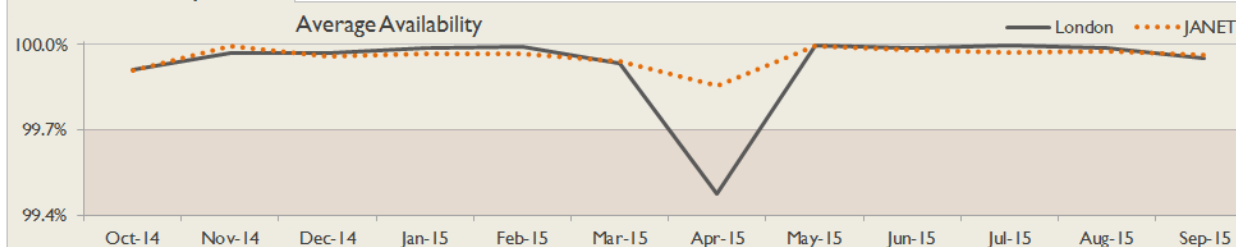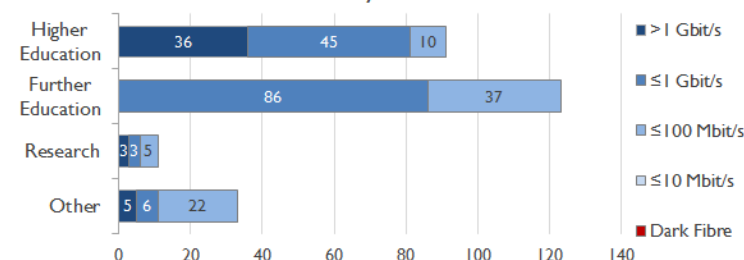# janet

London Service Report

September 2015

Service Reliability

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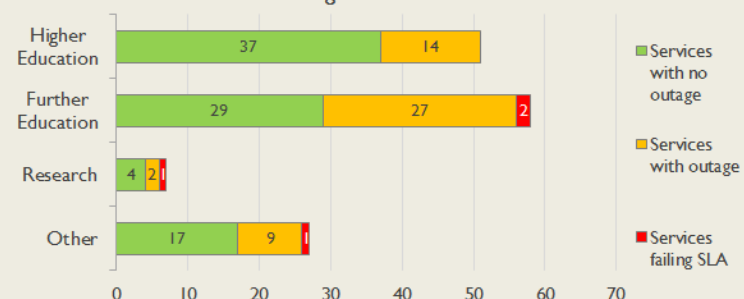
Average Availability

Legend: London · · · · · JANET

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

Connections in London by Bandwidth

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

- Higher Education: 36 | 45 | 10
- Further Education: 86 | 37
- Research: 33 | 5
- Other: 5 | 6 | 22

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

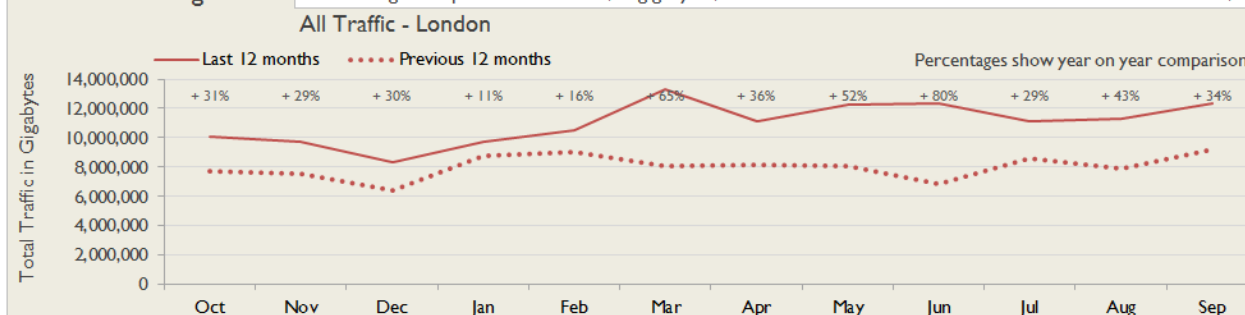| Average Availability of All Services in London				Average Availability of All Services in Janet			
Sep 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.95%	20	99.93%	369	99.96%	15	99.96%	228
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 19m		0.67	
Based on 226 faults over the last 24 months				Based on 1376 faults over the last 24 months			

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

London Service Outages - Last 12 Months

Legend: Services with no outage, Services with outage, Services failing SLA

- Higher Education: 37 | 14
- Further Education: 29 | 27 | 2
- Research: 4 | 2 | 1
- Other: 17 | 9 | 1
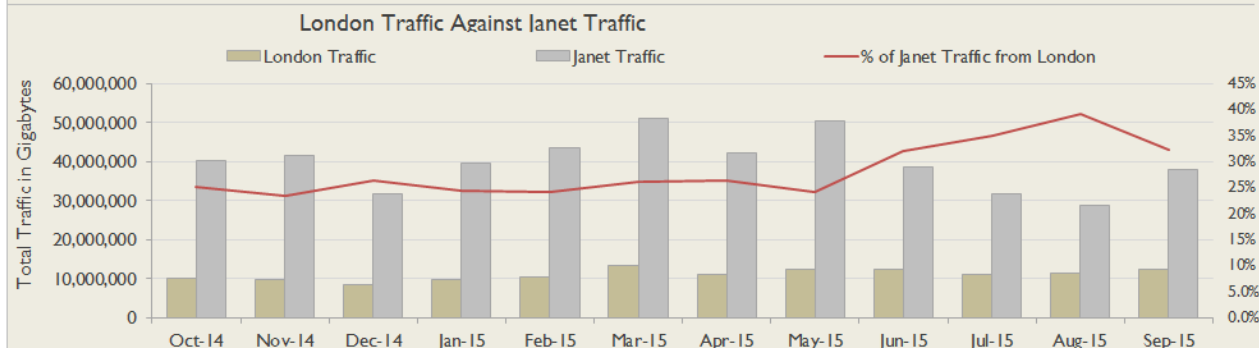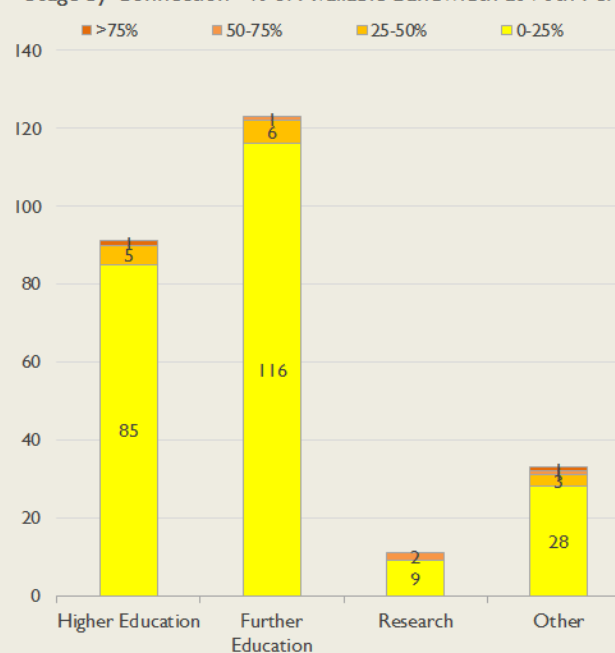
X-axis: 0, 10, 20, 30, 40, 50, 60, 70

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

+ 31% + 29% + 30% + 11% + 16% + 65% + 36% + 52% + 80% + 29% + 43% + 34%

Y-axis: Total Traffic in Gigabytes — 14,000,000; 12,000,000; 10,000,000; 8,000,000; 6,000,000; 4,000,000; 2,000,000; 0
X-axis: Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep

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

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

- Higher Education: 85 | 5 | 1
- Further Education: 116 | 6 | 1
- Research: 9 | 2
- Other: 28 | 3 | ...

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140
X-axis: Higher Education, Further Education, Research, Other

London Traffic Against Janet Traffic

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

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

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	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
Amersham and Wycombe College, Amersham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	>99.99%
Amersham and Wycombe College, Wycombe Campus				100%	100%	99.60%	100%	100%	100%	100%	100%	100%	<12 Months
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%	100%	>99.99%	100%	99.00%	99.92%
Barnet and Southgate College, Wood Street Campus	100%	100%	100%	99.97%	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	97.92%	100%	100%	100%	100%	99.04%	100%	100%	100%	100%	100%	100%	99.75%
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	98.75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
Brooksby Melton College, Melton Campus		99.63%	100%	100%	100%	100%	100%	99.35%	100%	100%	100%	99.40%	<12 Months

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 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%	<12 Months
Burton and South Derbyshire College, South Derbyshire Campus								100%	100%	100%	100%	99.60%	<12 Months
Capel Manor College	98.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Carshalton College	98.68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Chesterfield College, Automotive Campus			100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	<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%	<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%	<12 Months
College of North West London	100%	100%	99.96%	98.77%	99.77%	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%	100%	98.71%	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%	100%	99.99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Esher College	99.40%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
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%	<12 Months

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
Farnborough College of Technology, Ground Floor, Boundary Road						100%	100%	100%	100%	100%	100%	99.60%	<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%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Halesowen College, Whittingham Road, via Telecity Powergate						99.60%	100%	100%	100%	99.59%	100%	100%	<12 Months
Halesowen College, Coombs Wood Business Centre						99.60%	100%	100%	100%	100%	100%	100%	<12 Months
Hampshire County Council	100%	99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.64%	99.94%
Harrow College*	98.78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.90%
Hartlepool College of Further Education, via Telehouse West						100%	100%	100%	100%	100%	100%	99.60%	<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*	100%	96.18%	99.99%	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%	<12 Months
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%	<12 Months
Higher Education Funding Council for England, London Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
Hillcroft College	100%	100%	100%	100%	100%	100%	100%	100%	99.73%	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%	<12 Months
Huntingdonshire Regional College, California Road Campus		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	<12 Months
ifs University College, London Campus	100%	100%	99.88%	100%	100%	99.60%	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	99.18%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Jisc, Brettenham House*	100%	100%	100%	100%	100%	100%	95.84%	100%	100%	100%	100%	100%	99.65%
Jisc Services Limited, Woburn House											100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	99.58%	100%	100%	100%	99.97%
Kensington and Chelsea College	100%	100%	99.91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
King's College London, Strand Campus*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Kingston College	100%	100%	98.56%	100%	100%	100%	100%	100%	99.73%	>99.99%	100%	100%	99.86%
Kingston University*	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Lakes College West Cumbria, Additional Connection			100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	<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%	<12 Months
Lewisham Southwark College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leyton Sixth Form College	98.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.86%
London Borough of Brent, Personal & Community Development	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	99.97%

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
London Borough of Bromley, Education and Care Directorate	100%	100%	100%	100%	100%	**99.60%**	100%	100%	100%	100%	100%	100%	**99.97%**
London Borough of Camden, Personal & Community Development	100%	100%	100%	100%	100%	**99.60%**	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%	100%	**99.25%**	**99.60%**	100%	100%	**99.50%**	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%	100%	**99.60%**	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*	**99.90%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
London Metropolitan University*	**99.90%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
London School of Economics and Political Science*	**99.90%**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**>99.99%**
London School of Hygiene and Tropical Medicine*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London South Bank University, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 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%	<12 Months
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%	100%	42.01%	100%	100%	100%	97.91%	100%	94.99%
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%	100%	100%	100%	100%	100%	100%	100%
Morley College Limited	99.63%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%
Myerscough College, Additional Connection				100%	100%	100%	100%	100%	100%	100%	100%	99.60%	<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%	100%	99.60%	99.97%
North Warwickshire and Hinckley College, Hinckley Campus			100%	100%	100%	99.60%	100%	100%	100%	100%	100%	100%	<12 Months
Northampton College, via Telecity Powergate					100%	99.60%	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%	<12 Months
Petroc, Brannams									100%	100%	100%	100%	<12 Months
Plymouth College of Art, Tavistock Place						100%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
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%	<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*	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Rose Bruford College*	100%	100%	98.90%	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%	100%	>99.99%	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*	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
Sandwell College, Bromwich Campus					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%	<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%	<12 Months
Sir George Monoux College	99.90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%
South Devon College, South West Energy Centre												100%	<12 Months
South Downs College, via Telecity Powergate						99.56%	100%	100%	100%	100%	100%	100%	<12 Months

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Thames College, Merton Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.73%	100%	100%	100%	99.98%
Southport College, Additional Connection			100%	100%	100%	99.60%	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	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
St Francis Xavier Sixth Form College	98.88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
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%	<12 Months
Stanmore College*	100%	100%	100%	100%	100%	100%	99.00%	100%	100%	100%	100%	100%	99.92%
Stockton Riverside College, via Telecity Powergate					100%	99.60%	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%	<12 Months
Suffolk New College, via Telecity Powergate						97.86%	100%	100%	100%	100%	100%	100%	<12 Months
Sunderland College, Washington Campus								100%	100%	100%	100%	100%	<12 Months
Swindon College, via Telecity Powergate								100%	100%	100%	100%	100%	<12 Months
The Bournemouth and Poole College, North Road Campus							100%	100%	100%	100%	100%	99.60%	<12 Months
The City Literary Institute, Keeley Street	100%	100%	100%	100%	100%	100%	76.87%	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%	<12 Months
The College of Haringey, Enfield and North East London, Enfield Centre	100%	100%	99.66%	100%	100%	100%	100%	100%	100%	100%	100%	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	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
The College of West Anglia, Wisbech Campus									100%	100%	100%	100%	<12 Months
The Conservatoire for Dance and Drama, London Academy of Music and Dramatic Art										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%	100%	98.14%	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%	100%	99.79%	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%	<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, Ealing	99.90%	100%	99.27%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	99.93%
The University of West London, Brentford	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tower Hamlets College	99.90%	100%	100%	100%	100%	100%	100%	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, Kathleen Lonsdale Building	99.90%	100%	100%	100%	100%	100%	99.89%	100%	100%	100%	100%	100%	99.98%
University College London, IOE Main Building*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
University for the Creative Arts, Epsom Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	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, Loughton Campus	99.87%	100%	100%	99.54%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
University of Essex, Oakwood Hill Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	>99.99%	100%	100%	>99.99%
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%	<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%	<12 Months
Waltham Forest College	99.50%	100%	99.67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.93%
Warwickshire College, Leamington Centre via Telecity Powergate					100%	99.60%	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%	<12 Months
West Thames College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	100%	100%	100%	99.60%	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%	<12 Months
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%

Service	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	12 Month Rolling Availability
Working Men's College	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
The College of West Anglia, Wisbech Campus	02/09/2015 09:16	02/09/2015 09:38	00:00	00:22	Customer Environment	Local area power failure
The College of West Anglia, Wisbech Campus	02/09/2015 10:45	02/09/2015 11:09	00:00	00:24	Customer Environment	Local area power failure
Amersham and Wycombe College, Wycombe Campus	01/09/2015 21:44	02/09/2015 17:36	00:00	19:52	Unknown	Unknown
Barking and Dagenham College, The Technical Skills Academy	02/09/2015 12:01	02/09/2015 19:12	00:00	07:11	Telco Line	Faulty patch cable
University of Warwick, Warwick Business School	02/09/2015 23:49	03/09/2015 09:54	00:00	10:05	Customer Equipment	Router crashed
Mary Ward Settlement, Queen Square	04/09/2015 12:12	04/09/2015 14:11	00:00	01:59	Customer Scheduled Maintenance	Customer scheduled maintenance
The Bournemouth and Poole College, North Road Campus	06/09/2015 08:15	06/09/2015 09:40	00:00	01:25	Customer Environment	Local area power outage
University of Essex, Oakwood Hill Campus	04/09/2015 18:07	07/09/2015 09:59	00:00	63:52	Customer Equipment	Customer UPS failure
Brooksby Melton College, Melton Campus	07/09/2015 10:02	07/09/2015 11:30	00:00	01:28	Telco Equipment	Power failure at network PoP
Ealing, Hammersmith and West London College, Ealing Campus	07/09/2015 11:51	07/09/2015 14:08	00:00	02:17	Customer Environment	Wider area power outage
European Bioinformatics Institute, via Telehouse	08/09/2015 07:52	08/09/2015 09:00	00:00	01:08	Telco Scheduled Maintenance	Telco scheduled fibre maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus, via Telecity Powergate	08/09/2015 07:52	08/09/2015 09:00	00:00	01:08	Telco Scheduled Maintenance	Telco scheduled fibre maintenance
European Bioinformatics Institute, via Telehouse	08/09/2015 09:01	08/09/2015 10:10	00:00	01:09	Telco Maintenance	Telco emergency fibre maintenance
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus, via Telecity Powergate	08/09/2015 09:01	08/09/2015 10:10	00:00	01:09	Telco Maintenance	Telco emergency fibre maintenance
European Bioinformatics Institute, via Telehouse	08/09/2015 10:26	08/09/2015 10:27	00:00	00:01	Telco Maintenance	Telco emergency fibre maintenance
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus, via Telecity Powergate	08/09/2015 10:26	08/09/2015 10:27	00:00	00:01	Telco Maintenance	Telco emergency fibre maintenance
Hampshire County Council	11/09/2015 00:35	11/09/2015 03:10	00:00	02:35	Telco Unscheduled Maintenance	Unscheduled maintenance
Brooksby Melton College, Melton Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Burton and South Derbyshire College, South Derbyshire Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Chesterfield College, Automotive Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
City College Norwich, via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Exeter College, Victoria House	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Farnborough College of Technology, Ground Floor, Boundary Road	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Guildford College of Further and Higher Education, Stoke Park Campus via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Hartlepool College of Further Education, via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Hertford Regional College, Ware Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Highbury College, City of Portsmouth Centre	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Hugh Baird College, via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Huntingdonshire Regional College, California Road Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Lakes College West Cumbria, Additional Connection, via Docklands	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Leicester College, Abbey Park Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Loughborough College, via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Myerscough College, Additional Connection	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
North Hertfordshire College, Hitchin Centre, via Telecity Powergate	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Sandwell College, via Telehouse West	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
The Bournemouth and Poole College, North Road Campus	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
The City of Liverpool College, The Learning Exchange	11/09/2015 00:35	11/09/2015 03:26	00:00	02:51	Telco Unscheduled Maintenance	Telco unscheduled maintenance
Bangor University, Bangor Business School - London Centre	12/09/2015 12:43	12/09/2015 16:03	00:00	03:20	Customer Unscheduled Maintenance	Unscheduled power maintenance
The Francis Crick Institute Limited, Cancer Research UK: London Research Institute	15/09/2015 02:20	15/09/2015 05:25	00:00	03:05	Unknown	Site and telco investigated: no cause identified
Genome Research Limited, Wellcome Trust Sanger Institute - The Genome Campus, via Telecity Powergate	15/09/2015 07:50	15/09/2015 07:54	00:00	00:04	Telco Scheduled Maintenance	Scheduled maintenance affecting various Janet circuits
Goldsmiths' College, via King's College	16/09/2015 02:05	16/09/2015 08:13	00:00	06:08	Denial of Service	High traffic generated from customers LAN
South Devon College, South West Energy Centre	22/09/2015 19:18	22/09/2015 20:29	01:11	00:00	Telco Equipment	Telco met-net UPS failure

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Association of Colleges	23/09/2015 05:14	23/09/2015 05:57	00:00	00:43	Customer Environment	Local area power outage
Redbridge College	25/09/2015 17:14	26/09/2015 14:28	00:00	21:14	Customer Unscheduled Maintenance	Customer unscheduled maintenance
Capel Manor College	28/09/2015 19:22	28/09/2015 20:19	00:00	00:57	Customer Scheduled Maintenance	Customer scheduled power maintenance
The Institute of Cancer Research: Royal Cancer Hospital, via ULCC	28/09/2015 18:48	28/09/2015 20:50	00:00	02:02	Customer Scheduled Maintenance	Customer scheduled maintenance
Mary Ward Settlement, Queen Square	30/09/2015 13:50	30/09/2015 14:11	00:00	00:21	Customer Line	Local patching