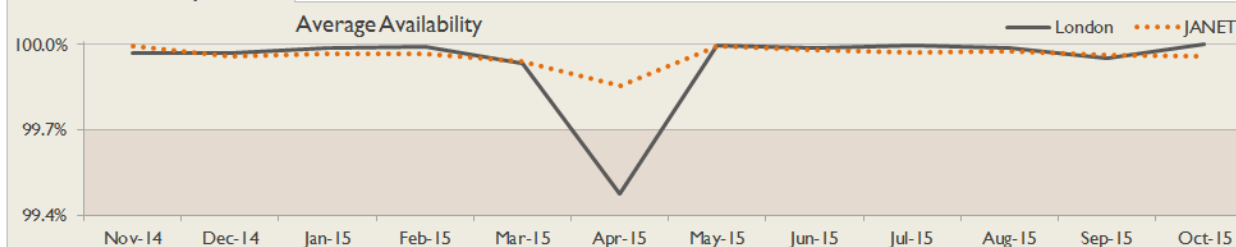# janet

London Service Report
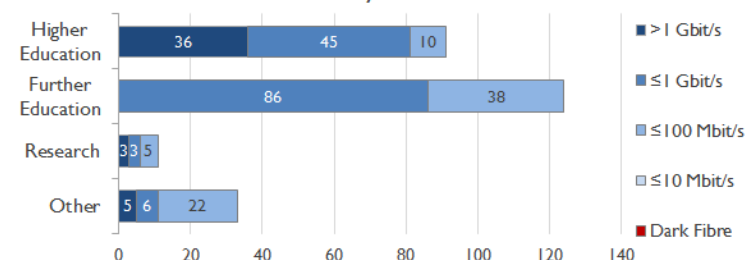
October 2015

Service Reliability

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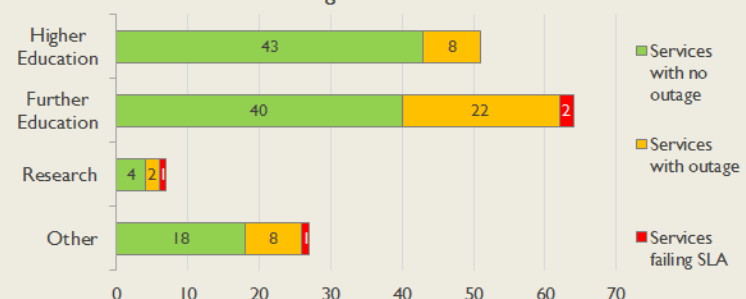
Average Availability

Legend: London — JANET

Y-axis: 100.0%, 99.7%, 99.4%
X-axis: Nov-14, Dec-14, Jan-15, Feb-15, Mar-15, Apr-15, May-15, Jun-15, Jul-15, Aug-15, Sep-15, Oct-15

	Oct 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
	Average Availability of All Services in London				**Average Availability of All Services in Janet**			
	>99.99%	0	99.94%	329	99.96%	19	99.96%	209

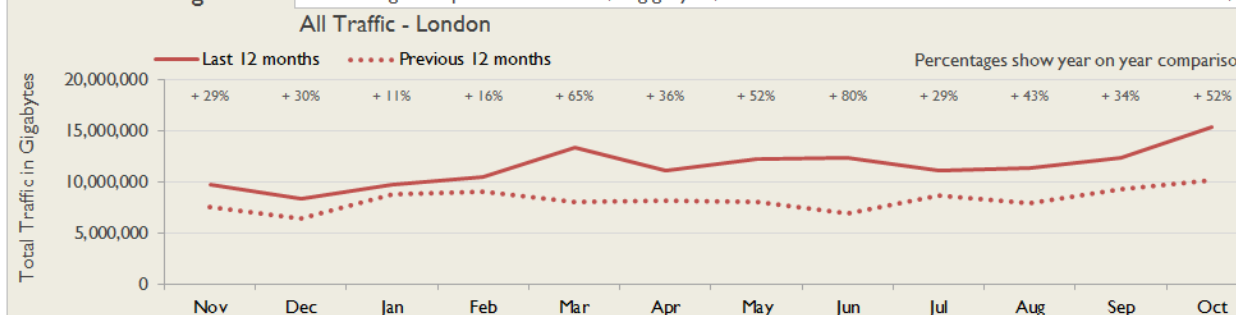| Mean Time to Repair	Average Faults per Service per Year	Mean Time to Repair	Average Faults per Service per Year
9h 20m	**0.59**	**5h 28m**	**0.67**
Based on 226 faults over the last 24 months		Based on 1385 faults over the last 24 months	

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

Connections in London by Bandwidth

Category	>1 Gbit/s	≤1 Gbit/s	≤100 Mbit/s	≤10 Mbit/s	Dark Fibre
Higher Education	36	45	10		
Further Education		86	38		
Research	33	5			
Other	5	6	22		

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

London Service Outages - Last 12 Months

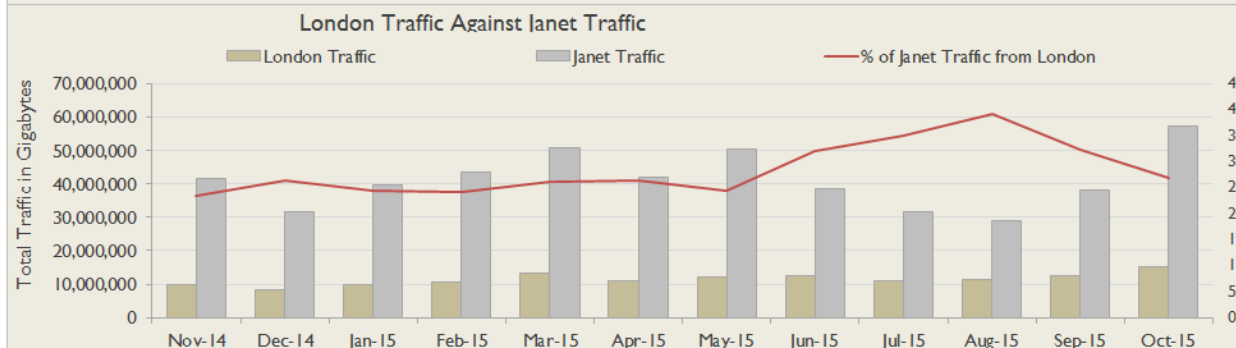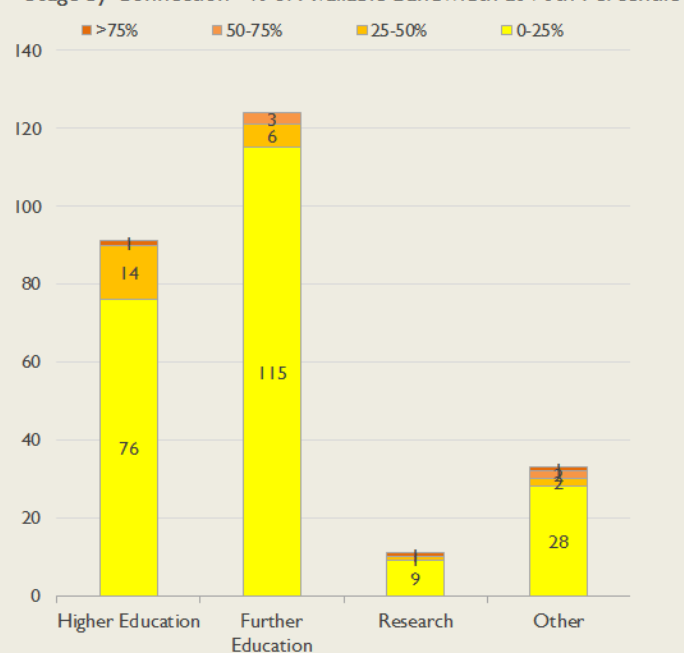| Category	Services with no outage	Services with outage	Services failing SLA
Higher Education	43	8	
Further Education	40	22	2
Research	4	2	1
Other	18	8	1

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

All Traffic - London

Legend: Last 12 months · · · Previous 12 months   Percentages show year on year comparison

Year on year comparison: + 29%, + 30%, + 11%, + 16%, + 65%, + 36%, + 52%, + 80%, + 29%, + 43%, + 34%, + 52%

Y-axis: Total Traffic in Gigabytes (20,000,000; 15,000,000; 10,000,000; 5,000,000; 0)
X-axis: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct

London Traffic Against Janet Traffic

Legend: London Traffic, Janet Traffic, % of Janet Traffic from London

Y-axis (left): Total Traffic in Gigabytes (70,000,000; 60,000,000; 50,000,000; 40,000,000; 30,000,000; 20,000,000; 10,000,000; 0)
Y-axis (right): 45%, 40%, 35%, 30%, 25%, 20%, 15%, 10%, 5.0%, 0.0%
X-axis: Nov-14, Dec-14, Jan-15, Feb-15, Mar-15, Apr-15, May-15, Jun-15, Jul-15, Aug-15, Sep-15, Oct-15

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

Legend: ▪ >75% ▪ 50-75% ▪ 25-50% ▫ 0-25%

Category	0-25%	25-50%	50-75%	>75%
Higher Education	76	14	1	
Further Education	115	6	3	
Research	9	1		
Other	28	2	3	1

Y-axis: 140, 120, 100, 80, 60, 40, 20, 0

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 agenst its availability figures

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Amersham and Wycombe College, Wycombe Campus			100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	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%	100%	>99.99%	100%	99.00%	100%	99.92%
Barnet and Southgate College, Wood Street Campus	100%	100%	99.97%	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%	100%	99.04%	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	99.63%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	99.40%	100%	99.87%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 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%	<12 Months
Burton and South Derbyshire College, South Derbyshire Campus							100%	100%	100%	100%	99.60%	100%	<12 Months
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%	<12 Months
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%	<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%	<12 Months
College of North West London	100%	99.96%	98.77%	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
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%	98.71%	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	100%	99.99%	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%
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%	<12 Months

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Farnborough College of Technology, Ground Floor, Boundary Road					100%	100%	100%	100%	100%	100%	99.60%	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%	100%	99.96%	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%	<12 Months
Halesowen College, Whittingham Road, via Telecity Powergate					99.60%	100%	100%	100%	99.59%	100%	100%	100%	<12 Months
Hampshire County Council	99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	100%	99.94%
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%	99.60%	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*	96.18%	99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.68%
Hertford Regional College, Ware Campus	99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	99.94%
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%	<12 Months
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	99.73%	100%	100%	100%	100%	99.98%
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%	<12 Months
Huntingdonshire Regional College, California Road Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	100%	99.97%
ifs University College, London Campus	100%	99.88%	100%	100%	99.60%	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%	100%	95.84%	100%	100%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House										100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	99.58%	100%	100%	100%	100%	99.97%
Kensington and Chelsea College	100%	99.91%	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	100%	98.56%	100%	100%	100%	100%	100%	99.73%	>99.99%	100%	100%	100%	99.86%
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%	<12 Months
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%	<12 Months
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%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	99.97%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	**99.60%**	100%	100%	100%	100%	100%	100%	100%	**99.97%**
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	**99.60%**	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%	100%	**99.25%**	**99.60%**	100%	100%	**99.50%**	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%	100%	**99.60%**	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, Outsourcery	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 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, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
London South Bank University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough College, via Telehouse West									100%	100%	99.60%	100%	<12 Months
Lowestoft College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%	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%	100%	42.01%	100%	100%	100%	97.91%	100%	100%	94.99%
Medical Research Council, MRC Technology*	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%
Middlesex University*	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%	<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%	100%	99.60%	100%	99.97%
North Warwickshire and Hinckley College, Hinckley Campus		100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Northampton College, via Telecity Powergate				100%	99.60%	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%	<12 Months
Petroc, Brannams							100%	100%	100%	100%	100%	100%	<12 Months

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
Plymouth College of Art, Tavistock Place						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%	<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*	100%	**98.90%**	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%	100%	**>99.99%**	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%	<12 Months
Sandwell College, via Telehouse West				100%	**99.60%**	100%	100%	100%	100%	100%	**99.60%**	100%	<12 Months
School of Oriental and African Studies*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Shipley College, Exhibition Road						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%	<12 Months

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
South Downs College, via Telecity Powergate					99.56%	100%	100%	100%	100%	100%	100%	100%	<12 Months
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	99.73%	100%	100%	100%	100%	99.98%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southport College, Additional Connection		100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	100%	<12 Months
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%	<12 Months
Stanmore College*	100%	100%	100%	100%	100%	99.00%	100%	100%	100%	100%	100%	100%	99.92%
Stockton Riverside College, via Telecity Powergate				100%	99.60%	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%	<12 Months
Suffolk New College, via Telecity Powergate					97.86%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Sunderland College, Washington Campus							100%	100%	100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate							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%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	76.87%	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%	100%	99.60%	100%	99.97%
The College of Haringey, Enfield and North East London, Tottenham Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	12 Month Rolling Availability
The College of Haringey, Enfield and North East London, Enfield Centre	100%	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
The College of West Anglia, Wisbech Campus								100%	100%	100%	100%	100%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art									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 Francis Crick Institute Limited, Cancer Research UK: London Research Institute	100%	98.14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.84%
The Francis Crick Institute Limited, National Institute for Medical Research*	100%	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	99.98%
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%	<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	100%	99.27%	100%	100%	100%	100%	100%	100%	>99.99%	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, Kathleen Lonsdale Building	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	100%	>99.99%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 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, Epsom Campus	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	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 East London*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Oakwood Hill Campus	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	100%	>99.99%
University of Essex, Loughton Campus	100%	100%	99.54%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
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%	<12 Months
University of Westminster*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Uxbridge College, Uxbridge Campus*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Walsall College, via Telecity Powergate										100%	100%	100%	100%	<12 Months
Waltham Forest College	100%	99.67%	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%	<12 Months
West Suffolk College, Additional Connection	100%	100%	100%	100%	99.60%	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%	100%	99.60%	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%	<12 Months
Woodhouse College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 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
St Francis Xavier Sixth Form College	05/10/2015 09:13	05/10/2015 10:00	00:00	00:47	Denial of Service	DDoS
Lowestoft College	05/10/2015 10:53	05/10/2015 11:52	00:00	00:59	Regional Other	DDOS attack affecting Great Yarmouth College PoP
St Francis Xavier Sixth Form College	05/10/2015 11:15	05/10/2015 12:48	00:00	01:33	Denial of Service	DDoS
St Francis Xavier Sixth Form College	05/10/2015 15:50	05/10/2015 17:20	00:00	01:30	Denial of Service	DDoS
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	10/10/2015 08:29	10/10/2015 14:02	00:00	05:33	Customer Equipment	Local power fault
King's College London, Strand Campus	11/10/2015 07:16	11/10/2015 08:00	00:00	00:44	Customer Scheduled Maintenance	Site maintenance
City University, via ULCC	11/10/2015 22:26	11/10/2015 22:50	00:00	00:24	Customer Scheduled Maintenance	Site maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via ULCC	12/10/2015 18:36	12/10/2015 19:04	00:00	00:28	Customer Scheduled Maintenance	Scheduled maintenance at Institute of Cancer Research, Sutton
ifs University College, London Campus	12/10/2015 23:14	13/10/2015 00:42	00:00	01:28	Customer Environment	Loss of power to site
Halesowen College, Coombs Wood Business Centre	13/10/2015 01:26	13/10/2015 01:41	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Petroc, Brannams	13/10/2015 01:26	13/10/2015 01:41	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
South Downs College, via Telecity Powergate	13/10/2015 01:26	13/10/2015 01:41	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Swindon College, via Telecity Powergate	13/10/2015 01:26	13/10/2015 01:41	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
The College of West Anglia, Wisbech Campus	13/10/2015 01:26	13/10/2015 01:41	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Walsall College, via Telecity Powergate	13/10/2015 01:26	13/10/2015 01:41	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Amersham and Wycombe College, Wycombe Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Cleveland College of Art and Design, Hartlepool Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Halesowen College, Whittingham Road, via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
North Warwickshire and Hinckley College, Hinckley Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Northampton College, via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Sandwell College, Bromwich Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Shipley College, Exhibition Road	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
South Devon College, South West Energy Centre	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Southport College, Additional Connection, via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Stockton Riverside College, via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Stoke-on-Trent College, Burslem Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Suffolk New College, via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Sunderland College, Washington Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Warwickshire College, Leamington Centre via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
West Suffolk College, Additional Connection, via Telecity Powergate	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Wirral Metropolitan College, Conway Park Campus	13/10/2015 02:08	13/10/2015 02:23	00:00	00:15	Telco Scheduled Maintenance	Telco scheduled maintenance
Lakes College West Cumbria, Additional Connection, via Docklands	13/10/2015 05:31	13/10/2015 09:15	00:00	03:44	Unknown	Unknown
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	14/10/2015 18:34	14/10/2015 18:45	00:00	00:11	Customer Scheduled Maintenance	Customer firewall maintenance
St Francis Xavier Sixth Form College	14/10/2015 18:40	14/10/2015 18:54	00:00	00:14	Customer Unscheduled Maintenance	Site router swap
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	14/10/2015 19:28	14/10/2015 20:01	00:00	00:33	Customer Scheduled Maintenance	Customer firewall maintenance
Coulsdon Sixth Form College	14/10/2015 20:10	14/10/2015 20:51	00:00	00:41	Customer Environment	Customer site power cut
Amersham and Wycombe College, Amersham Campus	14/10/2015 23:04	15/10/2015 02:07	00:00	03:03	Telco Maintenance	Telco emergency maintenance
Burton and South Derbyshire College, South Derbyshire Campus	16/10/2015 00:03	16/10/2015 00:30	00:00	00:27	Unknown	Unknown fault affecting Burton and South Derbyshire College

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Harrow College, Harrow-on-the-Hill Campus	16/10/2015 19:11	16/10/2015 19:41	00:00	00:30	Unknown	Unknown
Amersham and Wycombe College, Wycombe Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Barnet and Southgate College, Southgate Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
British Universities Film & Video Council	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Buckinghamshire New University, Uxbridge Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Christ the King Sixth Form College, Sidcup Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Cleveland College of Art and Design, Hartlepool Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
College of North West London	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Coulsdon Sixth Form College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Croydon College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Ealing, Hammersmith and West London College, Ealing Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
East Berkshire College, Langley Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Fashion Retail Academy	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus, via Telehouse West	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Halesowen College, Coombs Wood Business Centre	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Halesowen College, Whittingham Road, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Harrow College, Harrow Weald Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Havering Sixth Form College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Hillcroft College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Hillingdon London Borough Council, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
ifs University College, London Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Kensington and Chelsea College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Lambeth College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Brent, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Bromley, Education and Care Directorate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Camden, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Hammersmith and Fulham, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Harrow, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Merton, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
London Business School, Outsourcery	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Medical Research Council, MRC Technology, Mill Hill	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Middlesex University, Greenford Datacentre	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Middlesex University, Hendon Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Nash College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
National Institute for Biological Standards and Control	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
North Warwickshire and Hinckley College, Hinckley Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Northampton College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Peterborough Regional College, Additional Connection	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Petroc, Brannams	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Plymouth College of Art, Tavistock Place, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

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	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Redcar and Cleveland College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Richmond Adult Community College, Parkshot Centre	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Richmond upon Thames College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Rose Bruford College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Royal Academy of Music, York Gate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Royal College of Music, via Telehouse West	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Royal Holloway University of London, Datacentre Building (1)	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Royal Holloway University of London, Datacentre Building (2)	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Sandwell College, Bromwich Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Shipley College, Exhibition Road	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
South Devon College, South West Energy Centre	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
South Downs College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Southport College, Additional Connection, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
St Charles Catholic Sixth Form College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
St Dominic's Sixth Form College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
St Mary's University, Twickenham, via Imperial College	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Stafford College, Additional Connection, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Stanmore College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Stockton Riverside College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Stoke-on-Trent College, Burslem Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Suffolk New College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Sunderland College, Washington Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Swindon College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The City Literary Institute, Keeley Street	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The College of West Anglia, Wisbech Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The Francis Crick Institute Limited, National Institute for Medical Research, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The Quality Assurance Agency for Higher Education, Carlton House Terrace	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
The Royal Borough of Kensington and Chelsea, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The Royal Veterinary College, Hawkshead Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
The University of West London, Brentford	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Uxbridge College, Uxbridge Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Walsall College, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Warwickshire College, Leamington Centre via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
West Suffolk College, Additional Connection, via Telecity Powergate	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
West Thames College, Feltham Skills Centre	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Westminster City Council, Personal & Community Development	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance
Wirral Metropolitan College, Conway Park Campus	20/10/2015 07:01	20/10/2015 07:14	00:00	00:13	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Christ the King Sixth Form College, Sidcup Campus	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Fashion Retail Academy	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Harrow College, Harrow Weald Campus	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Hillingdon London Borough Council, Personal & Community Development	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
ifs University College, London Campus	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Kensington and Chelsea College	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Brent, Personal & Community Development	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Bromley, Education and Care Directorate	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Camden, Personal & Community Development	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
London Borough of Hammersmith and Fulham, Personal & Community Development	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
London Borough of Merton, Personal & Community Development	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
London Business School, Outsourcery	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Rose Bruford College, via Telecity Powergate	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Royal Academy of Music, York Gate	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Royal College of Music, via Telehouse West	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
The Francis Crick Institute Limited, National Institute for Medical Research, via Telecity Powergate	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
Westminster City Council, Personal & Community Development	20/10/2015 07:19	20/10/2015 07:30	00:00	00:11	Regional Scheduled Maintenance	Scheduled Maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via Telecity Powergate	21/10/2015 19:43	21/10/2015 19:54	00:00	00:11	Customer Scheduled Maintenance	Site maintenance
European Bioinformatics Institute, via Telehouse	24/10/2015 08:50	24/10/2015 14:30	00:00	05:40	Telco Scheduled Maintenance	Emergency maintenance
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus, via Telecity Powergate	24/10/2015 08:50	24/10/2015 14:30	00:00	05:40	Telco Scheduled Maintenance	Emergency maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Carshalton College	26/10/2015 07:59	26/10/2015 10:23	00:00	02:24	Customer Scheduled Maintenance	Scheduled customer maintenance
West Thames College, Isleworth Campus	28/09/2015 17:01	26/10/2015 15:45	00:00	670:44	Customer Scheduled Maintenance	Site firewall maintenance
Bromley College of Further and Higher Education, Bromley Campus	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
Coulsdon Sixth Form College	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
Lambeth College	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
London School of Economics and Political Science, via ULCC	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
London South Bank University, Borough Road	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
Nash College	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
Plymouth College of Art, Tavistock Place, via Telecity Powergate	27/10/2015 00:23	27/10/2015 01:17	00:00	00:54	Unknown	Loss of connectivity to various connections within the London area
Richmond upon Thames College, via Telehouse West	28/10/2015 18:05	29/10/2015 09:20	00:00	15:15	Customer Unscheduled Maintenance	Customer unscheduled maintenance
University of East London, Docklands Campus	29/10/2015 18:36	29/10/2015 18:45	00:00	00:09	Regional Equipment	Interface card failure
University of East London, Docklands Campus	29/10/2015 21:16	29/10/2015 21:25	00:00	00:09	Regional Equipment	Interface card failure
University of East London, Docklands Campus	29/10/2015 22:31	29/10/2015 22:37	00:00	00:06	Regional Equipment	Testing Interface card

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University of East London, Docklands Campus	30/10/2015 00:02	30/10/2015 00:10	00:00	00:08	Regional Equipment	Interface card failure
University of East London, Docklands Campus	30/10/2015 07:41	30/10/2015 07:50	00:00	00:09	Regional Equipment	Interface card failure
University of East London, Docklands Campus	30/10/2015 09:51	30/10/2015 10:09	00:00	00:18	Regional Equipment	Interface card failure
University of East London, Docklands Campus	30/10/2015 12:04	30/10/2015 12:11	00:00	00:07	Regional Equipment	Interface card failure
University of East London, Docklands Campus	30/10/2015 16:45	30/10/2015 16:48	00:00	00:03	Regional Equipment	Interface card temporary replacement as supplier had problems sourcing the original