

janet

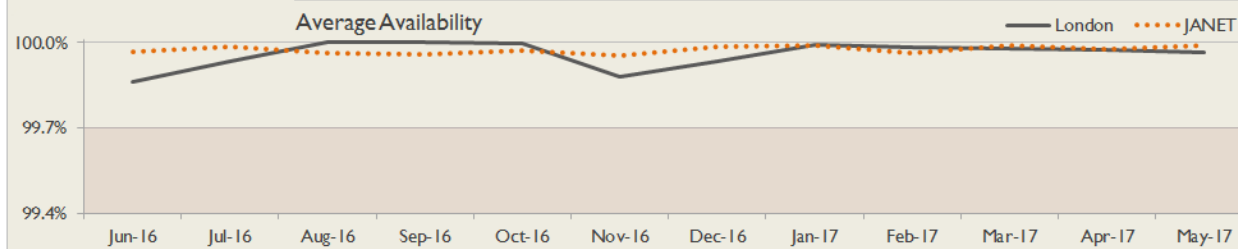
London Service Report

May 2017

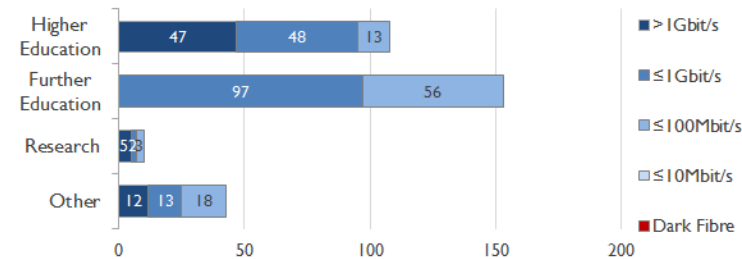


Service Reliability

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

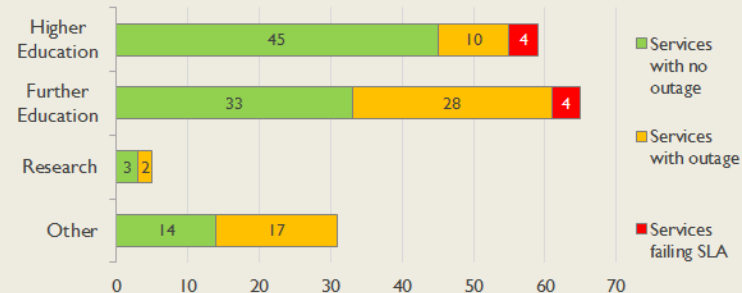


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	May 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	15	99.96%	221	99.99%	5	99.97%	144
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
5h 39m		0.45		6h 17m		0.47	
Based on 154 faults over the last 24 months				Based on 1029 faults over the last 24 months			

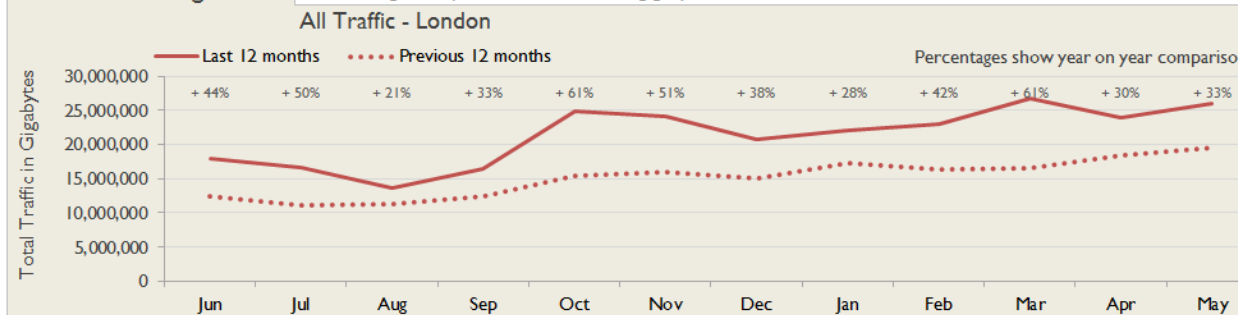
London Service Outages - Last 12 Months



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

Connection Usage

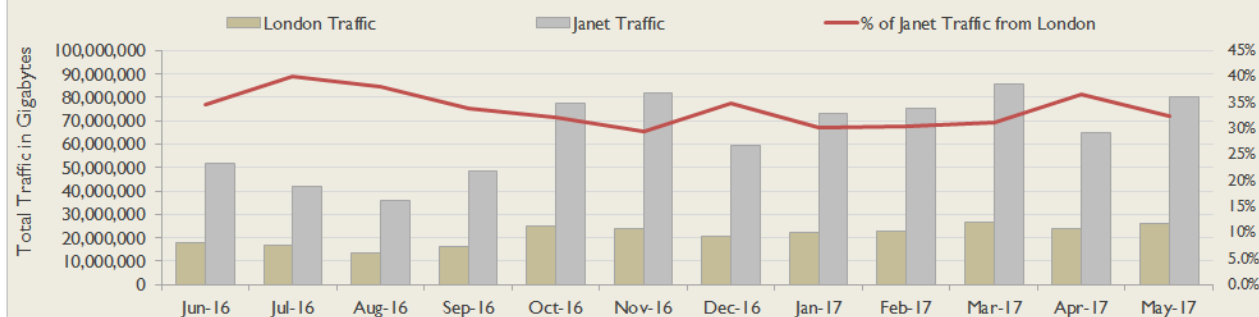
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% 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	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 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%	95.30%	100%	100%	100%	100%	100%	97.56%	99.40%
Barking and Dagenham College, The Technical Skills Academy	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%	98.40%	100%	100%	100%	100%	99.87%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	99.97%	100%	100%	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%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	100%	99.91%
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%	99.87%	99.99%
Bromley College of Further and Higher Education, Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
Brooke House Sixth Form College	100%	100%	100%	100%	100%	98.01%	100%	100%	100%	100%	100%	99.87%	99.82%
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%	99.57%	100%	100%	100%	98.95%	100%	100%	99.88%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Camden Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	99.95%
Capel Manor College	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.82%
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%	99.87%	99.99%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	>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	94.85%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.54%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.49%	100%	99.79%
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 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%	100%	100%	100%
Fashion Retail Academy, via Telecity Powergate	100%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	99.97%	100%	100%	99.91%
Glasgow Caledonian University, GCU London	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	99.95%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
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%	99.87%	99.99%
Guildford College of Further and Higher Education, Merrist Wood College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
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%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	100%	99.91%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	100%	100%	99.95%
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%	100%	99.87%	<12 Months
Jisc Commercial Limited, Dimension Data								100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, FluidOne												100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
Kensington and Chelsea College	100%	100%	100%	100%	100%	99.57%	100%	100%	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%	99.74%	99.57%	100%	100%	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	95.52%	100%	100%	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%	99.57%	100%	100%	100%	99.97%	100%	100%	99.96%
Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.82%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	99.35%	99.91%	100%	100%	100%	100%	99.94%
London Borough of Hillingdon, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.35%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
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%	99.57%	96.45%	100%	100%	100%	100%	100%	99.67%
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
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%	99.41%	100%	99.95%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
Loughborough University, London to Haselgrave	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Holywell	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%
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%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	100%	99.91%
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%	99.57%	100%	100%	100%	100%	100%	100%	99.96%
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	95.30%	100%	100%	100%	100%	100%	100%	99.61%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nash College	95.52%	100%	100%	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%	99.57%	100%	100%	100%	99.97%	100%	100%	99.96%
National Learning and Work Institute, The Centre for Economic and Social Inclusion									100%	100%	100%	100%	<12 Months
New City College Corporation, Arbour Square	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.96%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
New City College Corporation, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New City College Corporation, Poplar	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
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%	99.87%	99.99%
Palmer's College	100%	99.52%	100%	100%	100%	100%	100%	100%	100%	97.45%	100%	99.87%	99.74%
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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.82%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.41%	100%	99.95%
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%
Roehampton University *	95.52%	100%	100%	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%	99.87%	99.99%
Royal Brompton Hospital						100%	100%	100%	100%	100%	100%	100%	<12 Months
Royal College of Art, Battersea Campus	95.31%	100%	100%	100%	100%	100%	100%	100%	99.75%	100%	100%	100%	99.59%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	99.67%	100%	100%	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%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
School of Oriental and African Studies *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.82%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.96%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
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%	99.57%	100%	100%	100%	100%	100%	100%	99.96%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	99.57%	100%	100%	100%	100%	100%	100%	99.96%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	>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 Ada National College for Digital Skills Limited											100%	100%	<12 Months
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	97.47%	100%	100%	100%	99.79%
The British School of Osteopathy, BSO Clinical Centre							100%	100%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Forough High Street						100%	100%	100%	100%	100%	100%	99.87%	<12 Months
The British School of Osteopathy, Southwark Bridge Road										100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	99.57%	100%	100%	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%	99.87%	99.99%
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%

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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%
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%	99.57%	99.35%	100%	100%	100%	100%	100%	99.91%
The National Centre for Young People with Epilepsy *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	99.57%	99.35%	100%	100%	100%	100%	100%	99.91%
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%	99.87%	99.99%
The University of West London, Ealing *	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%	99.87%	99.99%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	<12 Months
University of East London *	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%

Service	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	12 Month Rolling Availability
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%	97.93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.82%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	99.99%
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%	99.35%	100%	100%	100%	100%	100%	99.95%
West Suffolk 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%
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%	99.97%	100%	100%	>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%	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
University of Sheffield	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Barking and Dagenham College, Rush Green Campus	17/05/2017 02:18	17/05/2017 20:28	00:00	18:10	Telco Line	Loss of connectivity
Barking and Dagenham College, Rush Green Campus	23/05/2017 02:11	23/05/2017 03:50	00:00	01:39	Unknown reason for outage	Unknown
Bromley College of Further and Higher Education, Bexley College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Bromley College of Further and Higher Education, Orpington Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Brooke House Sixth Form College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Brunel University London, Uxbridge, via Imperial College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Brunel University London, Uxbridge, via ULCC	11/05/2017 20:10	11/05/2017 23:07	00:00	02:57	Telco Scheduled Maintenance	Scheduled Fibre Maintenance
Brunel University London, Uxbridge, via ULCC	12/05/2017 20:11	12/05/2017 21:44	00:00	01:33	Telco Emergency Maintenance	Light levels not good enough following work in ticket 179177

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Capel Manor College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Christ the King Sixth Form College, Lewisham Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
WKCIC Group, City and Islington College [1], Centre for Health, Social and Child Care	26/05/2017 00:13	26/05/2017 08:45	00:00	08:32	Customer Unscheduled Maintenance	Customer unscheduled maintenance
City, University of London, Cass Business School	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
The College of Haringey, Enfield and North East London, Enfield Centre	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Sir George Monoux College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Goldsmiths' College, Link 2, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Bromley College of Further and Higher Education, Greenwich Community College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
University of Greenwich, Avery Hill Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
New City College Corporation, Hackney Community College, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Havering College of Further and Higher Education, via Telehouse West	17/05/2017 02:18	18/05/2017 02:54	00:00	24:36	Telco Line	Fibre break
Havering College of Further and Higher Education, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Havering Sixth Form College, via Telecity Powergate	17/05/2017 02:18	18/05/2017 02:54	00:00	24:36	Telco Line	Fibre break
Havering Sixth Form College, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
John Ruskin College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Kingston College, Kingston Hall Road	23/05/2017 07:57	23/05/2017 08:10	00:00	00:13	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Lewisham Southwark College, Lewisham Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Leyton Sixth Form College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
London Metropolitan University, City Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Newham College of Further Education, East Ham Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Newham Sixth Form College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Ravensbourne, via ULCC	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Royal Borough of Kingston upon Thames, Personal & Community Development	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Redbridge College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
London Borough of Redbridge, Personal & Community Development	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Richmond upon Thames College, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Roehampton University, Whitelands College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Rose Bruford College, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Royal Academy of Music, York Gate	11/05/2017 09:53	11/05/2017 15:31	00:10	05:28	Telco Configuration	Config issue within Virgin Media core device
Royal College of Music, via Telehouse West	27/05/2017 08:46	30/05/2017 09:36	00:00	72:50	Telco Equipment	Telco NTE fault following site power works

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal Holloway University of London, Egham Hill (1)	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Royal Holloway University of London, Datacentre Building (1)	11/05/2017 20:10	11/05/2017 23:07	00:00	02:57	Telco Scheduled Maintenance	Scheduled Fibre Maintenance
Royal Holloway University of London, Datacentre Building (1)	12/05/2017 20:11	12/05/2017 21:44	00:00	01:33	Telco Emergency Maintenance	Light levels not good enough following work in ticket 179177
Royal Holloway University of London, Egham Hill (2)	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Royal Holloway University of London, Datacentre Building (2)	11/05/2017 20:10	11/05/2017 23:07	00:00	02:57	Telco Scheduled Maintenance	Scheduled Fibre Maintenance
Royal Holloway University of London, Datacentre Building (2)	12/05/2017 20:11	12/05/2017 21:44	00:00	01:33	Telco Emergency Maintenance	Light levels not good enough following work in ticket 179177
South Thames College, Wandsworth Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
St George's University of London, Cranmer Terrace	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Tower Hamlets London Borough Council, Personal & Community Development	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
New City College Corporation, Poplar	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Trinity Laban Conservatoire of Music and Dance, Faculty of Music	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University College London, Kathleen Lonsdale Building	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Waltham Forest London Borough Council, Personal & Community Development	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Waltham Forest College, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
WKCIC Group, Westminster Kingsway College, Victoria Centre	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Epping Forest College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Palmer's College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Coventry University, London Campus, via Teleticity	24/05/2017 12:56	24/05/2017 16:15	00:00	03:19	Customer Scheduled Maintenance	Site router maintenance
Glasgow Caledonian University, GCU London	15/05/2017 07:35	15/05/2017 09:53	00:00	02:18	Customer Configuration	Firewall issues at site
Hampshire County Council	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
The University of Cumbria, London	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London South Bank University, Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Guildford College of Further and Higher Education, Merrist Wood College	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
City College Brighton and Hove, East Campus	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
The Francis Crick Institute Limited, Brill Place, via Telehouse West	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
University of Bath, London	13/05/2017 08:45	13/05/2017 12:27	00:00	03:42	Customer Scheduled Maintenance	Customer maintenance
The British School of Osteopathy, Forough High Street	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug
Jisc Commercial Limited, Cogeco Peer I	30/05/2017 10:02	30/05/2017 10:59	00:00	00:57	Regional Network Configuration	Routing Engine failure caused by router software bug