

janet

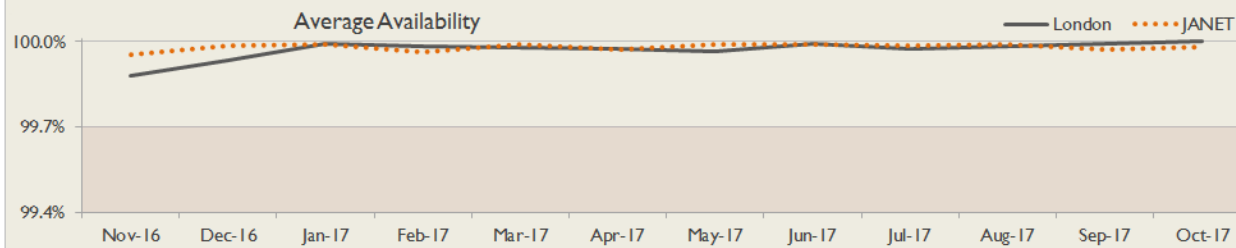
London Service Report

October 2017

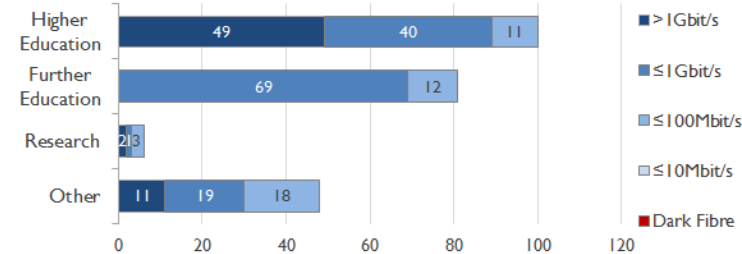


Service Reliability

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

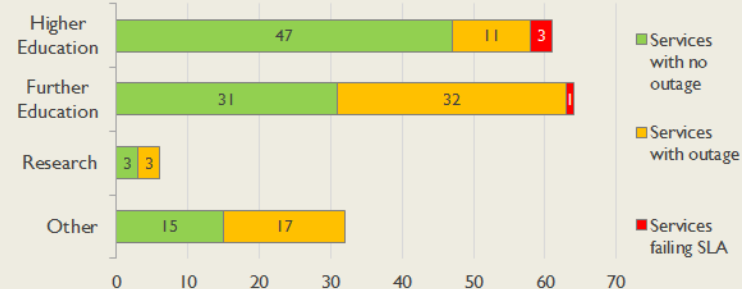


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Oct 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Oct 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	0	99.97%	155	99.98%	9	99.98%	115
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 58m		0.36		5h 48m		0.46	
Based on 131 faults over the last 24 months				Based on 1045 faults over the last 24 months			

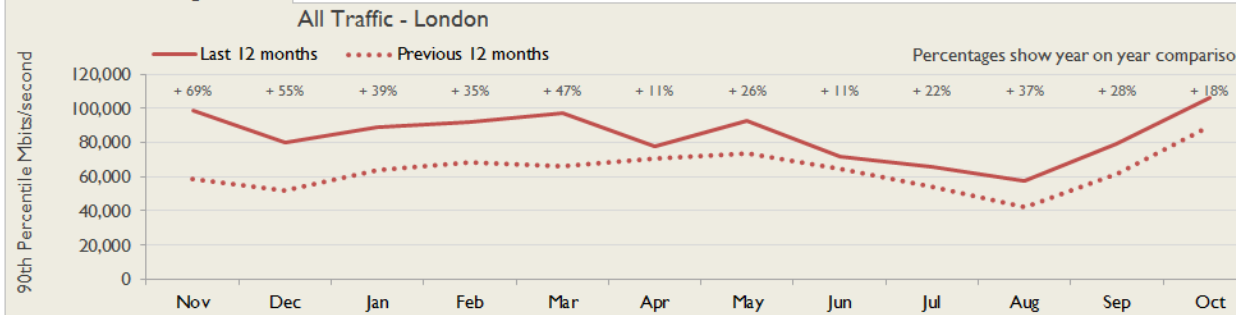
London Service Outages - Last 12 Months



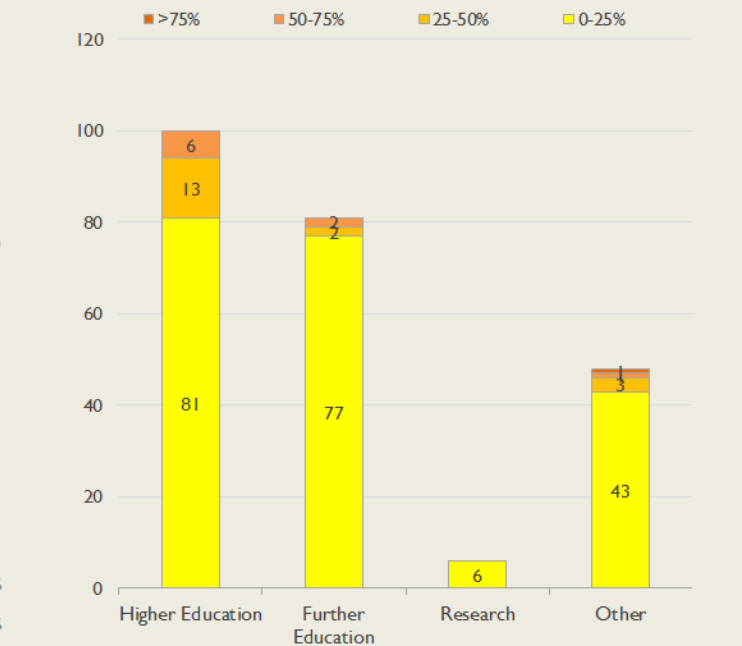
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

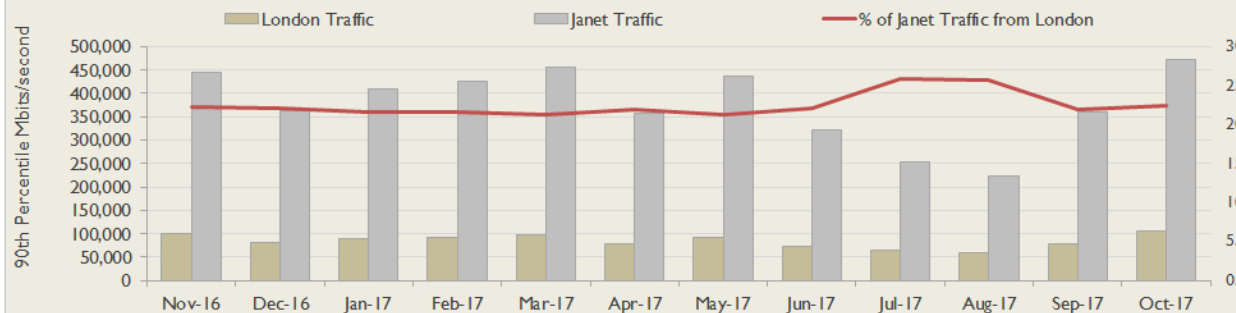
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



London Traffic Against Janet Traffic



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 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
Association of Colleges	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barking and Dagenham College, Rush Green Campus	95.30%	100%	100%	100%	100%	100%	97.56%	100%	100%	100%	100%	100%	99.40%
Barking and Dagenham College, The Technical Skills Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Barnet and Southgate College, Southgate Campus	100%	100%	98.40%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
Barnet and Southgate College, Wood Street Campus	99.57%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	99.96%
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brent London Borough Council, Personal & Community Development	99.57%	99.35%	100%	100%	100%	100%	100%	99.10%	100%	100%	100%	100%	99.83%
Bromley College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bromley College of Further and Higher Education, Bexley College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Bromley College of Further and Higher Education, Greenwich Community College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Brooke House Sixth Form College	98.01%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.82%
Brunel University London, Uxbridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University, Uxbridge Campus	99.57%	100%	100%	100%	98.95%	100%	100%	99.84%	100%	100%	100%	100%	99.86%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
Camden Council, Personal & Community Development	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Capel Manor College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Christ the King Sixth Form College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Westminster College, North Wharf Road Campus	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
City, University of London *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
College of North West London	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	>99.99%
Coulsdon Sixth Form College	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Courtauld Institute of Art	100%	100%	100%	100%	100%	97.49%	100%	100%	100%	100%	100%	100%	99.79%
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, Southend-on-Sea Civic Centre										96.91%	100%	100%	<12 Months
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 Stewart House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fashion Retail Academy, via Telecity Powergate	99.57%	99.35%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	99.91%
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.95%
Globelynx Limited									100%	100%	100%	100%	<12 Months

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
Goldsmiths' College, Link 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Goldsmiths' College, Link 2	100%	100%	100%	100%	100%	100%	99.87%	100%	95.57%	100%	100%	100%	99.62%
Greater Brighton Metropolitan College, East Campus	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Guildford College of Further and Higher Education, Merrist Wood College	100%	100%	100%	100%	100%	100%	99.87%	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%
Hammersmith and Fulham London Borough Council, Personal & Community Development	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Hampshire County Council	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.96%	99.99%
Harrow College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harrow London Borough Council, Personal & Community Development	100%	99.35%	100%	100%	100%	100%	100%	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc Commercial Limited, Bridge Fibre								100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Cogeco Peer 1				100%	100%	100%	99.87%	100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Dimension Data			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months

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Jisc Commercial Limited, FluidOne							100%	100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Goonhilly Earth Station Limited - Telehouse												100%	<12 Months
Jisc Commercial Limited, Verne Global									100%	100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Kensington and Chelsea College	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
King's College London, Quintdown Business Park	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%
Kingston University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lambeth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Learning on Screen British Universities and Colleges Film and Video Council	99.57%	100%	100%	100%	99.97%	100%	100%	99.84%	100%	100%	100%	100%	99.95%
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
LifeArc, Lynton House	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Borough of Bromley, Education and Care Directorate	100%	99.35%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
London Borough of Hillingdon, Personal & Community Development	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
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%	99.87%	100%	100%	100%	100%	100%	99.99%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
London Business School, Outsourcery	99.57%	96.45%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.67%
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, Telecity Harbour Exchange	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.95%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Loughborough University, London to Haselgrave	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Loughborough University, London to Holywell	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%
Mary Ward Settlement, Queen Square	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Head Office (London)	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Middlesex University *	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Middlesex University, Plat Hall	95.30%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.61%
Morley College Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	99.57%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	99.96%
National Learning and Work Institute, The Centre for Economic and Social Inclusion				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
NCG, Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
New City College Corporation, Arbour Square	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
New City College Corporation, Hackney Community College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New City College Corporation, Poplar	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
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%	99.87%	100%	100%	100%	100%	100%	99.99%
Palmer's College	100%	100%	100%	100%	97.45%	100%	99.87%	100%	100%	100%	100%	100%	99.78%
Prospects College of Advanced Technology, Tunnelling and Underground Construction Academy									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%	99.87%	100%	100%	100%	100%	100%	99.99%
Redcentric Solutions plc	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	100%	99.95%
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%
Roehampton University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	99.87%	100%	100%	100%	100%	100%	99.99%
Royal Brompton and Harefield NHS Foundation Trust, Chelsea Wing											100%	100%	<12 Months

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Royal Brompton and Harefield NHS Foundation Trust, Hill End Road	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Art, Battersea Campus	100%	100%	100%	99.75%	100%	100%	100%	100%	100%	100%	99.11%	100%	99.91%
Royal College of Art, Kensington Gore	99.67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Royal College of Music *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal College of Music, LOLA												100%	<12 Months
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%
Science and Technology Facilities Council, LHC-2 (backup): 10GE RAL to CERN JLPID:1042											100%	100%	<12 Months
Sir George Monoux College	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
South Thames Colleges Group, Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames Colleges Group, Creative Industries Centre	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
South Thames Colleges Group, Kingston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames Colleges Group, Merton Campus	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
South Thames Colleges Group, Wandsworth Campus	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Stanmore College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Charles Catholic Sixth Form College	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
St Dominic's Sixth Form College	99.57%	100%	100%	100%	100%	100%	100%	99.85%	100%	100%	100%	100%	99.95%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	99.98%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
The Ada National College for Digital Skills Limited						100%	100%	100%	100%	100%	100%	100%	<12 Months
The Alan Turing Institute									100%	100%	100%	100%	<12 Months
The British Library, St Pancras	100%	100%	100%	97.47%	100%	100%	100%	100%	100%	100%	100%	100%	99.79%
The British School of Osteopathy, BSO Clinical Centre		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Forough High Street	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
The British School of Osteopathy, Southwark Bridge Road					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
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, Brill Place *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Institute of Cancer Research: Royal Cancer Hospital *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The London Institute of Banking & Finance, London Campus	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
The Open University, Camden	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Royal Borough of Kensington and Chelsea, Personal & Community Development	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
The University of Cumbria, London	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
The University of West London, Ealing *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, City and Islington College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The WKCIC Group, Westminster Kingsway College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
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, Data Centre												100%	<12 Months
University for the Creative Arts, Epsom Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University for the Creative Arts, Epsom Campus [2]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath, London	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 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 Sussex, Addiscombe Road									100%	100%	100%	100%	<12 Months
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%	100%	100%	100%	100%	100%	100%	100%	100%
Waltham Forest College, via Telecity Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.75%	100%	99.98%

Service	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	12 Month Rolling Availability
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	100%	99.99%
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.47%	100%	99.96%
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodhouse College	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	100%	>99.99%
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
Learning on Screen British Universities and Colleges Film and Video Council	30/10/2017 08:02	30/10/2017 15:45	00:00	07:43	Customer Environment	Power outage to site
Learning on Screen British Universities and Colleges Film and Video Council	30/10/2017 17:12	31/10/2017 01:31	00:00	08:19	Customer Environment	Power outage to site
Learning on Screen British Universities and Colleges Film and Video Council	31/10/2017 01:35	31/10/2017 04:07	00:00	02:32	Customer Environment	Power outage to site
The London Institute of Banking & Finance, London Campus	27/10/2017 21:09	28/10/2017 11:27	00:00	14:18	Customer Scheduled Maintenance	Site power maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via ULCC	13/10/2017 21:17	15/10/2017 09:51	00:00	36:34	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
The Royal Borough of Kensington and Chelsea, Personal & Community Development	12/10/2017 00:00	12/10/2017 07:02	00:00	07:02	Telco Scheduled Maintenance	Scheduled maintenance
Kensington and Chelsea College	21/10/2017 12:11	23/10/2017 09:02	00:00	44:51	Customer Equipment	Customer NTE error
King's College London, Strand Campus, James Black Centre	18/10/2017 09:28	19/10/2017 02:04	00:26	16:10	Telco Line	Fibre break
London Business School, Regent's Park Centre	02/10/2017 00:15	02/10/2017 01:37	00:00	01:22	Unknown reason for outage	Unknown RFO
Middlesex University, Hendon Campus	12/10/2017 04:43	12/10/2017 08:18	00:00	03:35	Customer Equipment	Customer router crash
Morley College Limited	27/10/2017 07:50	27/10/2017 08:04	00:00	00:14	Customer Environment	Power cut

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Royal College of Art, Kensington Gore	10/10/2017 07:55	10/10/2017 08:12	00:00	00:17	Customer Unscheduled Maintenance	MAINTENANCE - RCA Kensington Campus
St Dominic's Sixth Form College	11/10/2017 16:51	11/10/2017 17:23	00:00	00:32	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
West Thames College, Skills & Logistics Centre	09/10/2017 04:23	09/10/2017 15:01	02:36	08:02	Telco Line	Fibre break at the Hayes Exchange
Woodhouse College	26/10/2017 08:54	26/10/2017 17:23	00:00	08:29	Customer Unscheduled Maintenance	Power maintenance
Reaseheath College, via London Powergate	30/10/2017 13:10	30/10/2017 13:56	00:00	00:46	Customer Environment	Power issues - Reaseheath College, [1] and [2]
Hampshire County Council	02/10/2017 16:12	03/10/2017 00:37	00:00	08:25	Customer Line	Fibre break
Hampshire County Council	11/10/2017 15:48	11/10/2017 18:38	02:31	00:19	Telco Unscheduled Maintenance	Customer investigating lack of notification of maintenance with their provider
Royal College of Art, Battersea Campus	13/10/2017 16:59	16/10/2017 19:09	00:00	74:10	Customer Scheduled Maintenance	Customer scheduled maintenance
Barking and Dagenham College, The Technical Skills Academy, via Imperial College	05/10/2017 10:42	05/10/2017 10:54	00:00	00:12	Customer Unscheduled Maintenance	Customer unscheduled router maintenance
The Alan Turing Institute	13/10/2017 17:08	15/10/2017 11:19	00:00	42:11	Customer Unscheduled Maintenance	Customer unscheduled power maintenance