



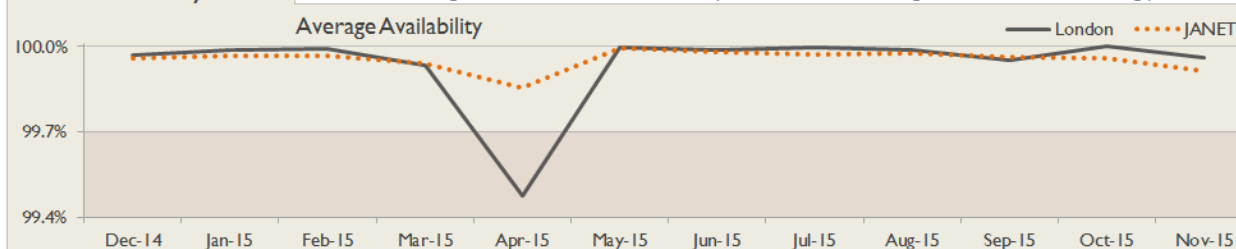
London Service Report

November 2015

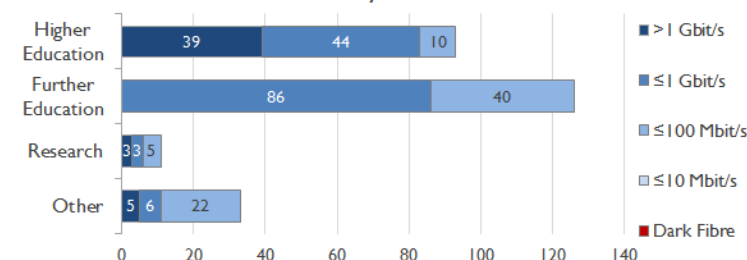


Service Reliability

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



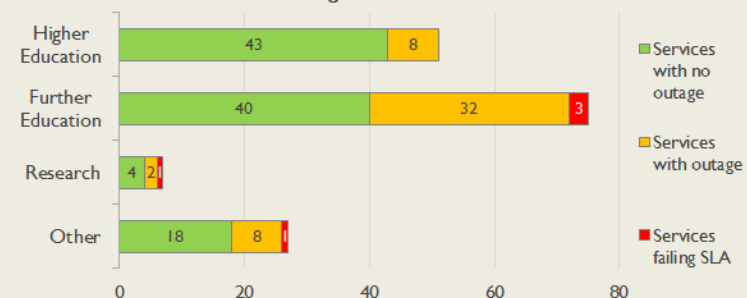
Connections in London by Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Nov 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	17	99.94%	330	99.91%	37	99.95%	243
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
9h 26m		0.59		5h 20m		0.71	
Based on 229 faults over the last 24 months				Based on 1493 faults over the last 24 months			

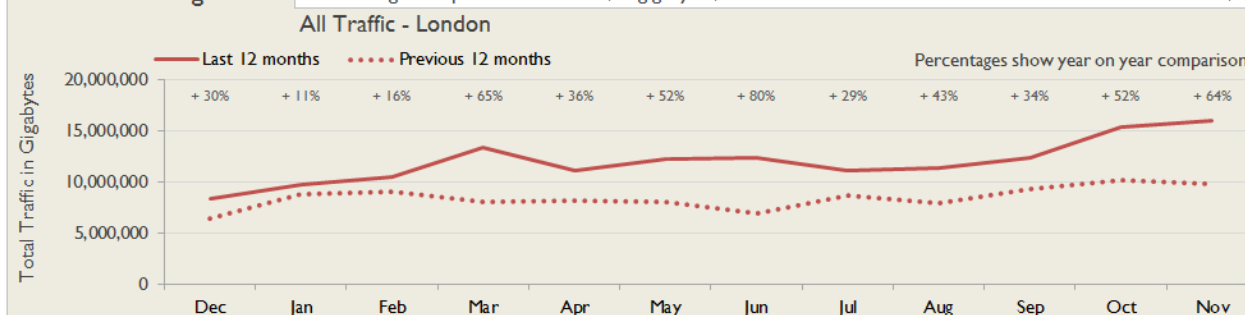
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

London Service Outages - Last 12 Months

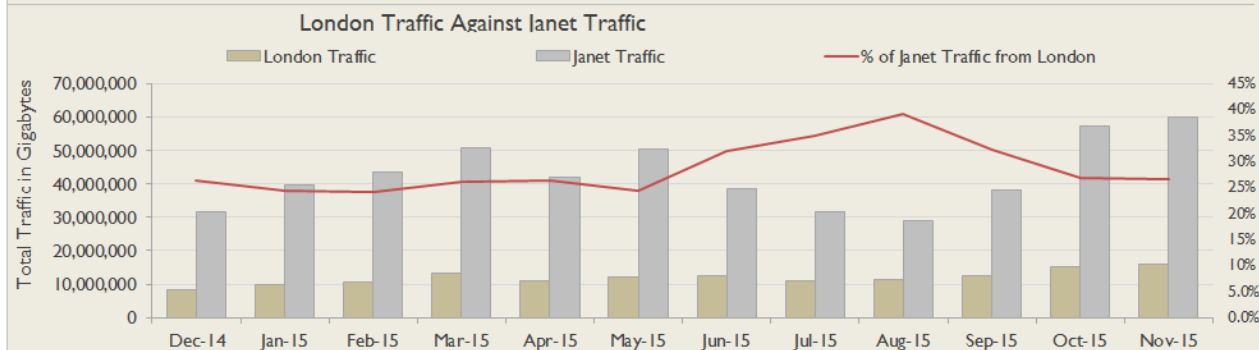


Connection Usage

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



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	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
Amersham and Wycombe College, Wycombe Campus		100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	>99.99%
Association of Colleges	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bangor University, Bangor Business School - London Centre	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%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	99.00%	100%	100%	99.92%
Barnet and Southgate College, Wood Street Campus	100%	99.97%	100%	100%	100%	100%	100%	100%	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%	99.04%	100%	100%	100%	100%	100%	100%	100%	100%	99.92%
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%	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%
Brooksby Melton College, Melton Campus	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	99.40%	100%	100%	99.90%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 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%	100%	100%	100%	100%	100%	100%	<12 Months
Burton and South Derbyshire College, South Derbyshire Campus						100%	100%	100%	100%	99.60%	100%	100%	<12 Months
Camden London Borough Council, Personal & Community Development	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%
Chesterfield College, Automotive Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
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 College Norwich, via Telehouse West						100%	100%	100%	100%	99.60%	100%	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%
Cleveland College of Art and Design, Hartlepool Campus								100%	100%	100%	100%	100%	<12 Months
College of North West London	99.96%	98.77%	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	97.01%	99.63%
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%	98.71%	100%	100%	100%	100%	100%	100%	100%	99.89%
Croydon College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ealing, Hammersmith and West London College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Berkshire College, Langley Campus	99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
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%	100%	100%	100%	99.60%	100%	100%	99.97%
Farnborough College of Technology, Ground Floor, Boundary Road				100%	100%	100%	100%	100%	100%	99.60%	100%	100%	<12 Months
Fashion Retail Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome 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%
Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Guildford College of Further and Higher Education*	100%	100%	100%	100%	100%	100%				100%	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%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Halesowen College, Coombs Wood Business Centre				99.60%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Halesowen College, Whittingham Road, via Telecity Powergate				99.60%	100%	100%	100%	99.59%	100%	100%	100%	100%	<12 Months
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	100%	99.97%
Harrow College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartlepool College of Further Education, via Telehouse West			100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	<12 Months
Havering College of Further and Higher Education*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Havering Sixth Form College*	99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Hertford Regional College, Ware Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
Heythrop College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Highbury College, City of Portsmouth Centre		100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	<12 Months

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
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%	99.73%	100%	100%	100%	100%	98.53%	99.86%
Hillingdon London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hugh Baird College, via Telehouse West	100%	100%	100%	100%	96.62%	100%	100%	100%	100%	99.60%	100%	100%	99.69%
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
ifs University College, London Campus	99.88%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Brettenham House*	100%	100%	100%	100%	95.84%	100%	100%	100%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House									100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	99.58%	100%	100%	100%	100%	100%	99.97%
Kensington and Chelsea College	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
King's College London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College	98.56%	100%	100%	100%	100%	100%	99.73%	>99.99%	100%	100%	100%	98.53%	99.73%
Kingston University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lakes College West Cumbria, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
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%	100%	100%	99.60%	100%	100%	99.97%
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%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
London Borough of Brent, Personal & Community Development	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	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%
London Borough of Harrow, Personal & Community Development	100%	100%	99.25%	99.60%	100%	100%	99.50%	100%	100%	100%	100%	100%	99.86%
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%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Tower Hamlets, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	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 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%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
London South Bank University, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough College, via Telehouse West								100%	100%	99.60%	100%	100%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	99.99%
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%	42.01%	100%	100%	100%	97.91%	100%	100%	99.67%	94.97%
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Myerscough College, Additional Connection		100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	<12 Months
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%
North Hertfordshire College, Hitchin Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
North Warwickshire and Hinckley College, Hinckley Campus	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Northampton College, via Telecity Powergate			100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough Regional College, Additional Connection	100%	100%	100%	99.60%	100%	100%	99.51%	100%	100%	100%	100%	100%	99.93%
Petroc, Brannams						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
Plymouth College of Art, Tavistock Place					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redcar and Cleveland College, via Telecity Powergate			100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rose Bruford College*	98.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
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, 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%	>99.99%	100%	100%	100%	100%	>99.99%
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%
Sandwell College, Bromwich Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Sandwell College, via Telehouse West			100%	99.60%	100%	100%	100%	100%	100%	99.60%	100%	100%	<12 Months
School of Oriental and African Studies*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shipleigh College, Exhibition Road					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Devon College, South West Energy Centre										100%	100%	100%	<12 Months

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
South Downs College, via Telecity Powergate				99.56%	100%	100%	100%	100%	100%	100%	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%	99.73%	100%	100%	100%	100%	98.53%	99.86%
Southport College, Additional Connection	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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 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%	100%	100%	100%	100%	100%	100%	99.97%
Stanmore College*	100%	100%	100%	100%	99.00%	100%	100%	100%	100%	100%	100%	100%	99.92%
Stockton Riverside College, via Telecity Powergate			100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Stoke-on-Trent College, Burslem Campus	100%	100%	99.29%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Suffolk New College, via Telecity Powergate				97.86%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Sunderland College, Washington Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate						100%	100%	100%	100%	100%	100%	100%	<12 Months
The Bournemouth and Poole College, North Road Campus				100%	100%	100%	100%	100%	100%	99.60%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	76.87%	100%	100%	100%	100%	100%	100%	100%	98.07%
The City of Liverpool College, The Learning Exchange	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	99.97%
The College of Haringey, Enfield and North East London, Enfield Centre	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
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 West Anglia, Wisbech Campus							100%	100%	100%	100%	100%	100%	<12 Months
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%	<12 Months
The Francis Crick Institute Limited, National Institute for Medical Research*	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
The Francis Crick Institute Limited, Cancer Research UK: London Research Institute	98.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
The Institute of Cancer Research: Royal Cancer Hospital*	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%	<12 Months
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%	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, Brentford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The University of West London, Ealing	99.27%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	99.94%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trinity Laban Conservatoire of Music and Dance*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University College London*	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
University College London, IOE Main Building*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Data Centre*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	>99.99%
University of East London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Loughton Campus	100%	99.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
University of Essex, Oakwood Hill Campus	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	100%	>99.99%
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%	100%	100%	100%	100%	100%	100%	<12 Months
University of Westminster*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Walsall College, via Telecity Powergate								100%	100%	100%	100%	100%	<12 Months
Waltham Forest College	99.67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Warwickshire College, Leamington Centre via Telecity Powergate			100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Suffolk College, Additional Connection	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
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%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Westminster Kingsway College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wirral Metropolitan College, Conway Park Campus	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	12 Month Rolling Availability
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
Hertford Regional College, Ware Campus	01/11/2015 13:10	01/11/2015 13:26	00:00	00:16	Customer Environment	Power outage at site
Croydon College, via Telecity Powergate	01/11/2015 12:06	01/11/2015 22:39	00:00	10:33	Telco Line	Fibre break
Hillcroft College	01/11/2015 12:06	01/11/2015 22:39	00:00	10:33	Telco Line	Fibre break
Kingston College	01/11/2015 12:06	01/11/2015 22:39	00:00	10:33	Telco Line	Fibre break
South Thames College, Merton Campus	01/11/2015 12:06	01/11/2015 22:39	00:00	10:33	Telco Line	Fibre break
Roehampton University, Digby Stuart College	01/11/2015 12:06	01/11/2015 23:14	00:00	11:08	Telco Line	Fibre break
St George's Hospital Medical School, Horton Halls	01/11/2015 12:06	01/11/2015 23:14	00:00	11:08	Telco Line	Fibre break
Kingston University, Kingston Hill Campus	01/11/2015 12:06	01/11/2015 23:50	00:00	11:44	Telco Line	Fibre break
Shipleigh College, Exhibition Road	02/11/2015 06:19	02/11/2015 07:00	00:00	00:41	Customer Environment	Wide area power failure
Halesowen College, Coombs Wood Business Centre	04/11/2015 17:25	04/11/2015 18:11	00:00	00:46	Customer Scheduled Maintenance	Customer power maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	04/11/2015 18:36	04/11/2015 21:00	00:00	02:24	Customer Scheduled Maintenance	Scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
College of North West London	10/11/2015 17:42	11/11/2015 16:09	00:55	21:32	Telco Line	Fibre break
Kingston University, Penrhyn Road Campus	12/11/2015 11:54	12/11/2015 12:17	00:00	00:23	Customer Equipment	UPS failure at customer DC
Greenwich Community College	16/11/2015 07:03	16/11/2015 07:14	00:00	00:11	Customer Unscheduled Maintenance	Customer unscheduled maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	21/11/2015 10:26	21/11/2015 14:18	00:00	03:52	Customer Scheduled Maintenance	Site power maintenance
Petroc, Brannams	22/11/2015 11:57	23/11/2015 04:06	00:00	16:09	Unknown	Unknown RFO
University for the Creative Arts, Data Centre, Link I	21/11/2015 11:05	24/11/2015 07:28	00:00	68:23	Customer Equipment	Issue with site chassis control subsystem
Medical Research Council, Head Office (London)	24/11/2015 09:41	24/11/2015 12:05	00:00	02:24	Telco Other	IOS issues on Vodafone's core network
Imperial War Museum, IWM London	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
Lewisham Southwark College, Depford Campus	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
London School of Economics and Political Science, via ULCC	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
London South Bank University, Borough Road	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
Morley College Limited	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of Greenwich, Greenwich Campus	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
University of the Arts London, London College of Communication	25/11/2015 00:39	25/11/2015 02:02	00:00	01:23	Telco Maintenance	Emergency power shut down under request from Thames Water due to a major water leak
Buckinghamshire New University, Uxbridge Campus	25/11/2015 16:17	25/11/2015 16:48	00:00	00:31	Customer Scheduled Maintenance	Customer scheduled maintenance
Brunel University London, Uxbridge, via Imperial College	26/11/2015 18:02	27/11/2015 19:04	00:00	25:02	Telco Line	Fibre break
National Institute for Biological Standards and Control	28/11/2015 22:51	29/11/2015 00:19	00:00	01:28	Customer Environment	Local area power outage