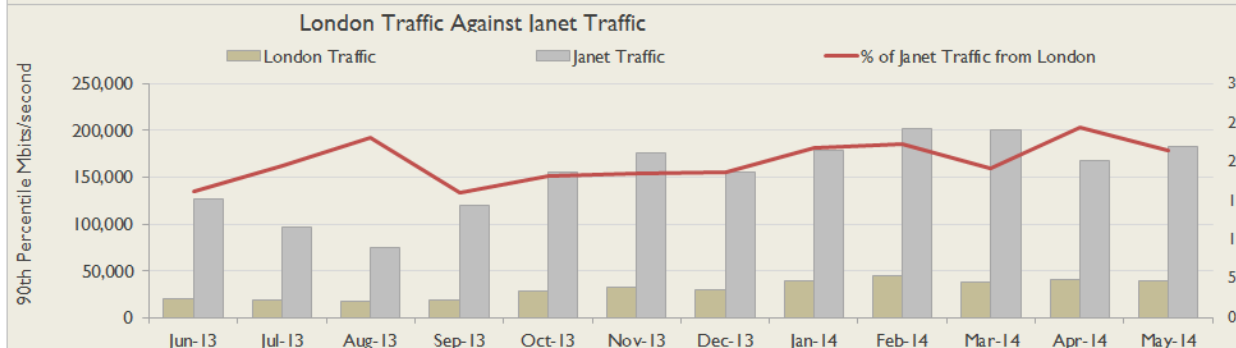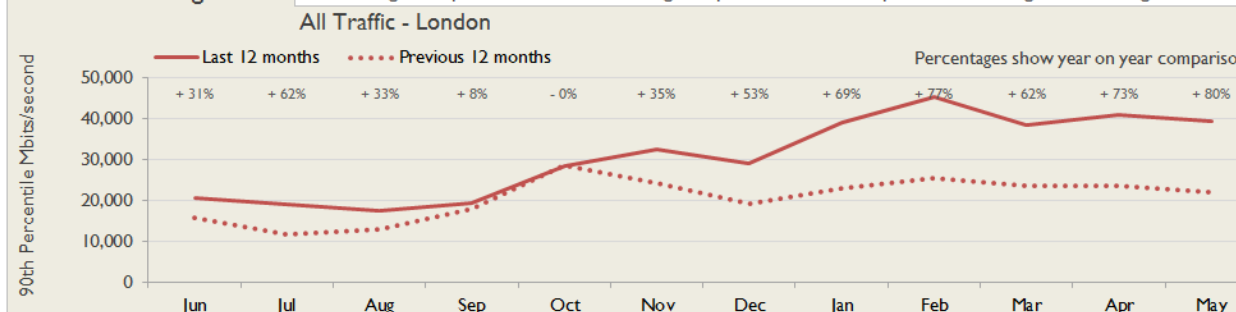
Category	Values
Higher Education	43, 4, 3
Further Education	32, 18, 6
Research	4, 1
Other	12, 9, 4

Legend: ■ Services with no outage ■ Services with outage ■ Services failing SLA

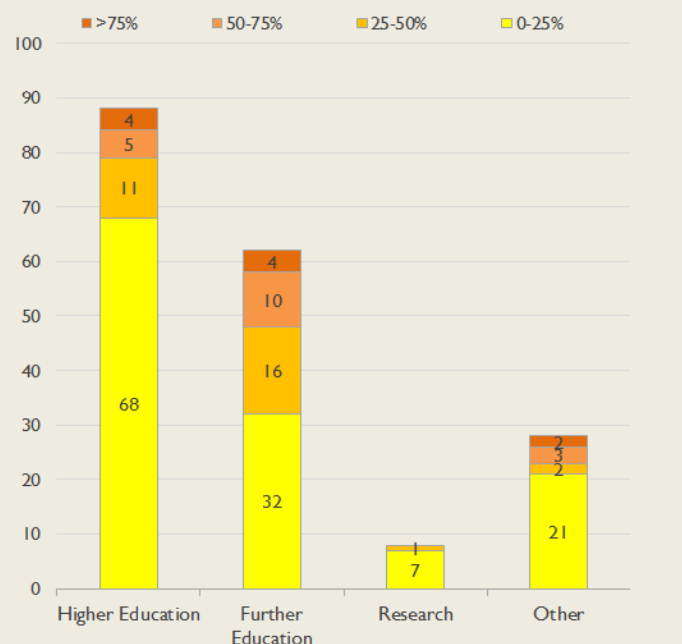X-axis: 0, 10, 20, 30, 40, 50, 60

Connection Usage

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

All Traffic - London

Legend: —— Last 12 months ····· Previous 12 months

Percentages show year on year comparison

Y-axis (90th Percentile Mbits/second): 0, 10,000, 20,000, 30,000, 40,000, 50,000

Percentages: +31%, +62%, +33%, +8%, -0%, +35%, +53%, +69%, +77%, +62%, +73%, +80%

X-axis: Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May

London Traffic Against Janet Traffic

Legend: ■ London Traffic ■ Janet Traffic —— % of Janet Traffic from London

Left Y-axis (90th Percentile Mbits/second): 0, 50,000, 100,000, 150,000, 200,000, 250,000
Right Y-axis: 0.0%, 5.0%, 10%, 15%, 20%, 25%, 30%

X-axis: Jun-13, Jul-13, Aug-13, Sep-13, Oct-13, Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14

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

Legend: ■ >75% ■ 50-75% ■ 25-50% ■ 0-25%

Y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100

Category	Values
Higher Education	68, 11, 5, 4
Further Education	32, 16, 10, 4
Research	7, 1
Other	21, 2, 3, 2

Service Availability

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

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

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

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Amersham and Wycombe College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	99.84%
Bangor University, Bangor Business School										100%	100%	100%	<12 Months
Barking and Dagenham College, Technical Skills Academy									100%	100%	100%	100%	<12 Months
Barking and Dagenham College	100%	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Barnet and Southgate College, Barnet Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bexley College	100%	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
Birkbeck College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Bromley Campus	100%	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	99.84%
Bromley College of Further and Higher Education, Orpington Campus	100%	100%	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brunel University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Capel Manor College	100%	98.05%	100%	99.96%	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%	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	99.83%
City and Islington College, Centre for Health, Social and Child Care	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
City University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	100%	100%	97.70%	100%	100%	95.84%	100%	100%	100%	100%	100%	99.46%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College	100%	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	99.84%

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Ealing, Hammersmith and West London College, Hammersmith Campus	100%	100%	100%	100%	100%	100%	**95.24%**	100%	100%	100%	100%	100%	**99.60%**
East Berkshire College, Langley Campus			100%	100%	100%	100%	**99.57%**	100%	100%	100%	100%	100%	<12 Months
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London Campus				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Goldsmiths' College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	**98.05%**	100%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	**99.83%**
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%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Harrow College, Brookshill Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering College of Further and Higher Education	100%	**98.05%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.84%**
Havering Sixth Form College	100%	**97.92%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.83%**
Heythrop College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Funding Council for England, London Office	100%	100%	100%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ifs University College, London Campus	100%	100%	100%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Imperial College of Science, Technology and Medicine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Institute of Education, University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Brettenham House	100%	**98.05%**	100%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	**99.83%**
John Ruskin College	100%	100%	100%	100%	**99.73%**	100%	100%	100%	100%	100%	100%	100%	**99.98%**
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Opera Project	100%	**98.05%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.84%**
Kingston College	100%	100%	100%	100%	100%	100%	100%	100%	**79.83%**	100%	100%	100%	**98.32%**
Kingston University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LeSoCo, Lewisham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	100%	**99.96%**	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	100%	93.71%	100%	100%	100%	100%	100%	99.48%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Camden, Personal & Community Development	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
London Borough of Hammersmith and Fulham, Personal & Community Development	100%	97.13%	100%	100%	100%	100%	93.17%	100%	100%	100%	100%	100%	99.19%
London Borough of Harrow, Personal & Community Development	100%	100%	100%	97.70%	100%	100%	93.04%	100%	100%	100%	100%	100%	99.23%
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	100%	100%	100%	97.70%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%
London Borough of Islington, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Lambeth, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Lewisham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Redbridge, Personal & Community Development	100%	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	>99.99%	99.83%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	99.56%	100%	100%	100%	100%	100%	100%	99.96%
London Borough of Waltham Forest, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery											100%	100%	<12 Months
London Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office Kemble Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, NIMR	100%	100%	100%	100%	100%	100%	93.75%	100%	100%	100%	100%	100%	99.48%
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%	100%	100%	100%	100%	100%	100%
Middlesex University	100%	100%	100%	100%	100%	100%	95.26%	100%	100%	100%	100%	100%	99.61%

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nash College	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	99.96%
National Centre for the Replacement Refinement & Reduction of Animals in Research									100%	100%	100%	100%	<12 Months
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham College of Further Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Queen Mary and Westfield College, University of London, Mile End Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ravensbourne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University, Digby Stuart College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rose Bruford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Academy of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	93.15%	100%	100%	100%	100%	100%	99.43%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College, Olympics	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College, Physics Link	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
School of Oriental and African Studies	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, 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%
St Charles Catholic Sixth Form College	100%	100%	100%	97.70%	100%	100%	93.84%	100%	100%	100%	100%	100%	99.30%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Francis Xavier Sixth Form College	100%	100%	100%	97.66%	100%	100%	100%	100%	100%	100%	100%	100%	99.80%
St George's Hospital Medical School	100%	100%	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	99.63%

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
St Mary's University, Twickenham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stanmore College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Queens House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of Haringey, Enfield and North East London, Enfield	100%	98.05%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	98.43%	99.70%
The Conservatoire for Dance and Drama, London Contemporary Dance School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Institute of Cancer Research: Royal Cancer Hospital	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Mary Ward Centre, Queen Square	100%	95.22%	99.43%	99.96%	100%	100%	100%	100%	100%	100%	100%	98.91%	99.46%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Chicago Graduate Business School	100%	98.05%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
The University of West London, Brentford	100%	100%	100%	100%	100%	100%	96.47%	100%	100%	100%	100%	100%	99.71%
The University of West London, Ealing	100%	100%	100%	100%	100%	100%	93.32%	100%	100%	100%	100%	100%	99.44%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trinity Laban Conservatoire of Music and Dance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, Kathleen Lonsdale Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Data Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	<12 Months
University of Essex, Corbett Theatre											100%	97.72%	<12 Months
University of Greenwich, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich, Old Royal Naval College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.90%	100%	99.91%
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	12 Month Rolling Availability
Uxbridge College, Hayes Campus	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	100%	**98.05%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.84%**
West Nottinghamshire College, Slough						100%	100%	100%	100%	100%	100%	100%	<12 Months
West Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster Kingsway College	100%	**98.05%**	100%	100%	100%	100%	**93.03%**	100%	100%	100%	100%	**>99.99%**	**99.26%**
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Working Men's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages this month

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

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Islington, Personal & Community Development	30/04/2014 22:42	01/05/2014 02:04	00:00	03:22	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	03/05/2014 08:23	03/05/2014 11:13	00:00	02:50	Unknown	Unknown
University for the Creative Arts, Epsom Campus	07/05/2014 00:50	07/05/2014 01:54	00:00	01:04	Unknown	Unknown
Royal Holloway and Bedford New College, Egham Hill	07/05/2014 01:00	07/05/2014 02:04	00:00	01:04	Unknown	Unknown
London Metropolitan University, City Campus	07/05/2014 10:31	07/05/2014 10:33	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
London School of Economics and Political Science, via Kings College	07/05/2014 10:31	07/05/2014 10:33	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Roehampton University, Digby Stuart College, Whitelands College	07/05/2014 10:31	07/05/2014 10:33	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
London South Bank University, Keyworth Street	07/05/2014 10:31	07/05/2014 10:33	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
The Royal Veterinary College, Hawkshead Campus	07/05/2014 10:31	07/05/2014 10:33	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Jisc, Brettenham House	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
The College of Haringey, Enfield and North East London, Enfield	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Bromley College of Further and Higher Education, Bromley Campus	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Association of Colleges	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Croydon College	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Westminster Kingsway College	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
London Borough of Redbridge, Personal & Community Development	07/05/2014 10:56	07/05/2014 10:58	00:00	00:02	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
Roehampton University, Digby Stuart College, Whitelands College	07/05/2014 10:41	07/05/2014 12:01	00:00	01:20	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
London School of Economics and Political Science, via Kings College	07/05/2014 10:41	07/05/2014 12:01	00:00	01:20	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
London Metropolitan University, City Campus	07/05/2014 10:41	07/05/2014 12:01	00:00	01:20	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
The Royal Veterinary College, Hawkshead Campus	07/05/2014 10:41	07/05/2014 12:01	00:00	01:20	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
London South Bank University, Keyworth Street	07/05/2014 10:41	07/05/2014 12:01	00:00	01:20	Regional Unscheduled Maintenance	While diagnosing a fibre fault in ticket 153131, Vodafone engineers unplugged kit without permission to identify circuits.
The Royal Central School of Speech and Drama	09/05/2014 08:51	09/05/2014 09:08	00:00	00:17	Customer Line	Faulty patch lead at site
University of Essex, Corbett Theatre	13/05/2014 03:08	13/05/2014 20:06	00:00	16:58	Telco Line	Fibre break suspected to be in the area where busy traffic made investigation difficult
St Mary's University, Twickenham, Strawberry Hill House [2]	15/05/2014 00:40	15/05/2014 01:32	00:00	00:52	Telco Unscheduled Maintenance	Telco unscheduled maintenance
University of Essex, Corbett Theatre	15/05/2014 00:42	15/05/2014 01:46	00:00	01:04	Unknown	Unknown
West Thames College	20/05/2014 10:34	20/05/2014 11:02	00:00	00:28	Denial of Service	DDoS

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The College of Haringey, Enfield and North East London, Enfield	19/05/2014 13:55	20/05/2014 21:19	19:44	11:40	Telco Line	Fibre break
City of Westminster College, North Wharf Road Campus	27/05/2014 10:42	27/05/2014 11:08	00:00	00:26	Customer Unscheduled Maintenance	Site power maintenance
Stanmore College	27/05/2014 10:21	27/05/2014 15:09	00:00	04:48	Customer Unscheduled Maintenance	Site power maintenance
Stanmore College	27/05/2014 15:14	27/05/2014 15:30	00:00	00:16	Customer Unscheduled Maintenance	Site power maintenance
Medical Research Council, MRC Technology, Mill Hill	29/05/2014 00:29	29/05/2014 11:49	00:00	11:20	Customer Equipment	UPS failure
The Mary Ward Centre, Queen Square	29/05/2014 10:53	29/05/2014 18:59	00:00	08:06	Telco Equipment	Faulty port on Vodafone equipment
Stanmore College	31/05/2014 10:04	31/05/2014 17:40	00:00	07:36	Customer Scheduled Maintenance	Site maintenance