janet

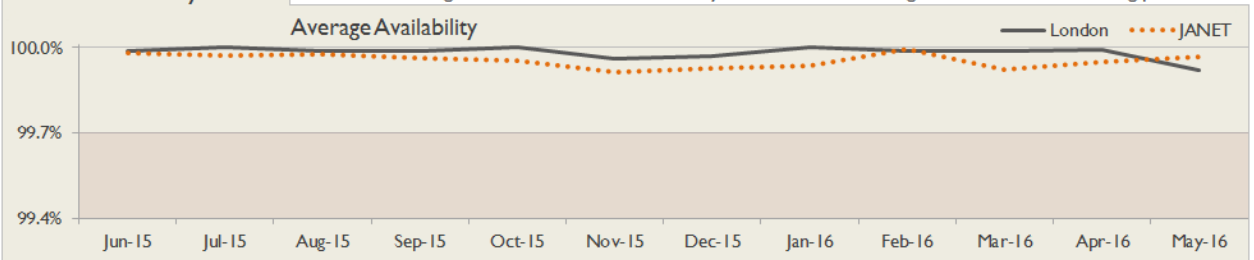
London Service Report

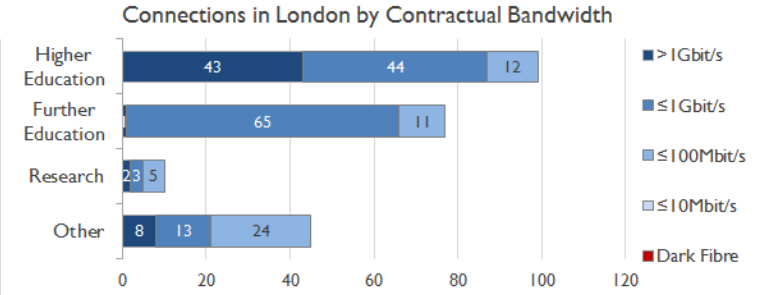
May 2016

Jisc

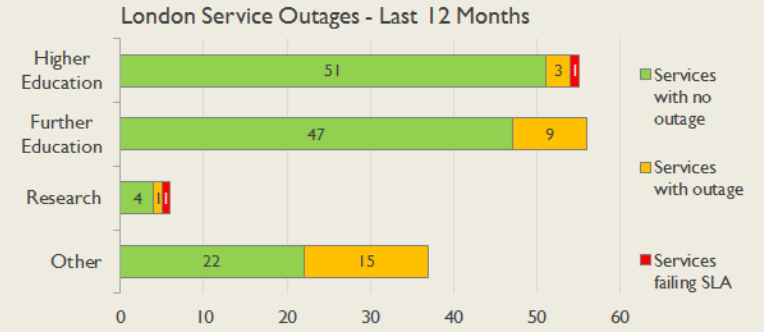
Service Reliability

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





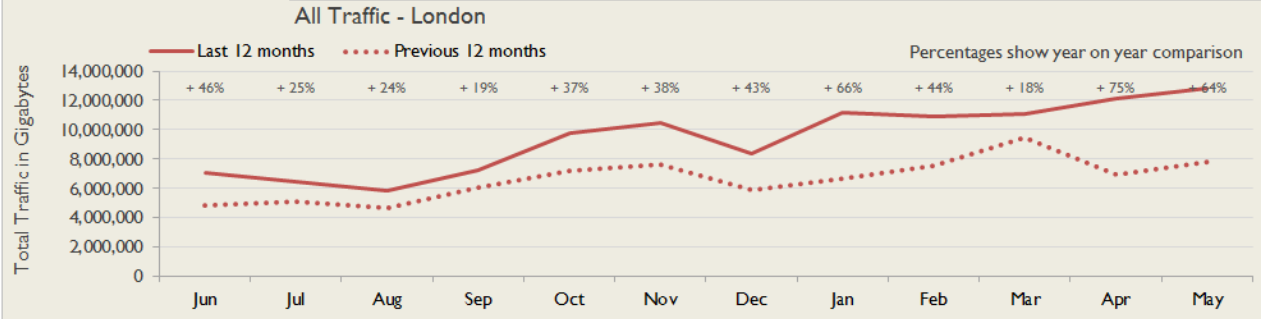
Average Availability of All Services in London				Average Availability of All Services in Janet			
May 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.92%	36	99.98%	98	99.97%	15	99.96%	226
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 06m		0.62		5h 34m		0.67	
Based on 206 faults over the last 24 months				Based on 1491 faults over the last 24 months			

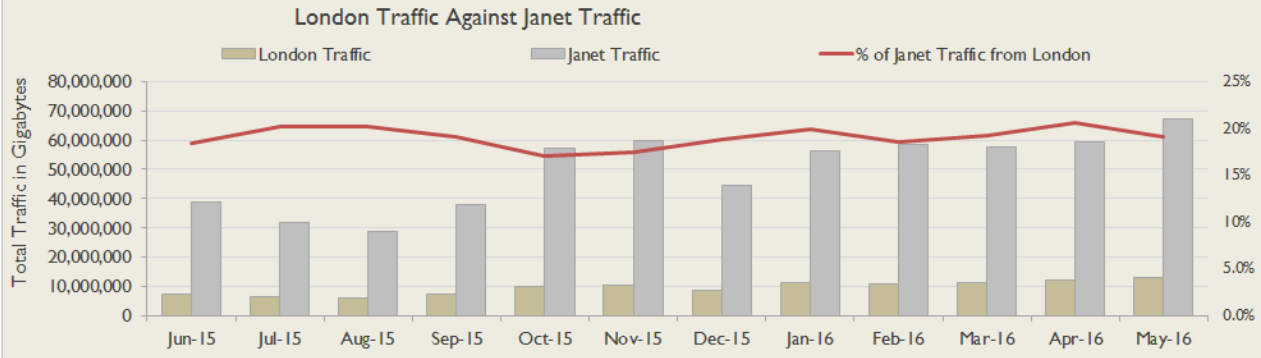


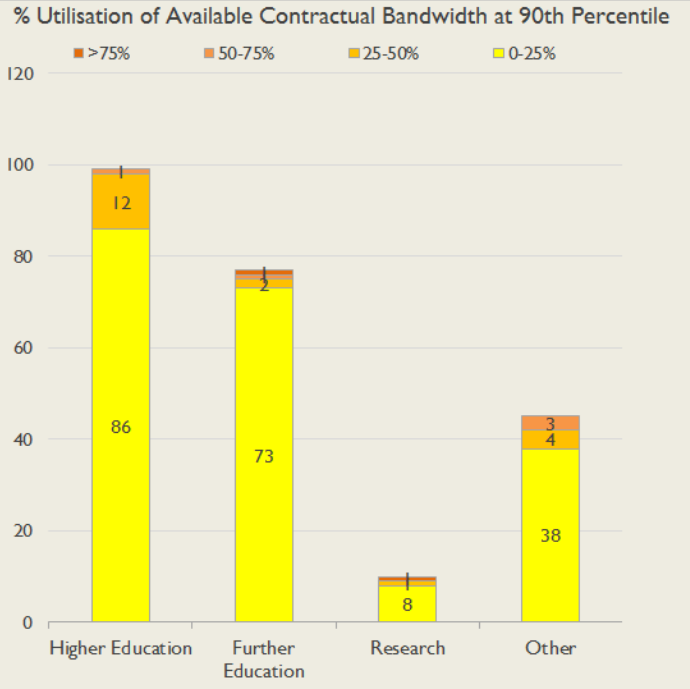
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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







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 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	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%	100%	100%	100%	100%	**99.95%**	**>99.99%**
Barking and Dagenham College, The Technical Skills Academy	100%	**>99.99%**	100%	**99.00%**	100%	100%	100%	100%	100%	100%	100%	**99.92%**	**99.91%**
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%
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%
Brent London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.41%**	**99.95%**
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%	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%
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%
Camden London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.77%**	100%	**99.98%**

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
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%
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 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%	**97.01%**	100%	100%	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	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.40%**	**99.95%**
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Link 1							100%	100%	100%	100%	100%	100%	<12 Months

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
Goldsmiths' College, Link 2	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, Merrist Wood College		100%	100%	**99.60%**	100%	100%	100%	100%	100%	**99.94%**	100%	100%	<12 Months
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.41%**	**99.95%**
Hampshire County Council	100%	100%	100%	**99.64%**	100%	100%	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	**99.50%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.43%**	**99.91%**
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	**99.73%**	100%	100%	100%	100%	**98.53%**	100%	100%	100%	100%	100%	100%	**99.86%**
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.77%**	100%	**99.98%**
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%	**99.74%**	100%	100%	**99.98%**
Jisc, Woburn House			100%	100%	100%	100%	100%	100%	100%			100%	<12 Months
Jisc, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
John Ruskin College	**99.58%**	100%	100%	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%	100%	100%
King's College London, Quintdown Business Park	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College, Kingston and Sutton Educational Partnership									100%	100%	**99.77%**	100%	<12 Months
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	100%	100%	**99.38%**	100%	100%	100%	100%	100%	**99.95%**
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%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.77%**	100%	**99.98%**
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%	**99.77%**	100%	**99.98%**
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**97.86%**	**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%	100%	100%	100%	100%	100%	100%
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%

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
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, Telecity Harbour Exchange									100%	100%	100%	100%	<12 Months
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 University, London to Haselgrave												100%	<12 Months
Loughborough University, London to Holywell												100%	<12 Months
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, MRC Technology *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	100%	100%	**97.91%**	100%	100%	**99.67%**	**95.61%**	100%	100%	100%	100%	**99.38%**	**99.38%**
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**93.23%**	**99.44%**
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%	**99.74%**	100%	100%	**99.98%**
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 Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham College of Further Education *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Newham Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Palmer's College	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%

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
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%
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 East Grid for Learning *	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%	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%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	**>99.99%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
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%	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, Merton Campus	**99.73%**	100%	100%	100%	100%	**98.53%**	100%	100%	**98.15%**	100%	100%	100%	**99.70%**
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%

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
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%
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%	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, Tottenham Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 Conservatoire for Dance and Drama, London Contemporary Dance School	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%	<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 *	**99.79%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.98%**
The Francis Crick Institute Limited, Brill Place *										100%	100%	100%	<12 Months
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%	100%	100%	100%	**99.77%**	100%	**99.98%**
The Open University, Camden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	12 Month Rolling Availability
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%	**99.41%**	**99.95%**
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%	**>99.99%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
Tower Hamlets College, Arbour Square								100%	100%	100%	100%	100%	<12 Months
Tower Hamlets College, Poplar								100%	100%	100%	100%	100%	<12 Months
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	**98.83%**	100%	100%	**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 *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus [1]	100%	**>99.99%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.92%**	**>99.99%**
University for the Creative Arts, Epsom Campus [2]										100%	100%	100%	<12 Months
University for the Creative Arts, Data Centre *	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 *	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 Lancaster, The Work Foundation	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	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 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%	**99.77%**	100%	**99.98%**
Waltham Forest College, via Telecity Powergate									100%	100%	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%
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**99.42%**	**99.95%**
Westminster Kingsway College *	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%
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
Barking and Dagenham College, Rush Green Campus	03/05/2016 23:20	03/05/2016 23:41	00:00	00:21	Telco Maintenance	Telco unscheduled maintenance
Barking and Dagenham College, Rush Green Campus	04/05/2016 02:16	04/05/2016 04:01	00:00	01:45	Telco Maintenance	Scheduled maintenance affecting various links within the London Region
Brent London Borough Council, Personal & Community Development	23/05/2016 19:00	23/05/2016 23:23	00:00	04:23	Telco Equipment	Faulty port on VM device at Mansfield
Brunel University London, Uxbridge, via Imperial College	31/05/2016 07:01	31/05/2016 09:00	00:00	01:59	Regional Maintenance	Scheduled maintenance
Brunel University London, Uxbridge, via Imperial College	31/05/2016 09:01	31/05/2016 10:24	00:00	01:23	Regional Maintenance	Emergency optical maintenance
Coulsdon Sixth Form College	09/05/2016 06:37	09/05/2016 06:52	00:00	00:15	Customer Environment	Site power cut
Coulsdon Sixth Form College	10/05/2016 14:22	10/05/2016 18:32	00:00	04:10	Customer Environment	Area power cut
University of East London, Stratford Campus	03/05/2016 23:20	03/05/2016 23:41	00:00	00:21	Telco Maintenance	Telco unscheduled maintenance
University of East London, Stratford Campus	04/05/2016 02:31	04/05/2016 04:20	00:00	01:49	Telco Maintenance	Scheduled maintenance affecting various links within the London Region
Fashion Retail Academy	23/05/2016 19:00	23/05/2016 23:30	00:00	04:30	Telco Equipment	Faulty port on VM device at Mansfield
Hammersmith and Fulham London Borough Council, Personal & Community Development	23/05/2016 19:00	23/05/2016 23:25	00:00	04:25	Telco Equipment	Faulty port on VM device at Mansfield

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Harrow London Borough Council, Personal & Community Development	23/05/2016 19:00	23/05/2016 23:16	00:00	04:16	Telco Equipment	Faulty port on VM device at Mansfield
Havering Sixth Form College, via Telecity Powergate	03/05/2016 23:20	03/05/2016 23:41	00:00	00:21	Telco Maintenance	Telco unscheduled maintenance
Havering Sixth Form College, via Telecity Powergate	04/05/2016 02:16	04/05/2016 04:01	00:00	01:45	Telco Maintenance	Scheduled maintenance affecting various links within the London Region
Hillingdon London Borough Council, Personal & Community Development	13/05/2016 10:01	13/05/2016 10:49	00:00	00:48	Customer Environment	Area power cut
The Royal Borough of Kensington and Chelsea, Personal & Community Development	23/05/2016 19:00	23/05/2016 23:25	00:00	04:25	Telco Equipment	Faulty port on VM device at Mansfield
King's College London, Strand Campus	10/05/2016 07:03	10/05/2016 07:23	00:00	00:20	Customer Maintenance	Scheduled customer maintenance
King's College London, Strand Campus	10/05/2016 07:35	10/05/2016 08:07	00:00	00:32	Customer Maintenance	Scheduled customer maintenance
King's College London, Strand Campus, James Black Centre	10/05/2016 07:24	10/05/2016 07:40	00:00	00:16	Customer Maintenance	Scheduled customer maintenance
King's College London, Strand Campus, James Black Centre	11/05/2016 07:04	11/05/2016 07:16	00:00	00:12	Customer Maintenance	Scheduled customer maintenance
Kingston University, Kingston Hill Campus	03/05/2016 23:20	03/05/2016 23:41	00:00	00:21	Telco Maintenance	Telco unscheduled maintenance
Kingston University, Kingston Hill Campus	04/05/2016 02:26	04/05/2016 04:08	00:00	01:42	Telco Maintenance	Scheduled maintenance affecting various links within the London Region
London Business School, Regent's Park Centre	03/05/2016 23:20	03/05/2016 23:41	00:00	00:21	Telco Maintenance	Telco unscheduled maintenance
London Business School, Regent's Park Centre	04/05/2016 00:07	04/05/2016 00:21	00:00	00:14	Telco Maintenance	Scheduled maintenance affecting various links within the London Region
London Business School, Regent's Park Centre	04/05/2016 02:31	04/05/2016 04:20	00:00	01:49	Telco Maintenance	Scheduled maintenance affecting various links within the London Region

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Merton, Personal & Community Development	03/05/2016 01:02	03/05/2016 01:21	00:00	00:19	Telco Maintenance	Telco scheduled maintenance
Middlesex University, Hendon Campus	17/05/2016 20:06	17/05/2016 20:46	00:00	00:40	Customer Maintenance	Customer maintenance
Newham Sixth Form College	09/05/2016 18:45	10/05/2016 07:15	00:00	12:30	Customer Environment	Power failure at site
Medical Research Council, MRC Technology, Mill Hill	23/05/2016 19:00	23/05/2016 23:25	00:00	04:25	Telco Equipment	Faulty port on VM device at Mansfield
London Borough of Redbridge, Personal & Community Development	19/05/2016 09:07	20/05/2016 01:01	00:00	15:54	Telco Equipment	Telco card failure
Royal College of Music, via Imperial College	06/05/2016 18:47	06/05/2016 19:24	00:00	00:37	Regional Equipment	UPS failure at PoP
The University of West London, Ealing, Ealing	19/05/2016 18:09	19/05/2016 18:23	00:00	00:14	Customer Maintenance	Unscheduled site maintenance
The University of West London, Ealing, Brentford	19/05/2016 18:09	19/05/2016 18:23	00:00	00:14	Customer Maintenance	Unscheduled site maintenance
The University of West London, Ealing, Brentford	24/05/2016 19:51	24/05/2016 20:17	00:00	00:26	Customer Maintenance	Customer firewall maintenance
Westminster City Council, Personal & Community Development	23/05/2016 19:00	23/05/2016 23:21	00:00	04:21	Telco Equipment	Faulty port on VM device at Mansfield
Westminster City Council, Personal & Community Development	25/05/2016 13:39	25/05/2016 14:49	00:00	01:10	Customer Equipment	Local power supply equipment issues
Westminster City Council, Personal & Community Development	25/05/2016 15:38	25/05/2016 15:49	00:00	00:11	Customer Equipment	Local power supply equipment issues
Epping Forest College, via Stewart House	10/05/2016 23:10	10/05/2016 23:34	00:00	00:24	Unknown	No response from customer
RM plc, South West Grid for Learning Trust, via Telehouse	24/05/2016 18:43	24/05/2016 19:54	00:00	01:11	Customer Configuration	Site received more routes than their set limit, causing it to lose connectivity

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Medical Research Council, Head Office (London)	23/05/2016 19:00	23/05/2016 23:35	00:00	04:35	Telco Equipment	Faulty port on VM device at Mansfield
Middlesex University, Plat Hall	03/05/2016 23:20	03/05/2016 23:41	00:00	00:21	Telco Maintenance	Telco unscheduled maintenance
Middlesex University, Plat Hall	04/05/2016 02:26	04/05/2016 04:08	00:00	01:42	Telco Maintenance	Scheduled maintenance affecting various links within the London Region
Middlesex University, Plat Hall	10/05/2016 09:07	12/05/2016 11:08	00:00	50:01	Telco Line	Fibre break in a building site
University for the Creative Arts, Epsom Campus [1]	06/05/2016 18:47	06/05/2016 19:24	00:00	00:37	Regional Equipment	UPS failure at PoP
RM plc, South West Grid for Learning Trust, via Telecity	24/05/2016 18:43	24/05/2016 19:54	00:00	01:11	Customer Configuration	Site received more routes than their set limit, causing it to lose connectivity
The Francis Crick Institute Limited, National Institute for Medical Research, via Telecity Powergate	10/05/2016 09:00	12/05/2016 02:25	00:00	41:25	Telco Line	Fibre break in a building site
Barking and Dagenham College, The Technical Skills Academy	06/05/2016 18:47	06/05/2016 19:24	00:00	00:37	Regional Equipment	UPS failure at PoP
University of Essex, Oakwood Hill Campus	06/05/2016 18:47	06/05/2016 19:24	00:00	00:37	Regional Equipment	UPS failure at PoP
London South Bank University, Telehouse West	12/05/2016 22:32	12/05/2016 23:16	00:00	00:44	Customer Maintenance	Customer third party unscheduled maintenance