

janet

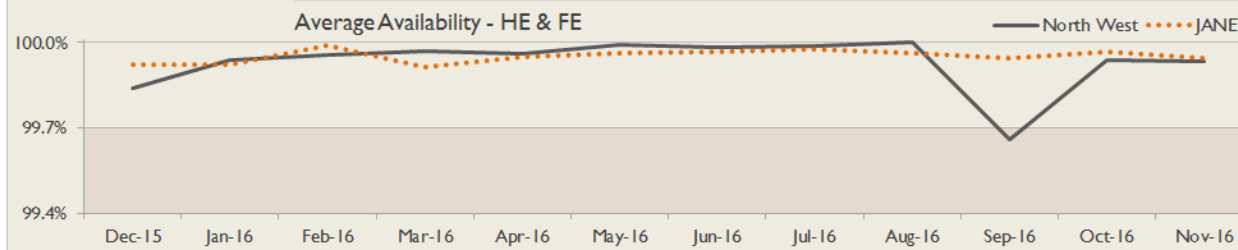
North West Service Report

November 2016

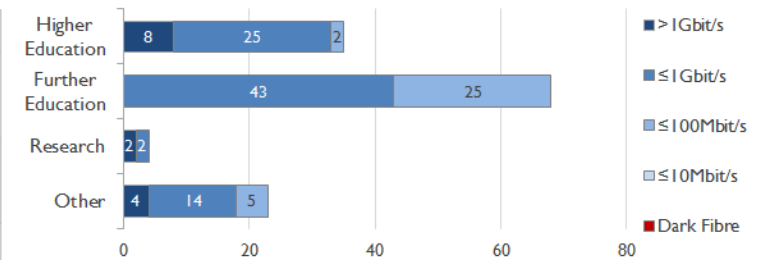


Service Reliability

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

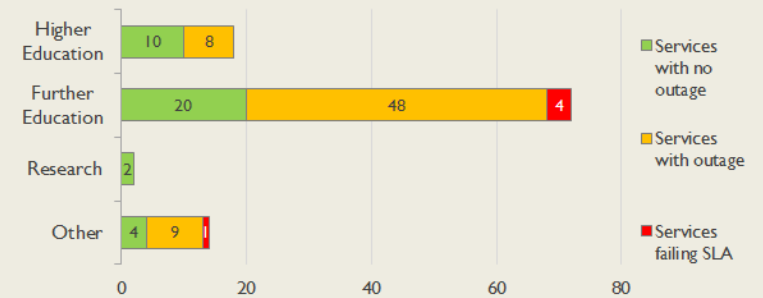


Connections in North West by Contractual Bandwidth



| Average Availability of HE & FE Services in North West | | | | Average Availability of HE & FE Services in Janet | | | |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Nov 2016 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service | Nov 2016 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 99.93% | 29 | 99.93% | 372 | 99.95% | 24 | 99.95% | 244 |
| Mean Time to Repair | | Average Faults per Service per Year | | Mean Time to Repair | | Average Faults per Service per Year | |
| 5h 15m | | 1.70 | | 5h 58m | | 0.62 | |
| Based on 326 faults over the last 24 months | | | | Based on 1132 faults over the last 24 months | | | |

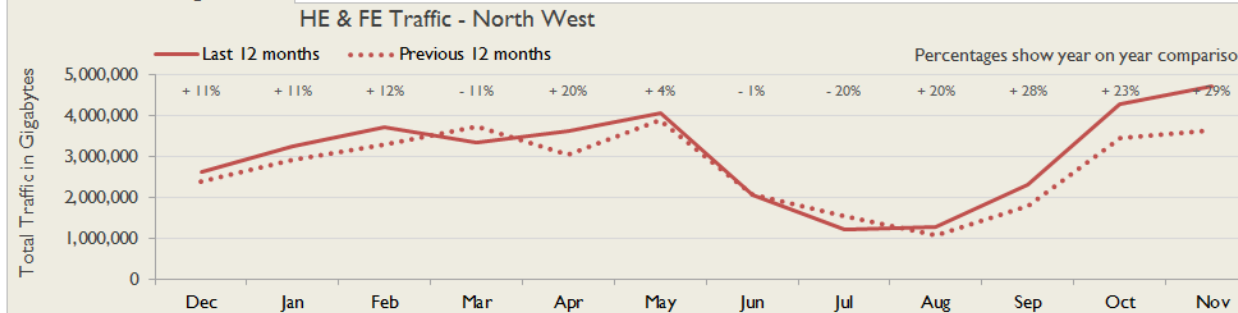
North West Service Outages - Last 12 Months



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

Connection Usage

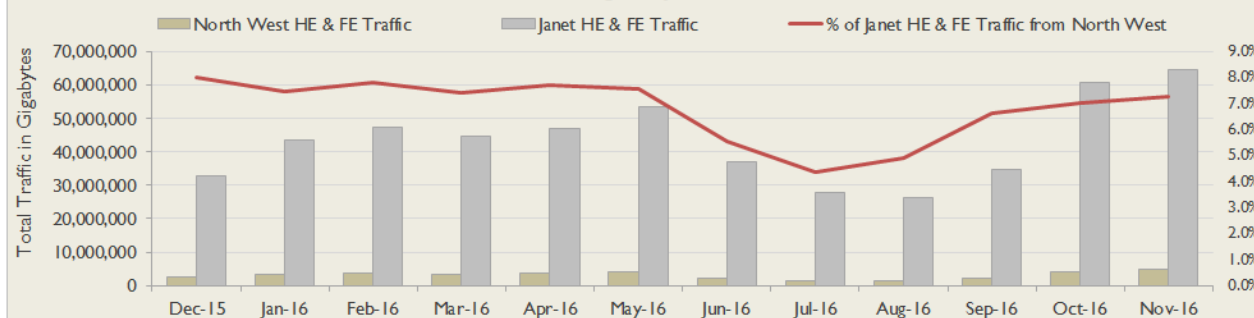
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



North West HE & FE Traffic Against Janet HE & FE 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 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | 12 Month Rolling Availability |
|---|--------|---------------|---------------|--------|--------|--------|---------------|--------|--------|---------------|---------------|---------------|-------------------------------|
| Accrington and Rossendale College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 99.60% | 99.96% |
| Aquinas College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.33% | 100% | 99.94% |
| Ashton Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Birkenhead Sixth Form College | 100% | 100% | 98.64% | 100% | 100% | 100% | 100% | 100% | 100% | 97.92% | 100% | 100% | 99.71% |
| Blackburn College | 100% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Blackpool and The Fylde College, South Building Annex | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.57% | <12 Months |
| Blackpool and The Fylde College, University Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.77% | 99.60% | 99.95% |
| Bolton College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bolton Sixth Form College, Town Centre Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bridge College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| Burnley College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bury College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.60% | 99.97% |
| Cardinal Newman College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Carmel College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| Cheadle and Marple Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| City of Stoke-on-Trent Sixth Form College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | 12 Month Rolling Availability |
|--|---------------|---------------|--------|---------------|---------------|--------|---------------|--------|--------|---------------|---------------|---------------|-------------------------------|
| Edge Hill University, Medway Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Edge Hill University, Manchester | | | | | | | | | | 100% | 100% | 100% | <12 Months |
| Holy Cross College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.58% | 99.05% | 99.60% | 99.77% |
| Hopwood Hall College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Hugh Baird College, via Telehouse West | 100% | 100% | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Hugh Baird College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| King George V College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Knowsley Community College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| Langdon College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 100% | 100% | 99.96% |
| Liverpool Hope University * | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Liverpool Institute for Performing Arts | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Liverpool John Moores University * | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Loreto Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| Macclesfield College | 100% | 99.85% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 99.99% |
| Manchester Metropolitan University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Mid-Cheshire College of Further Education | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Myerscough College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.60% | 99.97% |
| Myerscough College, Additional Connection | 100% | 100% | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| NCG, West Lancashire College | 100% | 100% | 100% | 99.46% | 100% | 100% | 98.99% | 100% | 100% | 97.92% | 100% | 100% | 99.70% |
| Nelson and Colne College | 96.39% | 100% | 100% | 97.93% | 100% | 100% | 100% | 100% | 100% | 99.03% | 96.65% | 99.60% | 99.13% |
| Newcastle-under-Lyme College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Oldham Sixth Form College, Union Street West | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| Service | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | 12 Month Rolling Availability |
|--|---------------|--------|---------------|--------|---------------|---------------|---------------|--------|--------|---------------|--------|---------------|-------------------------------|
| Oldham Sixth Form College, Science Centre | | | | | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | <12 Months |
| Preston College, Link 1 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.60% | 99.97% |
| Preston College, Link 2 | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Priestley College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97.92% | 100% | 100% | 99.83% |
| Reaseheath College | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Redcar and Cleveland College, via Telecity Powergate | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Regent College Limited | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Riverside College Halton, Halton College Campus | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Rochdale Sixth Form College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Royal Northern College of Music * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Runshaw College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.60% | 99.97% |
| Salford City College, Pendleton Sixth Form Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| Salford City College, Walkden Sixth Form Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Seashell Trust | 100% | 100% | 100% | 100% | 100% | 99.74% | 100% | 100% | 100% | 100% | 100% | 100% | 99.98% |
| Sir John Deane's College | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| South Cheshire College | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Southport College, Additional Connection | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.57% | 99.96% |
| Southport College | 96.39% | 100% | 99.84% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.51% |
| Staffordshire University, Stoke-on-Trent Express Route * | | | | | | | | | | | | 100% | <12 Months |
| Staffordshire University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| St Helens College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| St John Rigby College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |

| Service | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | 12 Month Rolling Availability |
|---|---------------|---------------|---------------|--------|--------|---------------|---------------|---------------|--------|---------------|---------------|---------------|-------------------------------|
| St Mary's College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.60% | 99.97% |
| Stockport College | 99.19% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.14% | 100% | 99.86% |
| Stockton Riverside College, via Telecity Powergate | 100% | 99.22% | 100% | 100% | 100% | 100% | 100% | 99.16% | 100% | 100% | 100% | 99.57% | 99.83% |
| Stoke-on-Trent College, Burslem Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Stoke-on-Trent College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Tameside College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The City of Liverpool College, Bankfield Road Campus | 98.51% | 99.29% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | 99.81% |
| The City of Liverpool College, The Learning Exchange | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Co-operative College | 100% | 100% | 97.69% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.81% |
| The David Lewis Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.57% | 100% | 100% | 100% | 100% | 99.96% |
| The Liverpool School of Tropical Medicine * | | | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| The Manchester College, Openshaw Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| The Oldham College, Bellis Building | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| The Oldham College, University Campus Oldham | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The Open University, Manchester | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The University of Bolton * | 100% | 100% | 100% | 100% | 100% | 99.71% | 99.97% | 100% | 100% | 100% | 100% | 100% | 99.97% |
| The University of Manchester * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Trafford College, Altrincham Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Trafford College, The Centre for Science and Technology | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| University of Central Lancashire * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Chester | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Chester, Leighton Hospital | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | >99.99% |

| Service | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | 12 Month Rolling Availability |
|--|---------------|---------------|--------|--------|---------------|--------|---------------|---------------|--------|---------------|--------|---------------|-------------------------------|
| University of Keele, University Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.93% | 100% | 100% | 100% | 100% | >99.99% |
| University of Liverpool * | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| University of Salford, via Manchester | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |
| University of Salford, via Salford | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Salford * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Warrington Collegiate | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| West Cheshire College | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Wigan & Leigh College, Parson's Walk Centre | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| Wigan & Leigh College, Sixth Form Centre - Leigh | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| Winstanley College * | 96.39% | 96.33% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97.92% | 100% | 100% | 99.22% |
| Wirral Metropolitan College, Conway Park Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.57% | 99.96% |
| Wirral Metropolitan College | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 100% | 99.82% |
| Workers' Educational Association, North West | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 100% | 98.82% | 99.73% |
| Xaverian College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | >99.99% |

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 |
|---|---------------------|-------------------|---------------|----------------|----------------------|-------------------------------|
| Burnley College, Link I | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Nelson and Colne College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Accrington and Rossendale College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Birkenhead Sixth Form College | 15/11/2016 22:09 | 15/11/2016 23:02 | 00:00 | 00:53 | Telco Maintenance | Scheduled telco maintenance |
| Bury College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Cardinal Newman College, via UCLAN | 04/11/2016 22:01 | 05/11/2016 04:00 | 00:00 | 05:59 | Telco Maintenance | Telco unscheduled maintenance |
| Cardinal Newman College, via UCLAN | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Edge Hill University, Medway Campus, CMIST Building | 24/11/2016 18:05 | 24/11/2016 18:57 | 00:00 | 00:52 | Customer Environment | Area power failure |
| Edge Hill University, Medway Campus, Durning Centre | 04/11/2016 22:01 | 05/11/2016 04:00 | 00:00 | 05:59 | Telco Maintenance | Telco unscheduled maintenance |
| Holy Cross College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| King George V College | 24/11/2016 18:27 | 24/11/2016 18:57 | 00:00 | 00:30 | Customer Environment | Area power failure |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|--|---------------------|-------------------|---------------|----------------|----------------------|---|
| Knowsley Community College | 15/11/2016 22:10 | 15/11/2016 23:02 | 00:00 | 00:52 | Telco Maintenance | Telco scheduled maintenance |
| Loreto Sixth Form College | 04/11/2016 09:55 | 04/11/2016 10:59 | 00:00 | 01:04 | Customer Environment | Power issues at Loreto Sixth Form College |
| Loreto Sixth Form College | 07/11/2016 21:42 | 08/11/2016 02:19 | 00:00 | 04:37 | Customer Environment | Power issues at Loreto Sixth Form College |
| Loreto Sixth Form College | 21/11/2016 10:22 | 21/11/2016 10:43 | 00:00 | 00:21 | Customer Maintenance | Scheduled power maintenance |
| Myerscough College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Preston College, Link 1 | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Runshaw College | 04/11/2016 17:13 | 04/11/2016 18:30 | 00:00 | 01:17 | Customer Maintenance | Customer unscheduled maintenance |
| Runshaw College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| St Mary's College | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| The University of Bolton, Eagle Building | 04/11/2016 22:01 | 05/11/2016 04:00 | 00:00 | 05:59 | Telco Maintenance | Telco unscheduled maintenance |
| University of Central Lancashire, Adelphi Building | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Winstanley College | 17/11/2016 20:23 | 17/11/2016 21:46 | 00:00 | 01:23 | Customer Environment | Area power failure |
| Winstanley College, via University of Manchester | 17/11/2016 20:23 | 17/11/2016 21:46 | 00:00 | 01:23 | Customer Environment | Area power failure |
| Workers' Educational Association, North West | 03/11/2016 16:02 | 04/11/2016 01:06 | 00:36 | 08:28 | Telco Other | Faulty fibre at telco exchange |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|--|---------------------|-------------------|---------------|----------------|----------------------|-------------------------|
| Blackpool and The Fylde College, University Centre | 06/11/2016 14:41 | 06/11/2016 17:33 | 00:00 | 02:52 | Regional Environment | Power failure at PoP |
| Southport College, Additional Connection, via Telecite Powergate | 18/11/2016 20:05 | 18/11/2016 23:11 | 00:00 | 03:06 | Regional Equipment | Card crash at Powergate |
| Wirral Metropolitan College, Conway Park Campus | 18/11/2016 20:05 | 18/11/2016 23:11 | 00:00 | 03:06 | Regional Equipment | Card crash at Powergate |
| Stockton Riverside College, via Telecite Powergate | 18/11/2016 20:05 | 18/11/2016 23:11 | 00:00 | 03:06 | Regional Equipment | Card crash at Powergate |
| Redcar and Cleveland College, via Telecite Powergate | 14/11/2016 13:06 | 14/11/2016 13:19 | 00:00 | 00:13 | Customer Environment | Area power failure |
| Blackpool and The Fylde College, South Building Annex | 18/11/2016 20:05 | 18/11/2016 23:11 | 00:00 | 03:06 | Regional Equipment | Card crash at Powergate |