

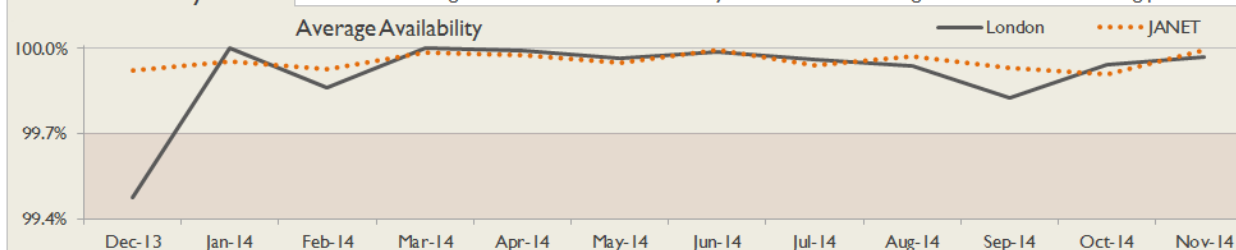


London Service Report

November 2014

Service Reliability

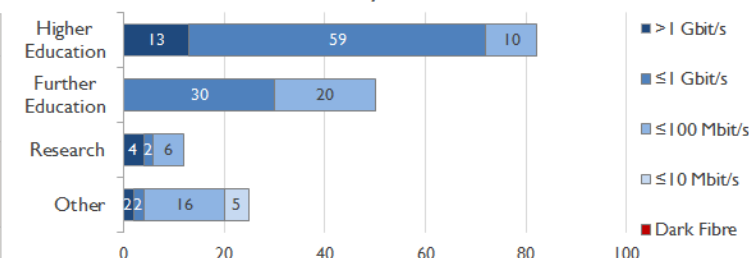
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



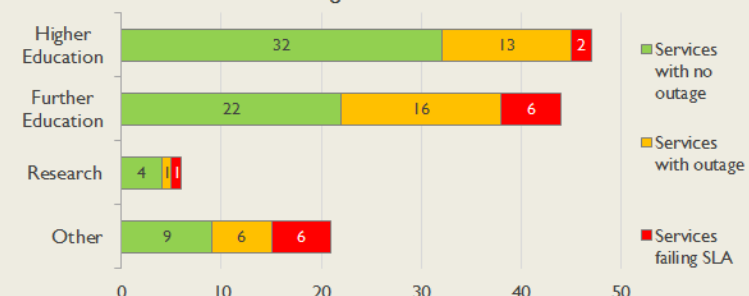
Average Availability of All Services in London				Average Availability of All Services in Janet			
Nov 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.97%	13	99.91%	471	>99.99%	3	99.95%	239
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
10h 41m		0.67		4h 53m		0.76	
Based on 170 faults over the last 24 months				Based on 1483 faults over the last 24 months			

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

Connections in London by Bandwidth

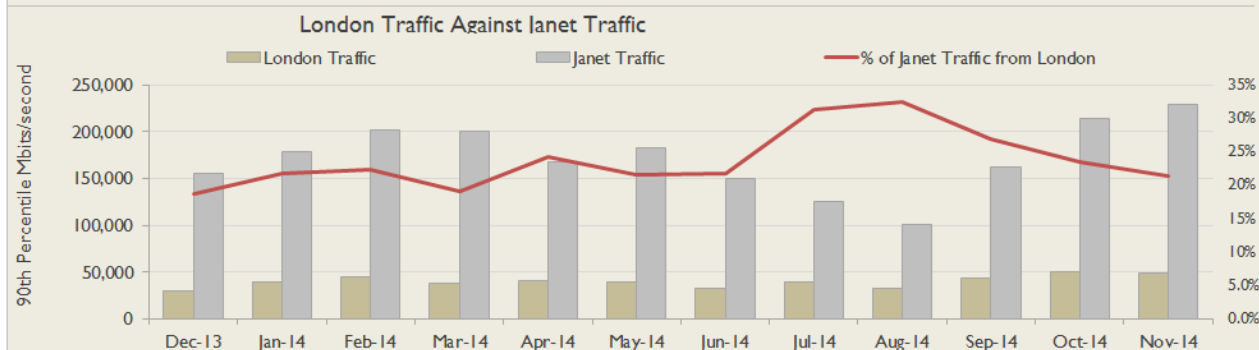
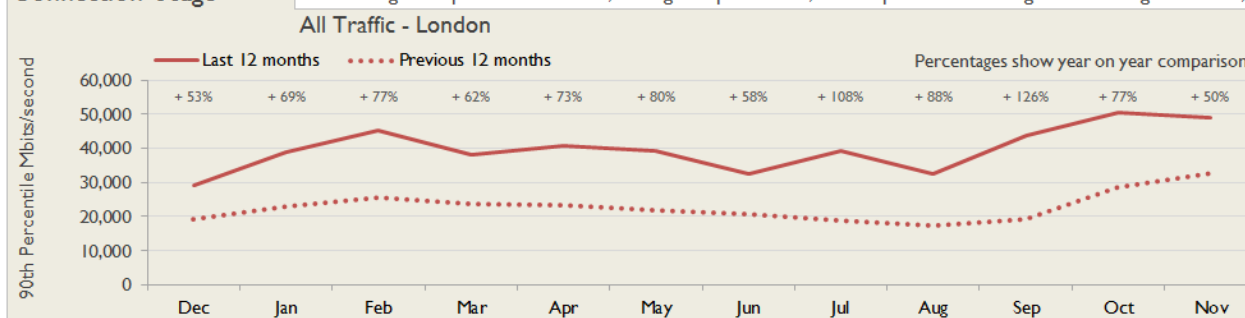


London Service Outages - Last 12 Months



Connection Usage

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



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

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

Monthly and annual availabilities falling below 99.7% are highlighted

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
Amersham and Wycombe College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Association of Colleges	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	99.93%
Bangor University, Bangor Business School				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Barking and Dagenham College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Technical Skills Academy			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Barnet and Southgate College, Barnet Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Southgate Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Birkbeck College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
British Universities Film & Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Bromley Campus	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	99.93%
Brunel University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cancer Research UK, London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.68%	100%	99.89%
City and Islington College, Centre for Health, Social and Child Care	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	95.84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.65%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Croydon College	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	99.93%
Ealing, Hammersmith and West London College, Hammersmith Campus	95.24%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%
East Berkshire College, Langley Campus	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.40%	100%	99.95%
European Bioinformatics Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glyndwr University, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hackney Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow College, Harrow Weald Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.78%	100%	99.90%
Havering College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	100%	100%	99.93%
Havering Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.78%	100%	99.16%	100%	96.18%	99.59%
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%	94.58%	100%	100%	100%	100%	99.55%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	99.98%

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
ifs University College, London Campus	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%	99.44%	99.18%	100%	99.88%
Institute of Education, University of 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%
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Opera Project	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	99.97%
Kingston College	100%	100%	79.83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.32%
Kingston University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Brent, Personal & Community Development	93.71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.48%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	100%	100%	99.96%
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Hammersmith and Fulham, Personal & Community Development	93.17%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%
London Borough of Harrow, Personal & Community Development	93.04%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.42%
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	>99.99%

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
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%	98.54%	100%	100%	99.88%
London Borough of Merton, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
London Business School, Outsourcery					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
London Metropolitan University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
London School of Economics and Political Science	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	98.91%	100%	100%	100%	98.54%	100%	100%	99.79%
Medical Research Council, Head Office (London)	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	99.95%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, NIMR	93.75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.48%
Middlesex University	95.26%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.61%
Middlesex University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	100%	99.63%	100%	99.93%
Nash College	99.51%	100%	100%	100%	100%	100%	100%	100%	100%	96.43%	100%	100%	99.66%
National Centre for the Replacement Refinement & Reduction of Animals in Research			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
National Institute for Biological Standards and Control	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
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%	98.54%	100%	100%	99.88%
Queen Mary and Westfield College, University of London, Mile End Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ravensbourne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University, Digby Stuart College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
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	93.15%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Holloway and Bedford New College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
Royal Holloway and Bedford New College, Olympics	100%	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	99.90%	100%	99.98%
Royal Holloway and Bedford New College, Physics Link	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
School of Oriental and African Studies	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	93.84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.49%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	99.99%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	98.88%	100%	99.86%

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
St Mary's University, Twickenham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stanmore College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.51%	100%	100%	99.96%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Queens House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The 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%	100%	100%	100%	100%	100%	100%	99.88%	100%	100%	100%	>99.99%
The Institute of Cancer Research: Royal Cancer Hospital	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Quality Assurance Agency for Higher Education, Carlton House Terrace											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 West London, Brentford	96.47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.71%
The University of West London, Ealing	93.32%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	99.90%	100%	99.42%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	99.90%	100%	99.94%
University College London, Kathleen Lonsdale Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	100%	>99.99%
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, Corbett Theatre					100%	97.72%	100%	100%	98.14%	100%	99.87%	100%	<12 Months

Service	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	12 Month Rolling Availability
University of Essex, Oakwood Hill Campus					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Greenwich, Greenwich Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Greenwich, Old Royal Naval College	100%	100%	100%	100%	98.90%	100%	100%	100%	100%	100%	100%	100%	99.91%
University of London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the Arts London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Wales Trinity Saint David, London	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Westminster	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Hayes Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	99.98%
Wellcome Trust Sanger Institute											100%	100%	<12 Months
West Suffolk College, Out Risbygate												100%	<12 Months
West Thames College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster Kingsway College	93.03%	100%	100%	100%	100%	>99.99%	100%	100%	100%	99.14%	100%	100%	99.35%
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%	99.51%	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 this month

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

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Carshalton College	02/11/2014 13:36	02/11/2014 14:03	00:00	00:27	Customer Unscheduled Maintenance	Site unscheduled maintenance
Carshalton College	02/11/2014 15:03	02/11/2014 15:27	00:00	00:24	Customer Unscheduled Maintenance	Site unscheduled maintenance
Carshalton College	02/11/2014 17:09	02/11/2014 17:23	00:00	00:14	Customer Unscheduled Maintenance	Site unscheduled maintenance
Carshalton College	03/11/2014 08:15	03/11/2014 08:29	00:00	00:14	Customer Unscheduled Maintenance	Site unscheduled maintenance
Carshalton College	03/11/2014 09:19	03/11/2014 09:33	00:00	00:14	Customer Unscheduled Maintenance	Site unscheduled maintenance
Hackney Community College	03/11/2014 19:03	03/11/2014 21:30	00:00	02:27	Customer Environment	Site power outage
St Dominic's Sixth Form College	04/11/2014 15:21	04/11/2014 15:46	00:00	00:25	Customer Environment	Customer power issues
Morley College Limited	05/11/2014 04:21	05/11/2014 08:56	00:00	04:35	Customer Environment	Customer power failure
London Grid for Learning Trust, Orpington via London	05/11/2014 16:10	05/11/2014 16:38	00:00	00:28	Customer Line	Low light levels on customer circuit
Havering Sixth Form College	07/11/2014 07:45	07/11/2014 08:06	00:00	00:21	Customer Equipment	Router issues at Havering Sixth Form College

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Carshalton College	07/11/2014 14:38	07/11/2014 15:05	00:00	00:27	Customer Scheduled Maintenance	Site scheduled maintenance
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	10/11/2014 09:23	10/11/2014 12:43	00:00	03:20	Customer Environment	Power cut
Havering Sixth Form College	11/11/2014 13:06	11/11/2014 13:17	00:00	00:11	Telco Equipment	Telco NTE crashed
Richmond Adult Community College, Parkshot Centre	11/11/2014 21:58	12/11/2014 07:04	00:00	09:06	Customer Scheduled Maintenance	Scheduled maintenance at Richmond Adult Community College
Carshalton College	12/11/2014 10:53	12/11/2014 13:07	00:00	02:14	Customer Configuration	Site firewall issue
Carshalton College	12/11/2014 13:26	12/11/2014 14:10	00:00	00:44	Customer Configuration	Site firewall issue
Carshalton College	12/11/2014 14:22	12/11/2014 15:24	00:00	01:02	Customer Configuration	Site firewall issue
Carshalton College	12/11/2014 16:59	12/11/2014 17:22	00:00	00:23	Customer Configuration	Site firewall issue
Havering Sixth Form College	14/11/2014 17:01	14/11/2014 18:29	00:00	01:28	Telco Equipment	Telco NTE crashed
Medical Research Council, NIMR, via Telecity Powergate	15/11/2014 11:30	16/11/2014 11:21	23:51	00:00	Telco Line	Fibre break
The Quality Assurance Agency for Higher Education, Carlton House Terrace	14/11/2014 17:51	17/11/2014 09:09	00:00	15:18	Customer Scheduled Maintenance	Customer scheduled maintenance
Croydon College	18/11/2014 00:12	18/11/2014 00:24	00:00	00:12	Telco Emergency Maintenance	Emergency maintenance affecting various circuits in London

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	18/11/2014 00:12	18/11/2014 00:24	00:00	00:12	Telco Emergency Maintenance	Emergency maintenance affecting various circuits in London
Association of Colleges	18/11/2014 00:12	18/11/2014 00:24	00:00	00:12	Telco Emergency Maintenance	Emergency maintenance affecting various circuits in London
Middlesex University, Greenford Datacentre	18/11/2014 07:13	18/11/2014 07:35	00:00	00:22	Regional Scheduled Maintenance	Scheduled maintenance
Middlesex University, Hendon Campus	18/11/2014 07:13	18/11/2014 07:35	00:00	00:22	Regional Scheduled Maintenance	Scheduled maintenance
Royal College of Music, via Imperial College	18/11/2014 12:46	18/11/2014 13:13	00:00	00:27	Customer Scheduled Maintenance	Site firewall maintenance
College of North West London	20/11/2014 10:20	20/11/2014 10:42	00:00	00:22	Customer Equipment	Router crashed
Royal College of Music, via Imperial College	20/11/2014 13:20	20/11/2014 14:04	00:00	00:44	Customer Scheduled Maintenance	Customer Scheduled Maintenance
Kingston College	21/11/2014 17:05	21/11/2014 17:52	00:00	00:47	Customer Unscheduled Maintenance	Site maintenance
Carshalton College	21/11/2014 17:54	21/11/2014 18:08	00:00	00:14	Customer Unscheduled Maintenance	Site maintenance
Newham College of Further Education, Stratford Campus	21/11/2014 15:03	21/11/2014 22:52	00:00	07:49	Telco Line	Fibre break affecting Newham College of Further Education
Amersham and Wycombe College	21/11/2014 23:01	22/11/2014 02:24	00:00	03:23	Telco Scheduled Maintenance	Telco scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Lambeth College	23/11/2014 09:43	23/11/2014 10:28	00:00	00:45	Customer Unscheduled Maintenance	Unscheduled maintenance at Lambeth College
Royal College of Music, via Imperial College	23/11/2014 13:38	24/11/2014 10:45	00:00	21:07	Customer Unscheduled Maintenance	Unscheduled Firewall maintenance at Royal College of Music
South Thames College, Merton Campus	24/11/2014 14:15	24/11/2014 14:56	00:00	00:41	Customer Environment	Power failure
London Business School, via ULCC	26/11/2014 05:18	26/11/2014 10:07	00:00	04:49	Customer Environment	Customer power supply failure.
Havering College of Further and Higher Education	26/11/2014 15:04	26/11/2014 15:41	00:00	00:37	MRS Configuration	Janet engineer shut down a port in error
Havering Sixth Form College	27/11/2014 11:48	28/11/2014 13:40	00:00	01:52	Telco Line	Fibre break
London School of Hygiene and Tropical Medicine, via Wolfson House	28/11/2014 18:47	30/11/2014 08:47	00:00	14:00	Regional Unscheduled Maintenance	Unscheduled maintenance
Birkbeck College, via Wolfson House	28/11/2014 18:47	30/11/2014 08:47	00:00	14:00	Regional Unscheduled Maintenance	Unscheduled maintenance
Institute of Education, University of London, via Wolfson House	28/11/2014 18:47	30/11/2014 08:47	00:00	14:00	Regional Unscheduled Maintenance	Unscheduled maintenance