

janet

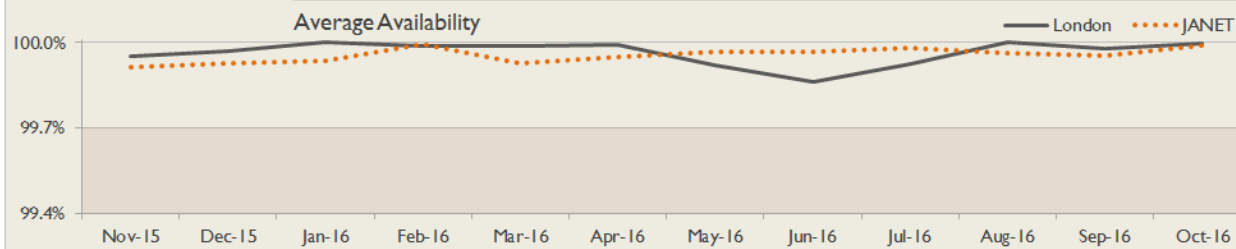
London Service Report

October 2016

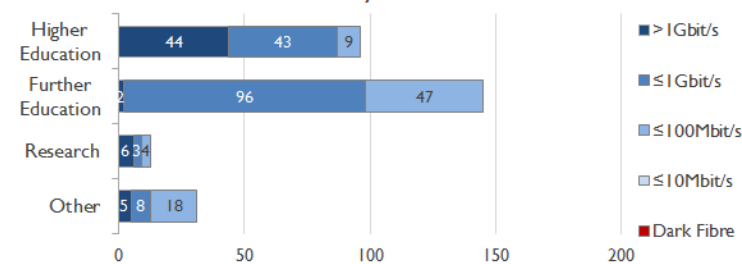


Service Reliability

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

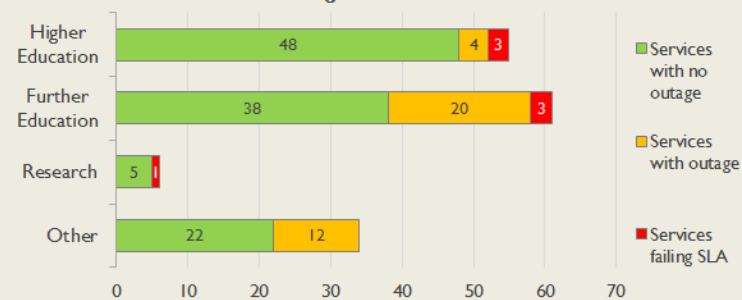


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Oct 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	1	99.96%	189	99.99%	5	99.96%	230
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
8h 59m		0.47		5h 51m		0.59	
Based on 159 faults over the last 24 months				Based on 1319 faults over the last 24 months			

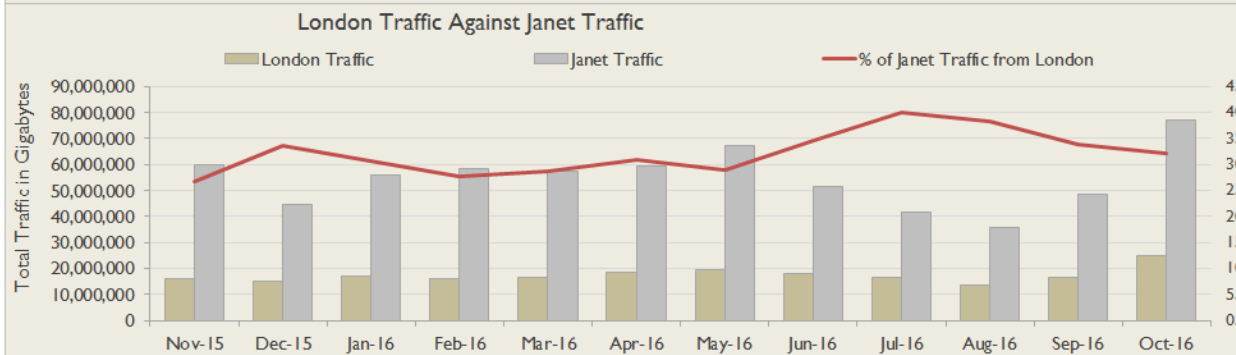
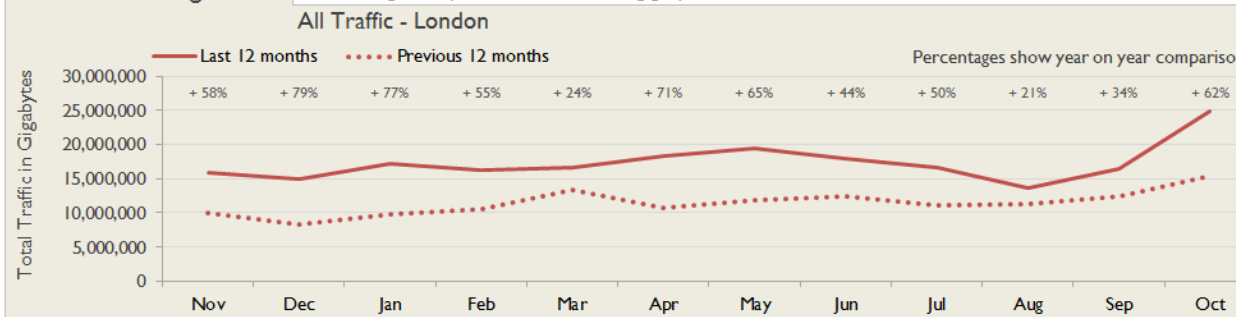
London Service Outages - Last 12 Months



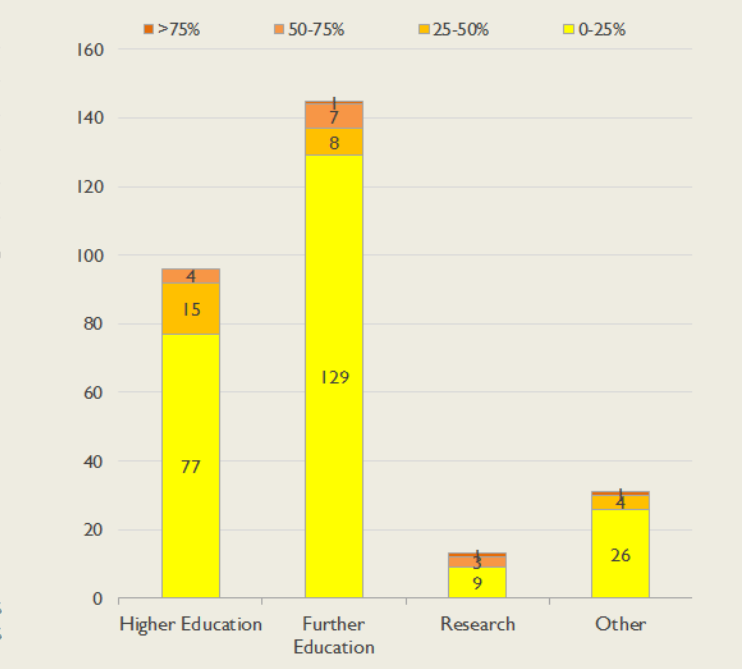
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

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



% 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	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Association of Colleges	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%	99.92%	100%	100%	100%	100%	100%	>99.99%
Barking and Dagenham College, Rush Green Campus	100%	100%	100%	100%	100%	100%	99.95%	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%	100%	100%
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%	100%	100%	100%	100%	100%	100%	99.43%	100%	99.95%
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brent London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.95%
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%
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%	100%	100%
Camden Council, Personal & Community Development	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	99.98%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	99.83%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	99.95%
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 and Islington College, Goswell Road												100%	<12 Months
City and Islington College, Grays Inn Road												100%	<12 Months
City College Brighton and Hove, East Campus					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	97.01%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.75%
Coulsdon Sixth Form College	100%	100%	100%	100%	100%	100%	100%	94.85%	100%	100%	100%	100%	99.57%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	100%	100%	99.16%	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%
Defence Science and Technology Laboratory *	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%
East of England Broadband Network, E2BN Data Centre Stevenage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Grays	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Sussex County Council *	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%
Fashion Retail Academy, via Telety Powergate	100%	100%	100%	100%	100%	100%	99.40%	100%	100%	100%	100%	100%	99.95%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Fashion Retail Academy, via Stewart House								100%	100%	100%	100%	100%	<12 Months
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	>99.99%
Goldsmiths' College, Link 1		100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	<12 Months
Goldsmiths' College, Link 2	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, Merrist Wood College	100%	100%	100%	100%	99.94%	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%
Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hammersmith and Fulham London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.95%
Hampshire County Council	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%
Harrow London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.43%	100%	100%	100%	100%	100%	99.95%
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%
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hillcroft College	98.53%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
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%	99.74%	100%	100%	100%	100%	100%	99.43%	100%	99.93%
Jisc, Brettenham House *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.43%	100%	99.95%
Kensington and Chelsea College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Strand Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
King's College London, Quindown 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%	<12 Months
Kingston College, Kingston Hall Road	98.53%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.88%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	99.38%	100%	100%	100%	100%	100%	95.52%	100%	100%	99.43%	100%	99.53%
Learning on Screen British Universities and Colleges Film and Video Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	97.93%	100%	100%	100%	99.83%
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	99.98%
London Borough of Hillingdon, Personal & Community Development	100%	100%	100%	100%	100%	99.77%	100%	100%	100%	100%	100%	100%	99.98%
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 Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	100%	97.86%	100%	100%	100%	100%	100%	99.82%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
London Grid for Learning Trust *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Metropolitan University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Economics and Political Science *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London School of Hygiene and Tropical Medicine *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Telehouse West	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%	<12 Months
Loughborough University, London to Haselgrave							100%	100%	100%	100%	100%	100%	<12 Months
Loughborough University, London to Holywell							100%	100%	100%	100%	100%	100%	<12 Months
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mary Ward Settlement, Great Turnstile	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	99.67%	95.61%	100%	100%	100%	100%	99.38%	100%	100%	100%	100%	100%	99.55%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University, Plat Hall	100%	100%	100%	100%	100%	100%	93.23%	100%	100%	100%	100%	100%	99.44%
Morley College Limited	100%	100%	100%	100%	99.74%	100%	100%	100%	100%	100%	99.43%	100%	99.93%
Nash College	100%	100%	100%	100%	100%	100%	100%	95.52%	100%	100%	100%	100%	99.63%
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%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
Palmer's College	100%	100%	100%	100%	100%	100%	100%	100%	99.52%	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%	100%	97.93%	100%	100%	100%	99.83%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond Adult Community College, Parkshot Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richmond upon Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South East Grid for Learning *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RM plc, South West Grid for Learning Trust	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Roehampton University *	100%	100%	100%	100%	100%	100%	100%	95.52%	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 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, Kensington Gore	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%	95.31%	100%	100%	100%	100%	99.61%
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%
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%	97.93%	100%	100%	100%	99.83%

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South Thames College, Merton Campus	98.53%	100%	100%	98.15%	100%	100%	100%	100%	100%	100%	100%	100%	99.72%
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%	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 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%
Surrey County Council, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The British Library, St Pancras	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	100%	100%	99.16%	100%	100%	100%	99.93%
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 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 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 Francis Crick Institute Limited, Cancer Research UK: London Research Institute	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Francis Crick Institute Limited, Brill Place *					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Francis Crick Institute Limited, National Institute for Medical Research *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
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%	100%	99.77%	100%	100%	100%	100%	100%	100%	99.98%
The Open University, Camden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Quality Assurance Agency for Higher Education, Carlton House Terrace	100%	100%	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%	99.41%	100%	100%	100%	100%	100%	99.95%
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, Ealing *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College, Arbour Square			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Tower Hamlets College, Poplar	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	98.83%	100%	100%	100%	100%	100%	100%	100%	99.90%
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, Data Centre *	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%	<12 Months
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	100%	100%	100%	99.92%	100%	100%	100%	100%	100%	>99.99%
University of Bath, London										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%

Service	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	12 Month Rolling Availability
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%
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%	99.77%	100%	100%	100%	100%	100%	100%	99.98%
Waltham Forest College, via Telecity Powergate				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	100%	97.93%	100%	100%	100%	99.83%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Berkshire Council	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%	99.42%	100%	100%	100%	100%	100%	99.95%
Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Suffolk College	100%	100%	100%	100%	100%	99.97%	99.98%	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
Petroc, Mid Devon Campus	17/10/2016 18:04	18/10/2016 08:59	00:00	14:55	Customer Environment Fire	Fire at site. Connection powered down for safety
Brent London Borough Council, Personal & Community Development	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Bromley College of Further and Higher Education, Bromley Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Brunel University London, Uxbridge, via Imperial College	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
City and Islington College, Centre for Applied Sciences	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Coulsdon Sixth Form College	15/10/2016 08:22	15/10/2016 12:07	00:00	03:45	Customer Environment	Local power issues affecting Coulsdon Sixth Form College
Coulsdon Sixth Form College	25/10/2016 20:46	25/10/2016 23:17	00:00	02:31	Customer Environment	Local power issues. Supplier coming out to investigate
Ealing, Hammersmith & West London College, Hammersmith Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Harrow College, Harrow-on-the-Hill Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Harrow College, Harrow-on-the-Hill Campus	22/10/2016 08:26	22/10/2016 17:05	00:00	08:39	Customer Environment	Site power loss
Jisc, Brettenham House, via Imperial College	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Jisc, Brettenham House, via ULCC	01/10/2016 10:16	01/10/2016 10:48	00:00	00:32	Customer Maintenance	Customer unscheduled maintenance
Heythrop College, via Stewart House	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Imperial College of Science, Technology and Medicine, South Kensington Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
King's College London, Strand Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Kingston College, Kingston Hall Road	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Kingston College, Kingston Hall Road	15/10/2016 10:30	15/10/2016 10:52	00:00	00:22	Customer Maintenance	Customer shut off port
London Borough of Lewisham, Personal & Community Development	28/10/2016 07:47	28/10/2016 08:14	00:00	00:27	Customer Environment	Local power outage
London Business School, Taunton Centre	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
London School of Economics and Political Science, via ULCC	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	17/10/2016 08:25	17/10/2016 08:45	00:00	00:20	Customer Maintenance	Customer scheduled maintenance
Queen Mary University of London, Barts and The London School of Medicine and Dentistry	17/10/2016 15:02	17/10/2016 16:01	00:00	00:59	Customer Maintenance	Customer scheduled maintenance
Ravensbourne, via King's College	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Roehampton University, Digby Stuart College	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Roehampton University, Whitelands College	02/10/2016 04:04	02/10/2016 12:09	00:00	08:05	Customer Environment	Power cut to site
Roehampton University, Whitelands College	18/10/2016 00:14	18/10/2016 04:03	00:00	03:49	Telco Maintenance	Telco unscheduled maintenance
Royal Academy of Music, Marylebone Road	21/10/2016 07:53	21/10/2016 08:08	00:00	00:15	Customer Maintenance	Unscheduled maintenance at RAM
Royal College of Art, Kensington Gore	08/10/2016 09:35	08/10/2016 12:23	00:00	02:48	Customer Maintenance	Unscheduled maintenance at RCA Kensington
Royal College of Art, Kensington Gore	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Royal College of Music, via Imperial College	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Royal Holloway University of London, Egham Hill (1)	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Royal Holloway University of London, Egham Hill (2)	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
London South Bank University, London Road	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
St George's University of London, Cranmer Terrace	18/10/2016 00:14	18/10/2016 04:03	00:00	03:49	Telco Maintenance	Telco unscheduled maintenance
Stanmore College, via ULCC	19/10/2016 11:59	19/10/2016 13:52	00:00	01:53	Unknown	Site investigated, cause unknown
Stanmore College, via Telecity Powergate	25/10/2016 14:20	25/10/2016 14:39	00:00	00:19	Customer Other	Air con engineer pulled out wrong power cable
The University of West London, Ealing, Ealing	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Uxbridge College, Uxbridge Campus, Hayes Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
West Thames College, Isleworth Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Defence Science and Technology Laboratory, via Telehouse	27/10/2016 00:54	27/10/2016 01:08	00:00	00:14	Customer Maintenance	Unscheduled maintenance
University of the Arts London, London College of Communication	26/10/2016 20:44	27/10/2016 14:53	11:23	06:46	Telco Equipment	Telco card failure
University of the Arts London, London College of Communication	27/10/2016 15:48	28/10/2016 11:39	10:00	09:51	Telco Equipment	Telco card failure
University of the Arts London, Chelsea College of Art and Design	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
University for the Creative Arts, Epsom Campus [1]	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Royal College of Art, Battersea Campus	17/10/2016 10:08	17/10/2016 11:20	00:00	01:12	Customer Equipment	Customer UPS failure caused loss of power to site router
Royal College of Art, Battersea Campus	18/10/2016 00:14	18/10/2016 04:03	00:00	03:49	Telco Maintenance	Telco unscheduled maintenance
The Francis Crick Institute Limited, National Institute for Medical Research, via Imperial College	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Barking and Dagenham College, The Technical Skills Academy	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
University of Essex, Oakwood Hill Campus	15/10/2016 08:05	15/10/2016 10:30	00:00	02:25	Telco Maintenance	Emergency fibre maintenance at Imperial PoP
Kingston College, Kingston and Sutton Educational Partnership	31/10/2016 02:34	31/10/2016 04:29	00:00	01:55	Telco Equipment	Core switch failure