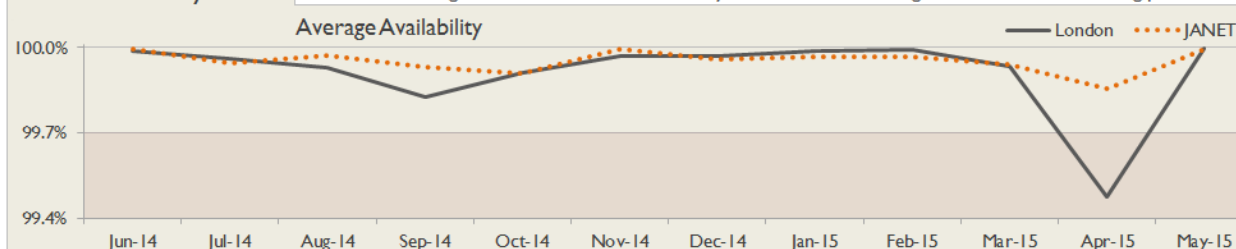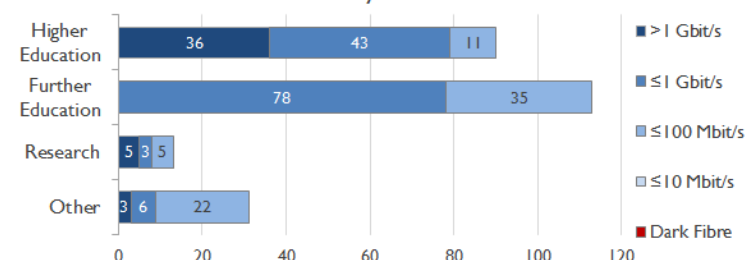# janet

London Service Report

May 2015

Service Reliability

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

Average Availability

Connections in London by Bandwidth

	Average Availability of All Services in London				Average Availability of All Services in Janet		
	May 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	>99.99%	2	99.91%	483	>99.99%	3	99.95%	254
	Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year
	11h 34m		0.57		5h 50m		0.64
	Based on 212 faults over the last 24 months				Based on 1294 faults over the last 24 months		

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

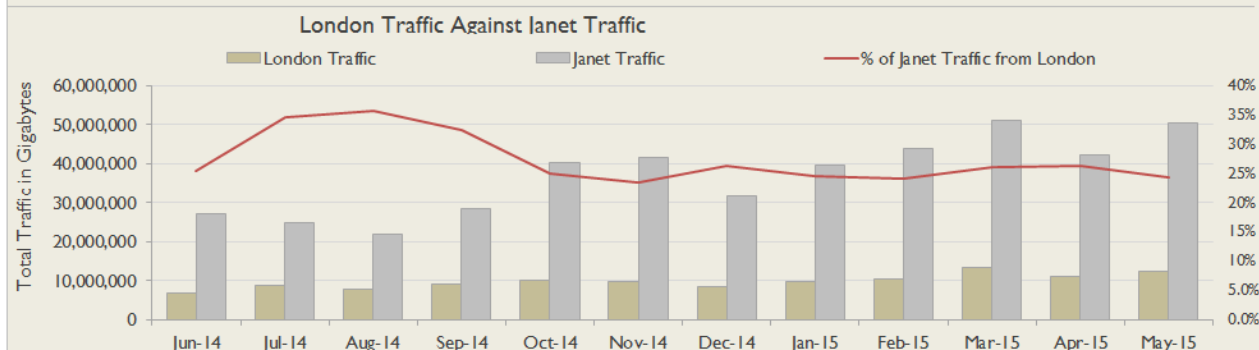### London Service Outages - Last 12 Months
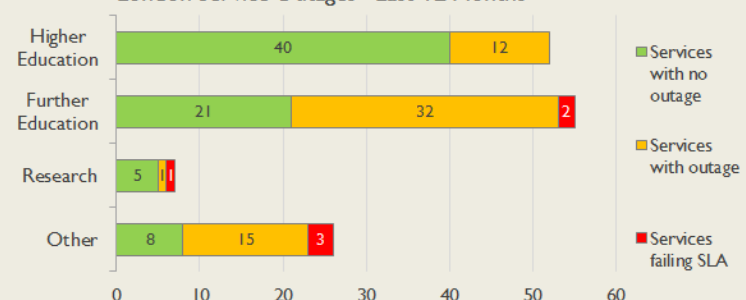
Connection Usage

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

All Traffic - London

London Traffic Against Janet Traffic
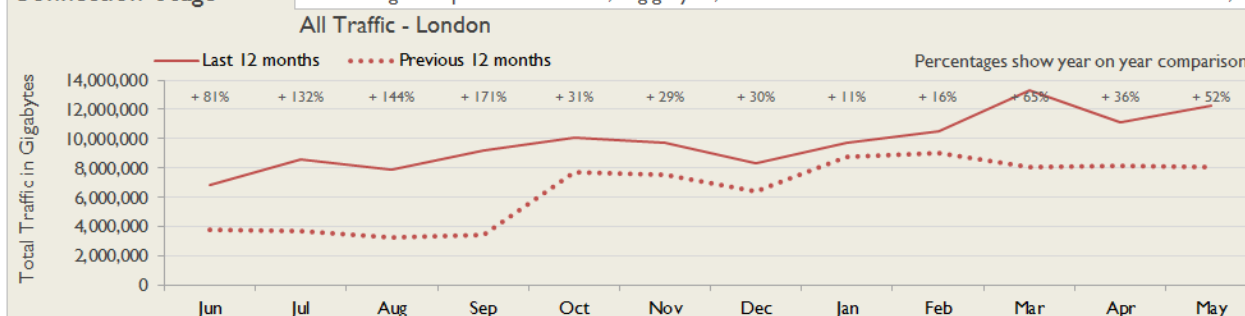
Usage by Connection - % of Available Bandwidth at 90th Percentile

Service Availability

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

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

Monthly and annual availabilities falling below 99.7% are highlighted

* Service has resilience - where an organisation retains connectivity during an outage period by means of a second connection, the outage is not counted against its availability figures

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
Amersham and Wycombe College, Wycombe Campus								100%	100%	99.60%	100%	100%	<12 Months
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Bangor University, Bangor Business School - London Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bexley College	100%	100%	100%	100%	97.92%	100%	100%	100%	100%	99.04%	100%	100%	99.75%
Birkbeck College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education*	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Brooke House Sixth Form College	100%	100%	100%	100%	98.75%	100%	100%	100%	100%	100%	100%	100%	99.90%
Brooksby Melton College, Melton Campus						99.63%	100%	100%	100%	100%	100%	99.35%	<12 Months

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
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%	<12 Months
Burton and South Derbyshire College, South Derbyshire Campus												100%	<12 Months
Capel Manor College	100%	100%	100%	99.14%	98.91%	100%	100%	100%	100%	100%	100%	100%	99.84%
Carshalton College	100%	100%	100%	100%	98.68%	100%	100%	100%	100%	100%	100%	100%	99.89%
Chesterfield College, Automotive Campus							100%	100%	100%	100%	100%	100%	<12 Months
Christ the King Sixth Form College*	100%	100%	100%	98.54%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
City and Islington College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, Third Floor												100%	<12 Months
City of Sunderland College, Washington Campus												100%	<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%
College of North West London	100%	100%	100%	100%	100%	100%	99.96%	98.77%	99.77%	100%	100%	100%	99.87%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.71%	100%	99.89%
Croydon College*	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Ealing, Hammersmith and West London College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Berkshire College, Langley Campus	100%	100%	100%	100%	100%	100%	99.99%	100%	100%	100%	100%	100%	>99.99%
Esher College	100%	100%	100%	100%	99.40%	100%	100%	100%	100%	100%	100%	100%	99.95%
European Bioinformatics Institute*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Victoria House							100%	100%	100%	100%	100%	100%	<12 Months

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
Farnborough College of Technology, Ground Floor, Boundary Road										100%	100%	100%	<12 Months
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Greenwich Community College	100%	100%	98.25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.85%
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%	99.96%	100%	100%	100%	>99.99%
Halesowen College, Coombs Wood Business Centre										99.60%	100%	100%	<12 Months
Halesowen College, Whittingham Road, via Telecity Powergate										99.60%	100%	100%	<12 Months
Hampshire County Council	100%	100%	100%	100%	100%	99.63%	100%	100%	100%	100%	100%	100%	99.97%
Harrow College*	100%	100%	100%	100%	98.78%	100%	100%	100%	100%	100%	100%	100%	99.90%
Hartlepool College of Further Education, via Telehouse West								100%	100%	100%	100%	100%	<12 Months
Havering College of Further and Higher Education*	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Havering Sixth Form College*	100%	99.78%	100%	99.16%	100%	96.18%	99.99%	100%	100%	100%	100%	100%	99.59%
Hertford Regional College, Ware Campus						99.63%	100%	100%	100%	100%	100%	100%	<12 Months
Heythrop College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Highbury College, Portsmouth, City of Portsmouth Centre								100%	100%	100%	100%	100%	<12 Months
Higher Education Funding Council for England, London Office	100%	94.58%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.55%
Hillcroft College	100%	99.79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Hugh Baird College, via Telehouse West								100%	100%	100%	100%	96.62%	100%	<12 Months

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
Huntingdonshire Regional College, California Road Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
ifs University College, London Campus	100%	100%	100%	100%	100%	100%	99.88%	100%	100%	99.60%	100%	100%	99.96%
Imperial College of Science, Technology and Medicine*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Imperial War Museum, IWM London	100%	100%	100%	99.44%	99.18%	100%	100%	100%	100%	100%	100%	100%	99.88%
Jisc, Brettenham House*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.84%	100%	99.65%
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%	99.91%	100%	100%	100%	100%	100%	>99.99%
King's College London, Strand Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College	100%	100%	100%	100%	100%	100%	98.56%	100%	100%	100%	100%	100%	99.88%
Kingston University*	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Lakes College West Cumbria, Additional Connection						100%	100%	100%	100%	100%	100%	100%	<12 Months
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leicester College, Abbey Park Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
Lewisham Southwark College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	100%	100%	98.54%	98.35%	100%	100%	100%	100%	100%	100%	100%	99.74%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
London Borough of Bromley, Education and Care Directorate	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.93%
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
London Borough of Hammersmith and Fulham, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
Medical Research Council, Head Office (London)	100%	100%	100%	99.44%	100%	100%	100%	100%	100%	100%	42.01%	100%	95.12%
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, Plat Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	99.51%	100%	100%	100%	99.63%	100%	100%	100%	100%	100%	100%	100%	99.93%
Myerscough College, Additional Connection								100%	100%	100%	100%	100%	<12 Months
Nash College	100%	100%	100%	96.43%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%
National Centre for the Replacement Refinement & Reduction of Animals in Research	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham College of Further Education*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	100%	100%	98.54%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
North Hertfordshire College, Hitchin Centre					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
North Warwickshire and Hinckley College, Hinckley Campus								100%	100%	100%	99.60%	100%	100%	<12 Months
Northampton College, via Telecity Powergate									100%	99.60%	100%	100%	<12 Months
Peterborough Regional College, Additional Connection							100%	100%	100%	99.60%	100%	100%	<12 Months
Petroc, Brannams												100%	<12 Months
Plymouth College of Art, Tavistock Place											100%	100%	<12 Months
Queen Mary and Westfield College, University of London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ravensbourne*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	97.88%	100%	100%	100%	100%	100%	100%	100%	100%	99.82%
Redcar and Cleveland College, via Telecity Powergate									100%	99.60%	100%	100%	<12 Months

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
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%	99.90%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Rose Bruford College*	100%	100%	100%	99.44%	100%	100%	98.90%	100%	100%	100%	100%	100%	99.86%
Royal Academy of Music*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway University of London*	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Sandwell College, via Telehouse West									100%	99.60%	100%	100%	<12 Months
Sandwell College, Bromwich Campus									100%	100%	100%	100%	<12 Months
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%	<12 Months
Sir George Monoux College	100%	100%	100%	98.54%	99.90%	100%	100%	100%	100%	100%	100%	100%	99.87%
South Downs College, via Telecity Powergate										99.56%	100%	100%	<12 Months
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, Additional Connection								100%	100%	100%	99.60%	100%	100%	<12 Months
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Dominic's Sixth Form College	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	99.99%

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
St Francis Xavier Sixth Form College	100%	100%	100%	99.44%	98.88%	100%	100%	100%	100%	100%	100%	100%	99.86%
St George's Hospital Medical School*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Mary's University, Twickenham*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stafford College, Additional Connection							100%	100%	100%	99.60%	100%	100%	<12 Months
Stanmore College	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	100%	99.00%	100%	99.88%
Stockton Riverside College, via Telecity Powergate									100%	99.60%	100%	100%	<12 Months
Stoke-on-Trent College, Burslem Campus							100%	100%	99.29%	99.60%	100%	100%	<12 Months
Suffolk New College, via Telecity Powergate										97.86%	100%	100%	<12 Months
Swindon College, via Telecity Powergate												100%	<12 Months
The Bournemouth and Poole College, North Road Campus										100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	76.87%	100%	98.07%
The City of Liverpool College, The Learning Exchange							100%	100%	100%	100%	100%	100%	<12 Months
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	99.14%	100%	100%	99.66%	100%	100%	100%	100%	100%	99.90%
The College of Haringey, Enfield and North East London, Tottenham Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Conservatoire for Dance and Drama, London Contemporary Dance School	100%	100%	99.88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
The Francis Crick Institute Limited, Cancer Research UK: London Research Institute	100%	100%	100%	100%	100%	100%	98.14%	100%	100%	100%	100%	100%	99.84%
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%

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
The Open University, Camden									100%	100%	100%	100%	<12 Months
The Quality Assurance Agency for Higher Education, Carlton House Terrace					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Royal Borough of Kensington and Chelsea, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Central School of Speech and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Veterinary College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of Cumbria, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Ealing	99.87%	100%	100%	100%	99.90%	100%	99.27%	100%	100%	100%	100%	100%	99.92%
The University of West London, Brentford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College	100%	100%	100%	99.44%	99.90%	100%	100%	100%	100%	100%	100%	100%	99.94%
Trinity Laban Conservatoire of Music and Dance*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCL Institute of Education, London, IOE Main Building*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London, Kathleen Lonsdale Building	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	99.89%	100%	99.98%
University for the Creative Arts, Data Centre*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of East London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Loughton Campus	100%	100%	98.14%	100%	99.87%	100%	100%	99.54%	100%	100%	100%	100%	99.80%
University of Essex, Oakwood Hill Campus	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%
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%	<12 Months

Service	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	12 Month Rolling Availability
University of Westminster*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus*	100%	100%	100%	99.81%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College	100%	100%	100%	99.14%	99.50%	100%	99.67%	100%	100%	100%	100%	100%	99.86%
Warwickshire College, Royal Leamington Spa, Rugby and Moreton Morrell, Leamington Centre via Telecity Powergate									100%	99.60%	100%	100%	<12 Months
Wellcome Trust Sanger Institute*					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Suffolk College, Additional Connection						100%	100%	100%	100%	99.60%	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%	99.60%	100%	100%	99.97%
Westminster Kingsway College*	100%	100%	100%	99.14%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Wirral Metropolitan College, Conway Park Campus							100%	100%	100%	99.60%	100%	100%	<12 Months
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, London	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Working Men's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Connection outages for current month

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

Some of the outages reported below are on circuits which are not connected through the selected region - they appear in the table because they are part of a service whose primary connection does belong to this region.

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
King's College London, Strand Campus	01/05/2015 10:25	01/05/2015 10:48	00:00	00:23	Customer Environment	Site power equipment fault
University of Greenwich, Avery Hill Campus	03/05/2015 21:46	04/05/2015 00:28	00:00	02:42	Customer Environment	Local power failure
College of North West London	05/05/2015 07:50	05/05/2015 08:00	00:00	00:10	Telco Maintenance	Telco Scheduled Maintenance
College of North West London	05/05/2015 08:08	05/05/2015 08:24	00:00	00:16	Telco Maintenance	Telco Scheduled Maintenance
Barnet and Southgate College, Wood Street Campus	05/05/2015 07:52	05/05/2015 09:00	00:00	01:08	Telco Maintenance	Telco Scheduled Maintenance
London Borough of Hammersmith and Fulham, Personal & Community Development	05/05/2015 08:09	05/05/2015 09:00	00:00	00:51	Telco Maintenance	Telco Scheduled Maintenance
The Royal Veterinary College, Hawkshead Campus	05/05/2015 08:17	05/05/2015 09:00	00:00	00:43	Telco Maintenance	Telco Scheduled Maintenance
London Borough of Hammersmith and Fulham, Personal & Community Development	05/05/2015 09:01	05/05/2015 09:54	00:00	00:53	Unknown	Unknown, connectivity not restored after maintenance completed
Barnet and Southgate College, Wood Street Campus	05/05/2015 09:01	05/05/2015 09:55	00:00	00:54	Unknown	Unknown, connectivity not restored after maintenance completed
The Royal Veterinary College, Hawkshead Campus	05/05/2015 09:01	05/05/2015 09:59	00:00	00:58	Unknown	Unknown, connectivity not restored after maintenance completed
Brooksby Melton College, Melton Campus	04/05/2015 00:19	05/05/2015 15:31	10:24	04:48	Telco Equipment	Faulty port within the telco's infrastructure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Coulsdon Sixth Form College	07/05/2015 05:28	07/05/2015 07:22	00:00	01:54	Customer Environment	Customer power supply failure
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	07/05/2015 05:42	07/05/2015 07:29	00:00	01:47	Customer Environment	Customer power supply failure
South Downs College, via Telecity Powergate	07/05/2015 10:10	07/05/2015 10:35	00:00	00:25	Denial of Service	Various DDoS attacks
South Downs College, via Telecity Powergate	07/05/2015 14:01	07/05/2015 14:17	00:00	00:16	Denial of Service	Various DDoS attacks
South Downs College, via Telecity Powergate	07/05/2015 14:28	07/05/2015 14:50	00:00	00:22	Denial of Service	Various DDoS attacks
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	08/05/2015 06:44	08/05/2015 07:15	00:00	00:31	Customer Equipment	Unknown equipment causing fuse to trip
Wellcome Trust Sanger Institute, via Telecity Powergate	09/05/2015 13:31	09/05/2015 16:40	00:00	03:09	Regional Maintenance	Scheduled maintenance affecting various links connected via Telehouse West C-PoP
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	11/05/2015 05:45	11/05/2015 06:54	00:00	01:09	Customer Maintenance	Faulty UPS replacement work
Brunel University London, Uxbridge, via Imperial College	11/05/2015 13:01	11/05/2015 13:33	00:00	00:32	Customer Maintenance	Site failover testing
South Downs College, via Telecity Powergate	12/05/2015 14:26	12/05/2015 14:51	00:00	00:25	Denial of Service	Various DDoS attacks
South Downs College, via Telecity Powergate	12/05/2015 16:16	12/05/2015 16:42	00:00	00:26	Denial of Service	Various DDoS attacks
King's College London, Strand Campus	13/05/2015 14:50	13/05/2015 15:10	00:00	00:20	Customer Maintenance	Customer unscheduled maintenance
King's College London, Strand Campus	19/05/2015 12:33	19/05/2015 12:42	00:00	00:09	Customer Equipment	Customer firewall crashed
The University of Cumbria, London	19/05/2015 13:18	19/05/2015 16:44	00:00	03:26	Customer Other	Flooding at customer site, customer switched off comms room as a precaution

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Warwick, Warwick Business School	20/05/2015 04:30	20/05/2015 10:07	00:00	05:37	Customer Equipment	Customer's circuit breakers had tripped, cause unknown
University of Warwick, Warwick Business School	20/05/2015 04:30	20/05/2015 10:07	00:00	05:37	Customer Equipment	Customer's circuit breakers had tripped, cause unknown
King's College London, Strand Campus	21/05/2015 07:51	21/05/2015 08:25	00:00	00:34	Customer Maintenance	Customer unscheduled firewall maintenance
Harrow College, Harrow-on-the-Hill Campus	22/05/2015 17:26	24/05/2015 15:47	00:00	22:21	Customer Maintenance	Site power maintenance
London Borough of Brent, Personal & Community Development	24/05/2015 23:09	24/05/2015 23:49	00:00	00:40	Customer Environment	Customer local power failure
Amersham and Wycombe College, Wycombe Campus	27/05/2015 14:27	27/05/2015 14:58	00:00	00:31	Customer Environment	Power failure