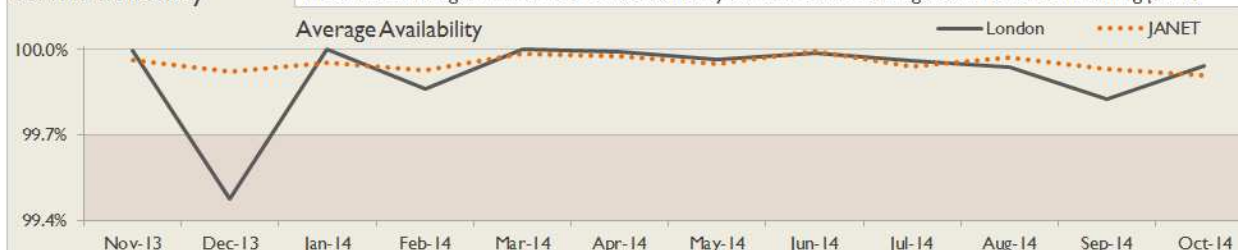# janet

London Service Report

October 2014

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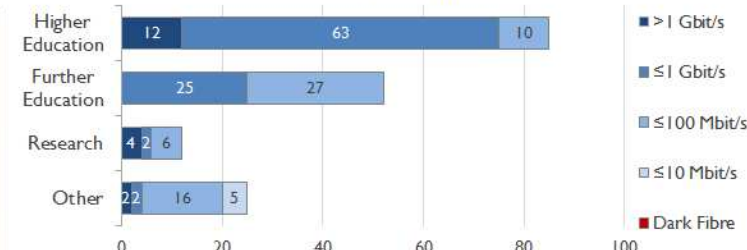
The SLA sets a target minimum of 99.7% availability for each service averaged over a 12 month rolling period

Average Availability

Legend: — London ···· JANET

y-axis: 100.0%, 99.7%, 99.4%
x-axis: Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14

Connections in London by Bandwidth

Higher Education	12	63	10
Further Education	25	27
Research	4 2 6
Other	22 16 5

Legend: ■ >1 Gbit/s ■ ≤1 Gbit/s ■ ≤100 Mbit/s ■ ≤10 Mbit/s ■ Dark Fibre

x-axis: 0, 20, 40, 60, 80, 100

Average Availability of All Services in London				Average Availability of All Services in Janet			
Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2014	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.94%	25	99.91%	456	99.91%	40	99.95%	251
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
10h 46m		0.70		5h 05m		0.75	
Based on 182 faults over the last 24 months				Based on 1467 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

Higher Education	33	13	2
Further Education	23	19	5
Research	4 1
Other	9	6	6

Legend: ■ Services with no outage ■ Services with outage ■ Services failing SLA
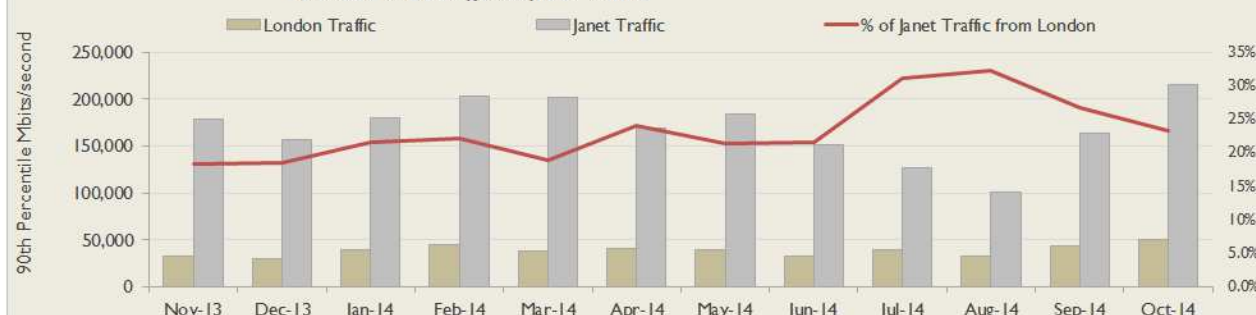
x-axis: 0, 10, 20, 30, 40, 50, 60

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

All Traffic - London

Legend: — Last 12 months ···· Previous 12 months

Percentages show year on year comparison

+ 35% + 53% + 69% + 77% + 62% + 73% + 80% + 58% + 108% + 88% + 126% + 77%

y-axis (90th Percentile Mbits/second): 0, 10,000, 20,000, 30,000, 40,000, 50,000, 60,000
x-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct

Usage by Connection - % of Available Bandwidth at 90th Percentile

Legend: ■ >75% ■ 50-75% ■ 25-50% ■ 0-25%

Higher Education: 4, 6, 12, 63
Further Education: 3, 3, 11, 35
Research: 1, 11
Other: 1, 2, 21

y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80, 90

London Traffic Against Janet Traffic

Legend: ■ London Traffic ■ Janet Traffic — % of Janet Traffic from London

Left y-axis (90th Percentile Mbits/second): 0, 50,000, 100,000, 150,000, 200,000, 250,000
Right y-axis: 0.0%, 5.0%, 10%, 15%, 20%, 25%, 30%, 35%
x-axis: Nov-13, Dec-13, Jan-14, Feb-14, Mar-14, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14

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	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 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%	100%	>99.99%	100%	100%	100%	99.14%	100%	99.93%
Bangor University, Bangor Business School					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%	<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%	100%	>99.99%	100%	100%	100%	99.14%	100%	99.93%
Bromley College of Further and Higher Education, Orpington Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	98.68%	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	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 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%
City University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	95.84%	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%	100%	>99.99%	100%	100%	100%	99.14%	100%	99.93%
Ealing, Hammersmith and West London College, Hammersmith Campus	100%	95.24%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%
East Berkshire College, Langley Campus	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Esher College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.40%	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%	100%	98.78%	99.90%
Havering College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.14%	100%	99.93%
Havering Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	99.78%	100%	99.16%	100%	99.91%
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%	94.58%	100%	100%	100%	99.55%
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	99.98%
ifs University College, London Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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%	99.44%	99.18%	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%	100%	99.64%	99.97%
Kingston College	100%	100%	100%	79.83%	100%	100%	100%	100%	100%	100%	100%	100%	98.32%
Kingston University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%		>99.99%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Brent, Personal & Community Development	100%	93.71%	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%	100%	99.51%	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	100%	93.17%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%
London Borough of Harrow, Personal & Community Development	100%	93.04%	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%	100%	99.98%	100%	100%	100%	100%	>99.99%
London Borough of Islington, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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%
Redbridge College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.88%	100%	99.82%
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%	100%	99.90%	>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	100%	93.15%	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%	100%	99.90%	>99.99%
Royal Holloway and Bedford New College, Olympics	100%	100%	100%	100%	100%	100%	100%	100%	99.81%	100%	100%	99.90%	99.98%
Royal Holloway and Bedford New College, Physics Link	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	>99.99%
School of Oriental and African Studies	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.54%	99.90%	99.87%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	100%	93.84%	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%	100%	99.87%	99.99%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	98.88%	99.86%
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%	100%	99.51%	100%	99.96%

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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%	100%	99.88%	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%	<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	100%	96.47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.71%
The University of West London, Ealing	100%	93.32%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	99.90%	99.42%
Tower Hamlets College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.44%	99.90%	99.94%
University College London, Kathleen Lonsdale Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%	>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%	<12 Months
University of Essex, Oakwood Hill Campus						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%	100%	98.90%	100%	100%	100%	100%	100%	100%	99.91%

Service	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	12 Month Rolling Availability
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%	100%	99.81%	100%	99.98%
Wellcome Trust Sanger Institute												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	100%	93.03%	100%	100%	100%	100%	>99.99%	100%	100%	100%	99.14%	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%	100%	99.51%	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
Goldsmiths' College, via ULCC	30/09/2014 23:56	01/10/2014 00:09	00:00	00:13	Customer Scheduled Maintenance	Site maintenance
Royal Holloway and Bedford New College, Olympics, CampusNet	05/10/2014 18:31	05/10/2014 18:42	00:00	00:11	Unknown	Unknown
London Borough of Camden, Personal & Community Development	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
European Bioinformatics Institute, via Cambridge	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
London Grid for Learning Trust, Orpington via London	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
East Berkshire College, Langley Campus	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
London Grid for Learning Trust, Poplar via London	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
University of East Anglia, Norwich Campus, via Lowdham	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
London Borough of Bromley, Education and Care Directorate	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Business School, Outsourcery	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
The University of West London, Brentford	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
Uxbridge College, Uxbridge Campus	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
West Thames College, Feltham Skills Centre	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
London Borough of Hillingdon Adult & Community Learning, Personal & Community Development	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
St Dominic's Sixth Form College	07/10/2014 07:07	07/10/2014 07:13	00:00	00:06	Regional Scheduled Maintenance	Scheduled maintenance at Telecity Powergate
Royal Borough of Kingston upon Thames, Personal & Community Development	07/10/2014 07:31	07/10/2014 07:36	00:00	00:05	Regional Scheduled Maintenance	Scheduled maintenance at Telehouse West
Working Men's College	07/10/2014 07:17	07/10/2014 07:40	00:00	00:23	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Trinity Laban Conservatoire of Music and Dance, Faculty of Dance	09/10/2014 13:08	09/10/2014 14:23	00:00	01:15	Telco Configuration	Repeating VM Telco looping problem
Imperial War Museum, IWM London	09/10/2014 13:11	09/10/2014 14:24	00:00	01:13	Telco Configuration	Repeating VM Telco looping problem
The Royal Veterinary College, Hawkshead Campus	13/10/2014 20:37	13/10/2014 23:03	00:00	02:26	Customer Environment	Customer power issue

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Royal Veterinary College, Hawkshead Campus	14/10/2014 01:45	14/10/2014 07:31	00:00	05:46	Customer Environment	Customer power failure
Kingston University, Penrhyn Road via Imperial College (2)	14/10/2014 07:23	14/10/2014 07:58	00:00	00:35	Customer Scheduled Maintenance	Scheduled maintenance
Esher College	15/10/2014 00:18	15/10/2014 04:45	00:00	04:27	Telco Unscheduled Maintenance	Telco unscheduled maintenance
St Francis Xavier Sixth Form College	15/10/2014 00:17	15/10/2014 08:39	00:00	08:22	Telco Unscheduled Maintenance	Maintenance we were not made aware of then telco repeating soft loop error
Carshalton College	15/10/2014 00:17	15/10/2014 09:40	00:00	09:23	Telco Unscheduled Maintenance	Maintenance we were not made aware of then telco repeating soft loop error
City University, via King's College	15/10/2014 17:31	15/10/2014 19:46	00:00	02:15	Denial of Service	DOS Attack
St Mary's University, Twickenham, via ULCC	15/10/2014 23:59	16/10/2014 01:03	00:00	01:04	Unknown	Unknown
St Dominic's Sixth Form College	16/10/2014 01:21	16/10/2014 09:18	07:00	00:57	Telco Equipment	Telco equipment fault
Harrow College, Harrow Weald Campus	16/10/2014 00:18	16/10/2014 09:24	00:00	09:06	Telco Equipment	Telco equipment fault
London Metropolitan University, City Campus	16/10/2014 17:00	16/10/2014 19:35	00:00	02:35	Customer Equipment	Internal link failure
West Thames College, Feltham Skills Centre	16/10/2014 17:10	16/10/2014 20:07	00:00	02:57	Customer Environment	Local power outage
Middlesex University, Hendon Campus	19/10/2014 00:50	19/10/2014 15:16	00:00	14:26	Customer Environment	Site power outage
University of Essex, Corbett Theatre	20/10/2014 11:35	20/10/2014 12:33	00:00	00:58	Telco Equipment	Telco router crashed

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Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Middlesex University, Platt Halls	20/10/2014 21:35	20/10/2014 23:52	00:00	02:17	Customer Environment	Power issues at Middlesex University, Platt Halls
Kingston University, Penrhyn Road via Imperial College (2)	21/10/2014 07:00	21/10/2014 07:30	00:00	00:30	Customer Scheduled Maintenance	Site maintenance
ifs University College, London Campus	23/10/2014 04:18	23/10/2014 04:20	00:00	00:02	Telco Scheduled Maintenance	Scheduled maintenance affecting various sites within the London Region
Mary Ward Settlement, Queen Square	23/10/2014 04:23	23/10/2014 04:24	00:00	00:01	Telco Scheduled Maintenance	Scheduled maintenance affecting various sites within the London Region
Higher Education Funding Council for England, London Office	23/10/2014 04:13	23/10/2014 04:27	00:00	00:14	Telco Scheduled Maintenance	Scheduled maintenance affecting various sites within the London Region
Hackney Community College	23/10/2014 04:10	23/10/2014 04:29	00:00	00:19	Telco Scheduled Maintenance	Scheduled maintenance affecting various sites within the London Region
Jisc, Brettenham House	23/10/2014 04:15	23/10/2014 04:29	00:00	00:14	Telco Scheduled Maintenance	Scheduled maintenance affecting various sites within the London Region
Carshalton College	24/10/2014 17:13	24/10/2014 17:41	00:00	00:28	Telco Configuration	Duplex settings changed on A end
Middlesex University, Hendon Campus	25/10/2014 07:15	25/10/2014 22:02	00:00	14:47	Customer Scheduled Maintenance	Customer scheduled maintenance
Morley College Limited	26/10/2014 13:08	26/10/2014 15:51	00:00	02:43	Regional Equipment	Rack power issues KCL
King's College London, Opera Project	26/10/2014 13:09	26/10/2014 15:51	00:00	02:42	Regional Equipment	Power loss to rack at KCL
Woodhouse College	28/10/2014 02:31	28/10/2014 02:34	00:00	00:03	Telco Scheduled Maintenance	Scheduled maintenance within the London Region
University of Westminster, Harrow Campus	28/10/2014 08:56	28/10/2014 09:22	00:00	00:26	Customer Unscheduled Maintenance	Unscheduled site maintenance at University of Westminster - Harrow

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Bromley, Education and Care Directorate	29/10/2014 07:34	29/10/2014 07:52	00:00	00:18	Customer Unscheduled Maintenance	Site power works
West Thames College, Feltham Skills Centre	29/10/2014 09:20	29/10/2014 09:31	00:00	00:11	Customer Scheduled Maintenance	NEG carrying out testing for customer
Bromley College of Further and Higher Education, Orpington Campus	29/10/2014 22:17	29/10/2014 22:40	00:00	00:23	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
City of Westminster College, North Wharf Road Campus	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Amersham and Wycombe College	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Bromley College of Further and Higher Education, Orpington Campus	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Hillcroft College	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
John Ruskin College	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
London Borough of Hammersmith and Fulham, Personal & Community Development	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Stanmore College	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Uxbridge College, Uxbridge Campus	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Westminster Kingsway College	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Association of Colleges	29/10/2014 23:16	29/10/2014 23:33	00:00	00:17	Telco Scheduled Maintenance	Scheduled maintenance within the London Network
Imperial War Museum, IWM London	31/10/2014 00:36	31/10/2014 05:31	00:00	04:55	Telco Line	Telco soft loop issue

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Sir George Monoux College	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
University of the Arts London, Chelsea College of Art and Design	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
University of Westminster, Harrow Campus	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
West Thames College, Isleworth Campus	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Tower Hamlets College	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
The University of West London, Ealing	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Roehampton University, Digby Stuart College, Digby Stuart College	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Royal Holloway and Bedford New College, Physics Link, No III	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
London Business School, via ULCC	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
London School of Economics and Political Science, via ULCC	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
London School of Economics and Political Science, via Kings College	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
University College London, Kathleen Lonsdale Building	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Royal Holloway and Bedford New College, Physics Link, No I	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Royal Holloway and Bedford New College, RHUL Datacentre Building	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal Holloway and Bedford New College, Physics Link, No II	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Royal Holloway and Bedford New College, Egham Hill	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
London Business School, via Imperial college	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Royal Holloway and Bedford New College, Physics Link, No IIII	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
London Metropolitan University, City Campus	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
London Metropolitan University, Holloway Road	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Kingston University, Penrhyn Road via Imperial College (2)	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Kingston University, Kingston Hill	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Goldsmiths' College, via ULCC	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Roehampton University, Digby Stuart College, Whitelands College	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
Royal Holloway and Bedford New College, Olympics, CampusNet	31/10/2014 07:30	31/10/2014 08:15	00:00	00:45	Regional Configuration	Routing issues within the London Region
The University of West London, Ealing	31/10/2014 08:19	31/10/2014 09:14	00:00	00:55	Customer Other	Site have shutdown link due to routing issues
Carshalton College	31/10/2014 09:32	31/10/2014 09:57	00:00	00:25	Customer Scheduled Maintenance	Customer Scheduled Maintenance