

janet

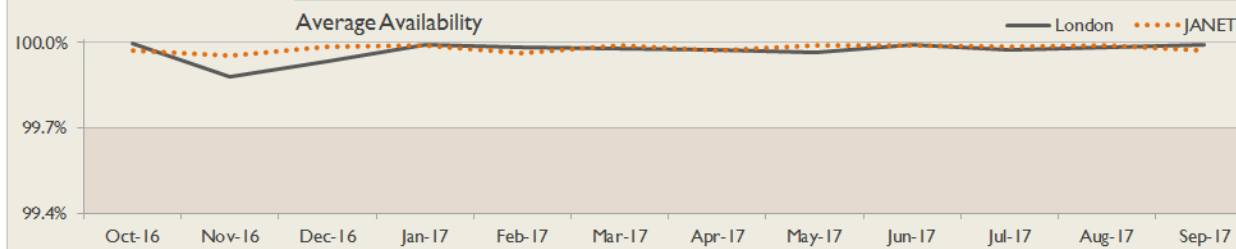
London Service Report

September 2017

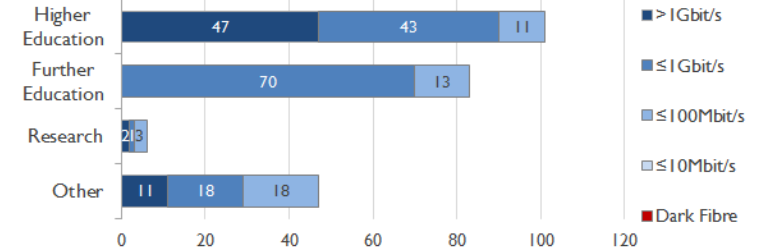


Service Reliability

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

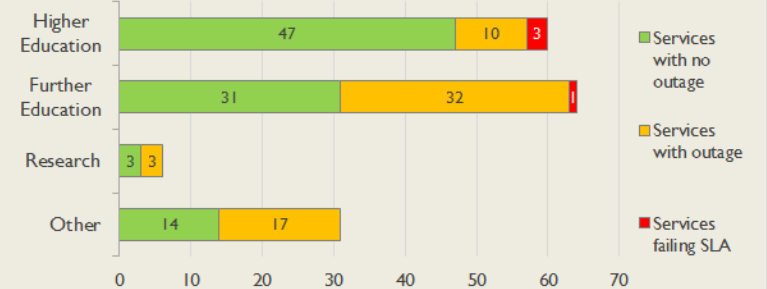


Connections in London by Contractual Bandwidth



Average Availability of All Services in London				Average Availability of All Services in Janet			
Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Sep 2017	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
>99.99%	4	99.97%	157	99.97%	11	99.98%	116
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
<b>7h 01m</b>		<b>0.37</b>		<b>5h 56m</b>		<b>0.47</b>	
Based on 130 faults over the last 24 months				Based on 1046 faults over the last 24 months			

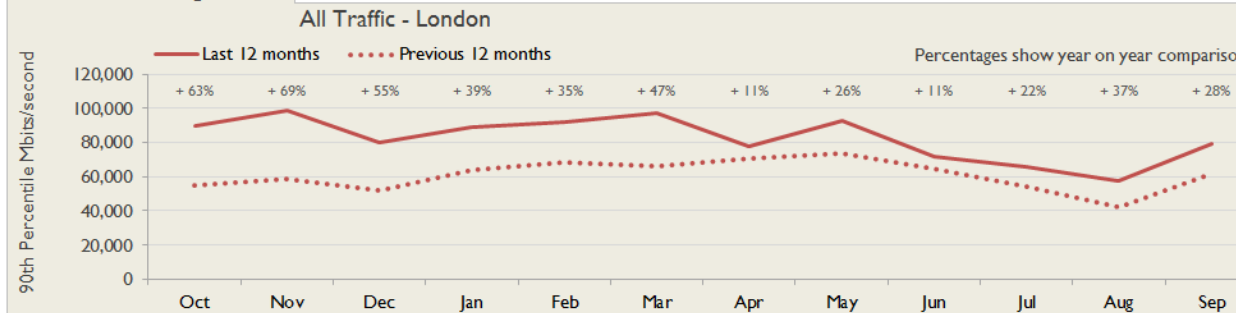
London Service Outages - Last 12 Months



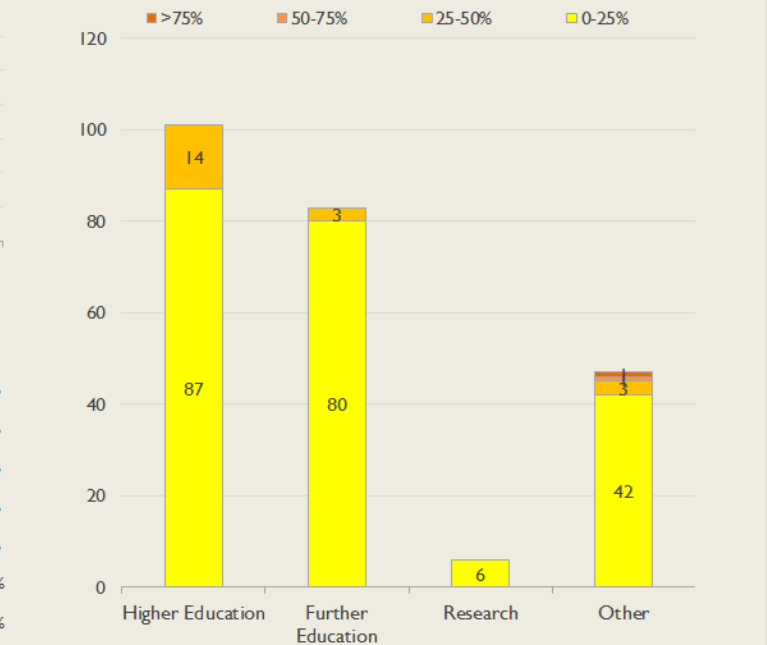
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

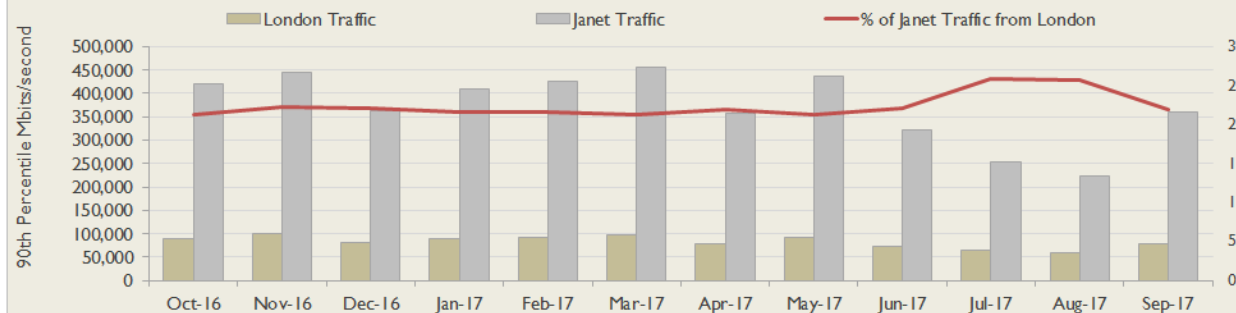
Traffic usage is expressed as the sum, in megabits per second, of 90th percentile readings taken during the month, in whichever direction is the greater, for all links being charted



% 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	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 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	100%	<b>95.30%</b>	100%	100%	100%	100%	100%	<b>97.56%</b>	100%	100%	100%	100%	<b>99.40%</b>
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%	100%	<b>98.40%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.87%</b>
Barnet and Southgate College, Wood Street Campus	100%	<b>99.57%</b>	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	100%	100%	<b>99.96%</b>
Birkbeck College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brent London Borough Council, Personal & Community Development	100%	<b>99.57%</b>	<b>99.35%</b>	100%	100%	100%	100%	100%	<b>99.10%</b>	100%	100%	100%	<b>99.83%</b>
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%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.99%</b>
Bromley College of Further and Higher Education, Greenwich Community College	100%	100%	100%	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.99%</b>
Brooke House Sixth Form College	100%	<b>98.01%</b>	100%	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.82%</b>
Brunel University London, Uxbridge *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Buckinghamshire New University, Uxbridge Campus	100%	<b>99.57%</b>	100%	100%	100%	<b>98.95%</b>	100%	100%	<b>99.84%</b>	100%	100%	100%	<b>99.86%</b>

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Camden Council, Personal & Community Development	100%	100%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%
Capel Manor College	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Carshalton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	99.97%	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%	100%	99.96%	100%	100%	>99.99%
Coulsdon Sixth Form College	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Courtauld Institute of Art	100%	100%	100%	100%	100%	100%	97.49%	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%	<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	100%	99.57%	99.35%	100%	100%	99.97%	100%	100%	100%	100%	100%	100%	99.91%
Glasgow Caledonian University, GCU London	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.95%

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Globelynx Limited										100%	100%	100%	<12 Months
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%	100%	99.87%	100%	95.57%	100%	100%	99.62%
Greater Brighton Metropolitan College , East Campus	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Guildford College of Further and Higher Education, Merrist Wood College	100%	100%	100%	100%	100%	100%	100%	99.87%	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	100%	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Hampshire County Council	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	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%	100%	99.35%	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%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Jisc Commercial Limited, Bridge Fibre									100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Cogeco Peer 1					100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Dimension Data				100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, FluidOne								100%	100%	100%	100%	100%	<12 Months
Jisc Commercial Limited, Verne Global										100%	100%	100%	<12 Months
John Ruskin College	100%	100%	100%	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.99%</b>
Kensington and Chelsea College	100%	<b>99.57%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.96%</b>
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 College, Creative Industries Centre	<b>99.74%</b>	<b>99.57%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.94%</b>
Kingston College, Kingston Hall Road	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	100%	<b>99.57%</b>	100%	100%	100%	<b>99.97%</b>	100%	100%	<b>99.84%</b>	100%	100%	100%	<b>99.95%</b>
Leyton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.99%</b>
London Borough of Bromley, Education and Care Directorate	100%	100%	<b>99.35%</b>	<b>99.91%</b>	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.94%</b>
London Borough of Hillingdon, Personal & Community Development	100%	100%	<b>99.35%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.95%</b>
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%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
London Borough of Redbridge, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
London Business School *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
London Business School, Outsourcery	100%	99.57%	96.45%	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, Telecitey Harbour Exchange	100%	100%	100%	100%	100%	100%	99.41%	100%	100%	100%	100%	100%	99.95%
London South Bank University, Telehouse West	100%	100%	100%	100%	100%	100%	100%	99.87%	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)	100%	99.57%	99.35%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.91%
Medical Research Council, MRC Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middlesex University *	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
Middlesex University, Plat Hall	100%	95.30%	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%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
National Institute for Biological Standards and Control	100%	99.57%	100%	100%	100%	99.97%	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%	<12 Months
NCG, Lewisham Southwark College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
New City College Corporation, Arbour Square	100%	99.57%	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%	100%	99.87%	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%	100%	99.87%	100%	100%	100%	100%	99.99%
Palmer's College	100%	100%	100%	100%	100%	97.45%	100%	99.87%	100%	100%	100%	100%	99.78%
Prospects College of Advanced Technology, Tunnelling and Underground Construction Academy										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%	99.87%	100%	100%	100%	100%	99.99%
Redcentric Solutions plc	100%	100%	100%	100%	100%	100%	99.41%	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%



Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Royal Borough of Kingston upon Thames, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
Royal Brompton and Harefield NHS Foundation Trust , Chelsea Wing												100%	<12 Months
Royal Brompton and Harefield NHS Foundation Trust , Hill End Road		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
Royal College of Art, Battersea Campus	100%	100%	100%	100%	99.75%	100%	100%	100%	100%	100%	100%	99.11%	99.91%
Royal College of Art, Kensington Gore	100%	99.67%	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 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%	<12 Months
Sir George Monoux College	100%	100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	99.99%
South Thames College, Merton Campus	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
South Thames College, Wandsworth Campus	100%	100%	100%	100%	100%	100%	100%	99.87%	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	100%	99.57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
St Dominic's Sixth Form College	100%	99.57%	100%	100%	100%	100%	100%	100%	99.85%	100%	100%	100%	99.95%
St Francis Xavier Sixth Form College	100%	100%	100%	100%	100%	99.98%	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%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Surrey County Council, Interconnect	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Ada National College for Digital Skills Limited							100%	100%	100%	100%	100%	100%	<12 Months
The Alan Turing Institute										100%	100%	100%	<12 Months
The British Library, St Pancras	100%	100%	100%	100%	97.47%	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%	<12 Months
The British School of Osteopathy, Forough High Street		100%	100%	100%	100%	100%	100%	99.87%	100%	100%	100%	100%	<12 Months
The British School of Osteopathy, Southwark Bridge Road						100%	100%	100%	100%	100%	100%	100%	<12 Months
The City Literary Institute, Keeley Street	100%	99.57%	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%	100%	99.87%	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	100%	99.57%	99.35%	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	100%	99.57%	99.35%	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%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
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%	99.87%	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%	100%	99.87%	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, 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%	<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%	100%	99.75%	99.98%

Service	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	12 Month Rolling Availability
Waltham Forest College, via Telehouse West	100%	100%	100%	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.99%</b>
Waltham Forest London Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	<b>99.87%</b>	100%	100%	100%	100%	<b>99.99%</b>
West Berkshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Westminster City Council, Personal & Community Development	100%	100%	<b>99.35%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.95%</b>
West Suffolk College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.47%</b>	<b>99.96%</b>
West Thames College *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Woodhouse College	100%	100%	100%	100%	100%	<b>99.97%</b>	100%	100%	100%	100%	100%	100%	<b>&gt;99.99%</b>
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
The WKCIC Group, City and Islington College, Centre for Health, Social and Child Care	16/09/2017 03:09	17/09/2017 10:49	00:00	31:40	Customer Equipment	Customer equipment fault
University of Greenwich, Avery Hill Campus	01/09/2017 10:13	01/09/2017 10:26	00:00	00:13	Customer Line	Site maintenance in server room disturbed fibres
Royal Academy of Music, Marylebone Road	15/09/2017 17:51	15/09/2017 19:14	00:00	01:23	Customer Equipment	Line card Failure
Royal Academy of Music, Marylebone Road	20/09/2017 19:17	20/09/2017 19:38	00:00	00:21	Customer Equipment	Customer switch faulty
Royal Academy of Music, Marylebone Road	20/09/2017 22:31	21/09/2017 08:22	00:00	09:51	Customer Equipment	Customer switch faulty
Royal Academy of Music, Marylebone Road	21/09/2017 08:34	21/09/2017 08:44	00:00	00:10	Customer Equipment	Customer switch faulty
Royal Academy of Music, Marylebone Road	24/09/2017 15:02	24/09/2017 15:26	00:00	00:24	Customer Emergency Maintenance	Customer maintenance to upgrade firmware
Royal College of Art, Kensington Gore	07/09/2017 08:37	07/09/2017 08:55	00:00	00:18	Customer Other	Customer accidentally knocked out power cable
Stanmore College, via ULCC	23/09/2017 15:52	23/09/2017 17:29	00:00	01:37	Customer Unscheduled Maintenance	Customer unscheduled power maintenance
Stanmore College, via Telecite Powergate	23/09/2017 15:52	23/09/2017 17:29	00:00	01:37	Customer Unscheduled Maintenance	Customer unscheduled power maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
University College London, Kathleen Lonsdale Building	09/09/2017 15:55	09/09/2017 16:29	00:00	00:34	Customer Equipment	Customer UPS failure
West Suffolk College, via University of Cambridge	14/09/2017 11:09	14/09/2017 15:00	00:00	03:51	Telco Line	Loose patch cable at BT hub site
London Grid for Learning Trust, Orpington via Teleticity	09/09/2017 22:50	10/09/2017 02:28	00:00	03:38	Customer Environment	Wide area power outage
London Grid for Learning Trust, Orpington via Telehouse	09/09/2017 22:50	10/09/2017 02:28	00:00	03:38	Customer Environment	Wide area power outage
London Grid for Learning Trust, Orpington via London PG	09/09/2017 22:50	10/09/2017 02:28	00:00	03:38	Customer Environment	Wide area power outage
Royal College of Art, Battersea Campus	26/09/2017 00:37	26/09/2017 07:01	00:00	06:24	Telco Unscheduled Maintenance	Telco unscheduled maintenance
New City College Corporation, Arbour Square	13/09/2017 14:55	19/09/2017 13:40	18:28	04:17	Managed Router Equipment	Juniper router failure
Waltham Forest College, via Teleticity Powergate	08/09/2017 11:07	11/09/2017 11:42	22:49	01:46	Telco Equipment	Faulty patch cable at VM hub site