

janet

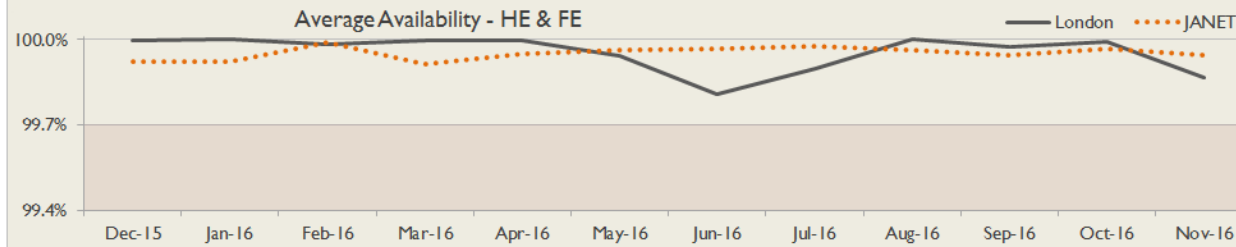
London Service Report

November 2016



Service Reliability

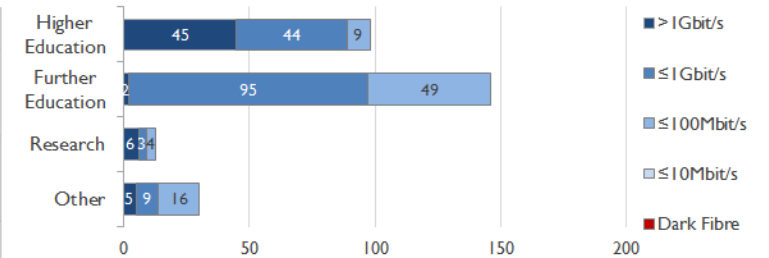
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period



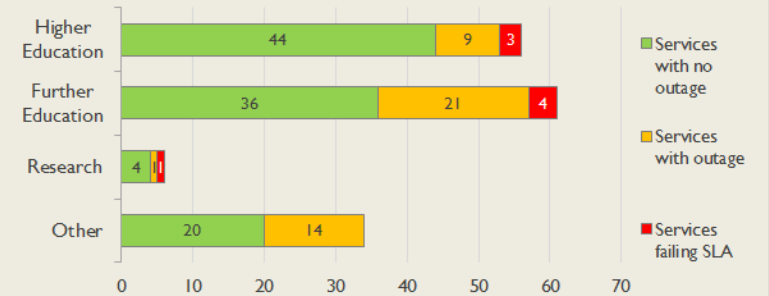
Average Availability of HE & FE Services in London				Average Availability of HE & FE Services in Janet			
Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Nov 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.87%	58	99.95%	242	99.95%	24	99.95%	244
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 32m		0.54		5h 58m		0.62	
Based on 140 faults over the last 24 months				Based on 1132 faults over the last 24 months			

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

Connections in London by Contractual Bandwidth

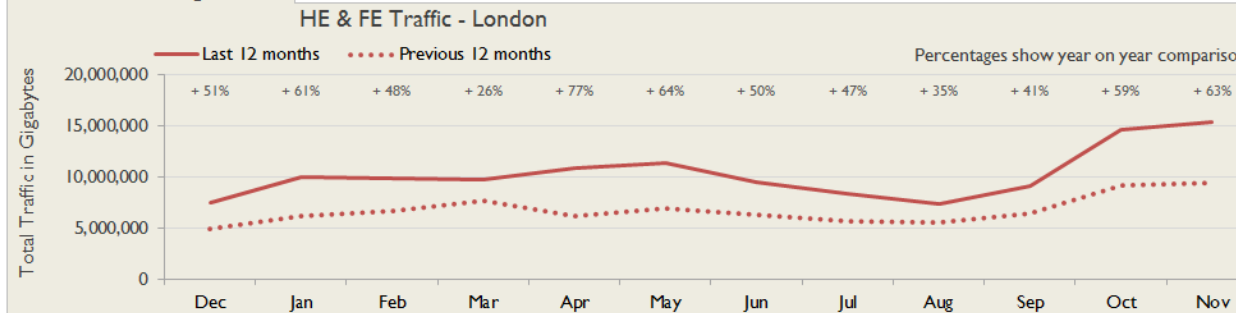


London Service Outages - Last 12 Months

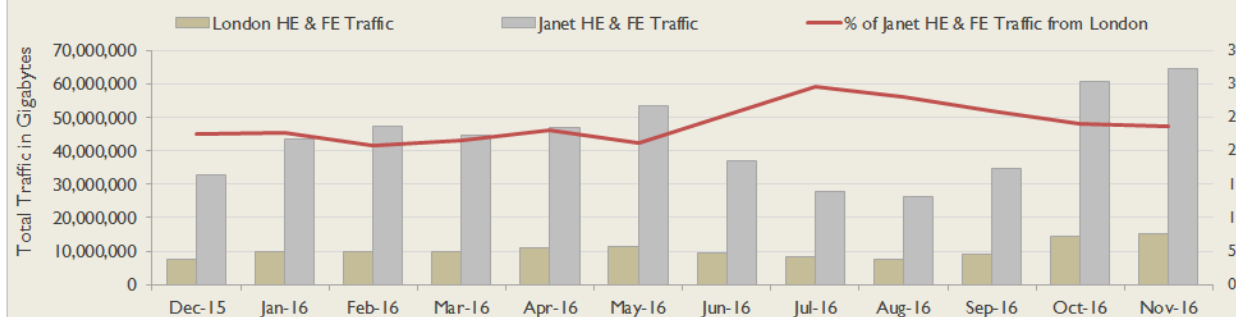


Connection Usage

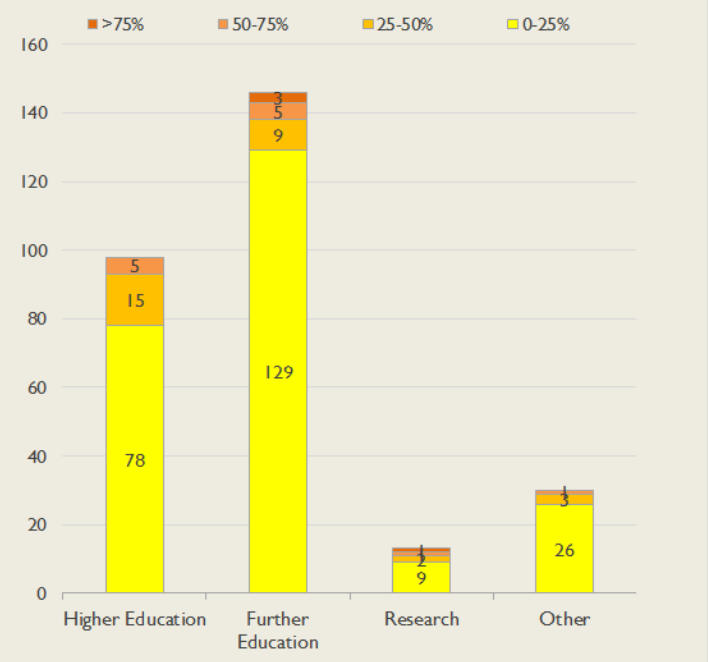
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



London HE & FE Traffic Against Janet HE & FE Traffic



% Utilisation of Available Contractual 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 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	100%	100%	99.95%	100%	100%	100%	100%	100%	95.30%	99.60%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	>99.99%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
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%
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%	99.43%	100%	100%	99.95%
Bromley College of Further and Higher Education, Greenwich Community College	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%	98.01%	99.83%
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%	99.57%	99.96%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	99.83%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	99.95%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
City College Brighton and Hove, East Campus				100%	100%	100%	100%	100%	100%	100%	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 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	100%	100%	100%	100%	100%	100%	94.85%	100%	100%	100%	100%	99.57%	99.54%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	99.16%	100%	100%	100%	100%	99.93%
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%
Ealing, Hammersmith & West London College *	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%
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	>99.99%
Goldsmiths' College, Link 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	99.95%
Goldsmiths' College, Link 2	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%	100%	99.94%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Guildhall School of Music and Drama	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
Imperial College of Science, Technology and Medicine *	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%	99.43%	100%	100%	99.95%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
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%	100%	100%	100%	100%	99.74%	99.57%	<12 Months
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	99.38%	100%	100%	100%	100%	100%	95.52%	100%	100%	99.43%	100%	100%	99.53%
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%	97.93%	100%	100%	100%	100%	99.83%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
London Business School *	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, 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%
London South Bank University, Telecity Harbour Exchange			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Loughborough University, London to Holywell						100%	100%	100%	100%	100%	100%	100%	<12 Months
Loughborough University, London to Haselgrave						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
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%
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	93.23%	100%	100%	100%	100%	100%	95.30%	99.04%
Middlesex University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
Morley College Limited	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	99.43%	100%	100%	99.93%
Nash College	100%	100%	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	100%	99.63%
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%	99.52%	100%	100%	100%	100%	99.96%
Petroc, Mid Devon Campus	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%
Ravensbourne *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	99.83%
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%	95.52%	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 College of Art, Kensington Gore	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.67%	99.97%
Royal College of Art, Battersea Campus	100%	100%	100%	100%	100%	100%	95.31%	100%	100%	100%	99.49%	100%	99.57%
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	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	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%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	99.83%
South Thames College, Merton Campus	100%	100%	98.15%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.81%
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%
St Charles Catholic Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
St Dominic's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	99.96%
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%
The British School of Osteopathy												100%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	99.16%	100%	100%	100%	99.57%	99.89%
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 Academy of Music and Dramatic Art	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 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%	99.77%	100%	100%	100%	100%	100%	100%	99.57%	99.95%
The Open University, Camden	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%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, City and Islington College [1] *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, City and Islington College [2]											100%	100%	<12 Months
The WKCIC Group, City and Islington College [3]											100%	100%	<12 Months
Tower Hamlets College, Arbour Square		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.57%	<12 Months
Tower Hamlets College, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Poplar	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%	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%	<12 Months
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	100%	>99.99%
University for the Creative Arts, Data Centre *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath, London									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 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 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%

Service	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	12 Month Rolling Availability
University of Westminster *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus *	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	100%	99.83%
Waltham Forest College, via Telecitey Powergate			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
West Suffolk College	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	100%	100%	100%	>99.99%
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	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
Barnet and Southgate College, Wood Street Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Barnet and Southgate College, Wood Street Campus	24/11/2016 11:52	24/11/2016 12:12	00:00	00:20	Customer Equipment	Customer NTE fault
Bromley College of Further and Higher Education, Bexley College	30/11/2016 01:02	30/11/2016 01:25	00:00	00:23	Telco Maintenance	Telco scheduled maintenance
Brooke House Sixth Form College	24/11/2016 23:22	25/11/2016 13:41	00:00	14:19	Telco Line	Fibre bend in patch at Telco exchange
Christ the King Sixth Form College, St Mary's	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
The City Literary Institute, Keeley Street	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Coulsdon Sixth Form College	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
University of East London, Stratford Campus	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
Ealing, Hammersmith & West London College, Ealing Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Havering Sixth Form College, via Telecity Powergate	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
Heythrop College, via Stewart House	25/11/2016 13:55	28/11/2016 16:42	20:02	54:45	Telco Line	Faulty patch cables at Virgin Media exchange

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The London Institute of Banking & Finance, London Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Kensington and Chelsea College	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
King's College London, Strand Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Kingston University, Penrhyn Road Campus	04/11/2016 18:06	04/11/2016 21:52	00:00	03:46	Customer Environment	Customer power supply failure
Kingston University, Penrhyn Road Campus	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
Kingston University, Penrhyn Road Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Kingston University, Penrhyn Road Campus	22/11/2016 20:19	22/11/2016 21:10	00:00	00:51	Customer Equipment	Failed customer UPS
London Business School, Regent's Park Centre	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
London School of Economics and Political Science, via Kings College	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
South Thames College, Merton Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Middlesex University, Hendon Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Middlesex University, Enfield Datacentre	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
Middlesex University, Enfield Datacentre	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Queen Mary University of London, Mile End Road	02/11/2016 14:27	02/11/2016 17:19	00:00	02:52	Customer Maintenance	Site testing
Queen Mary University of London, Mile End Road	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Richmond upon Thames College, via Telecity Powergate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Royal Academy of Music, Marylebone Road	07/11/2016 08:33	07/11/2016 08:46	00:00	00:13	Customer Maintenance	Scheduled maintenance
Royal Academy of Music, Marylebone Road	09/11/2016 07:33	09/11/2016 10:47	00:00	03:14	Customer Maintenance	Site maintenance
Royal Academy of Music, York Gate	09/11/2016 07:33	09/11/2016 10:47	00:00	03:14	Customer Maintenance	Site maintenance
Royal Academy of Music, York Gate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Royal College of Art, Kensington Gore	21/11/2016 18:59	21/11/2016 22:14	00:51	02:24	Regional Equipment	Media converter failure at b-end
The Royal Veterinary College, Hawkshead Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
The Royal Veterinary College, Hawkshead Campus	24/11/2016 11:50	24/11/2016 13:00	00:00	01:10	Customer Equipment	Customer NTE fault
St Charles Catholic Sixth Form College	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
St Dominic's Sixth Form College	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
St George's University of London, Cranmer Terrace	23/11/2016 05:15	23/11/2016 09:34	00:00	04:19	Customer Equipment	NTE at site crashed
Stanmore College, via Telecity Powergate	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The University of West London, Ealing, Brentford	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Uxbridge College, Uxbridge Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
West Thames College, Feltham Skills Centre	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Coventry University, London Campus, via Telecity	29/11/2016 07:00	29/11/2016 07:15	00:00	00:15	Regional Maintenance	Scheduled maintenance
Coventry University, London Campus, via Telehouse	22/11/2016 07:00	22/11/2016 07:20	00:00	00:20	Regional Maintenance	Scheduled router maintenance at Telehouse North London
Glasgow Caledonian University, GCU London	29/11/2016 07:00	29/11/2016 07:15	00:00	00:15	Regional Maintenance	Scheduled maintenance
Middlesex University, Plat Hall	08/11/2016 15:03	10/11/2016 00:53	00:00	33:50	Telco Line	Fibre break caused by explosion in London underground
Mary Ward Settlement, Great Turnstile	29/11/2016 07:00	29/11/2016 07:15	00:00	00:15	Regional Maintenance	Scheduled maintenance
London Business School, Outsourcery	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Buckinghamshire New University, Uxbridge Campus	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
Buckinghamshire New University, Uxbridge Campus	23/11/2016 21:22	24/11/2016 01:19	00:00	03:57	Telco Maintenance	Telco scheduled maintenance
The Open University, Camden	11/11/2016 18:40	11/11/2016 19:26	00:00	00:46	Customer Maintenance	Site power maintenance
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	12/11/2016 16:53	12/11/2016 18:19	00:00	01:26	Customer Environment	Wide area power outage
Tower Hamlets College, Arbour Square	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Kingston College, Kingston and Sutton Educational Partnership	18/11/2016 20:05	18/11/2016 23:11	00:00	03:06	Regional Equipment	Card crash at Powergate
London South Bank University, Telecity Harbour Exchange	29/11/2016 07:00	29/11/2016 07:15	00:00	00:15	Regional Maintenance	Scheduled maintenance
University of Bath, London	17/11/2016 04:26	17/11/2016 09:42	00:00	05:16	Customer Environment	Power failure