

janet

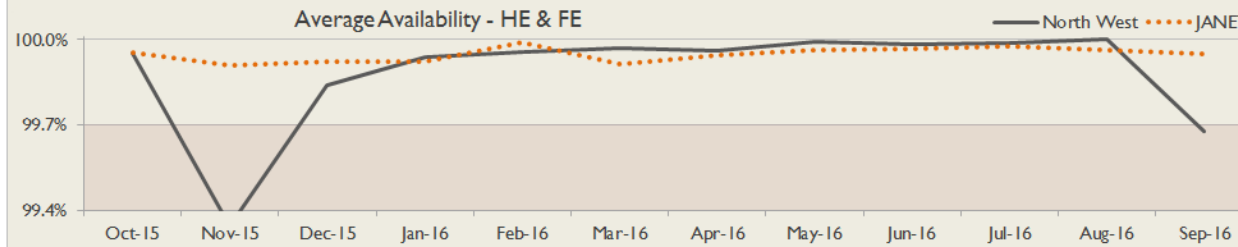
North West Service Report

September 2016

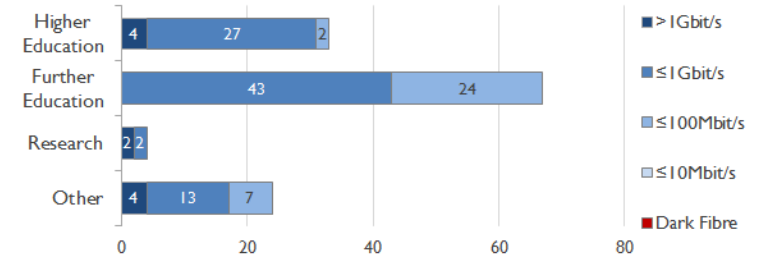


Service Reliability

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



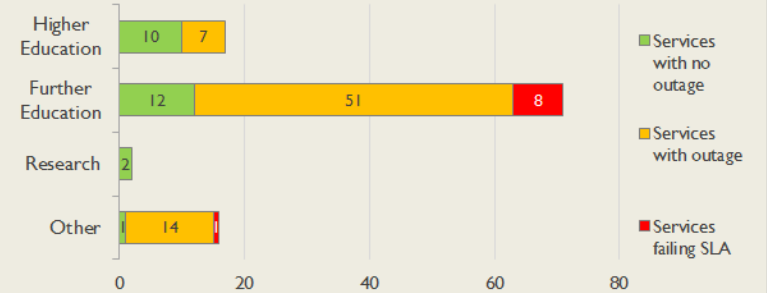
Connections in North West by Contractual Bandwidth



| Average Availability of HE & FE Services in North West | | | |
|--|--|-------------------------------------|--|
| Sep 2016 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 99.68% | 139 | 99.89% | 606 |
| Mean Time to Repair | | Average Faults per Service per Year | |
| 5h 16m | | 1.66 | |
| Based on 313 faults over the last 24 months | | | |

| Average Availability of HE & FE Services in Janet | | | |
|---|--|-------------------------------------|--|
| Sep 2016 | Equivalent Unavailability in Minutes per Service | 12 Months Rolling | Equivalent Unavailability in Minutes per Service |
| 99.95% | 22 | 99.95% | 264 |
| Mean Time to Repair | | Average Faults per Service per Year | |
| 5h 39m | | 0.67 | |
| Based on 1199 faults over the last 24 months | | | |

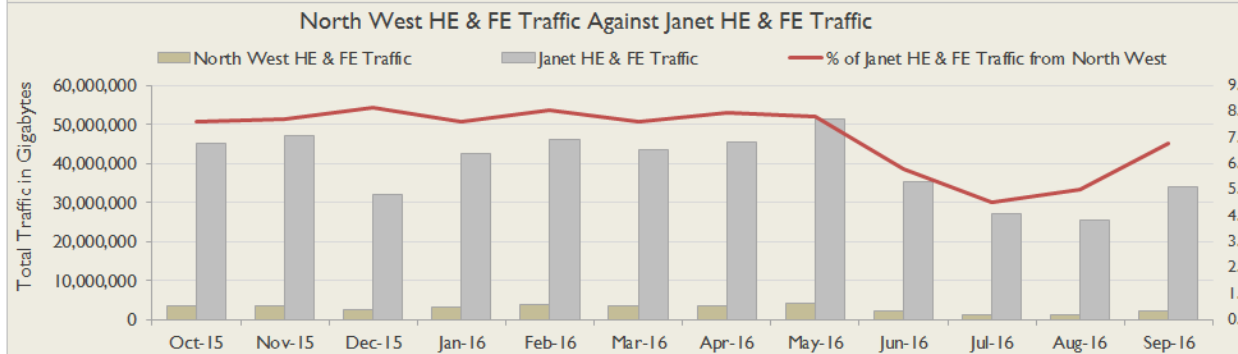
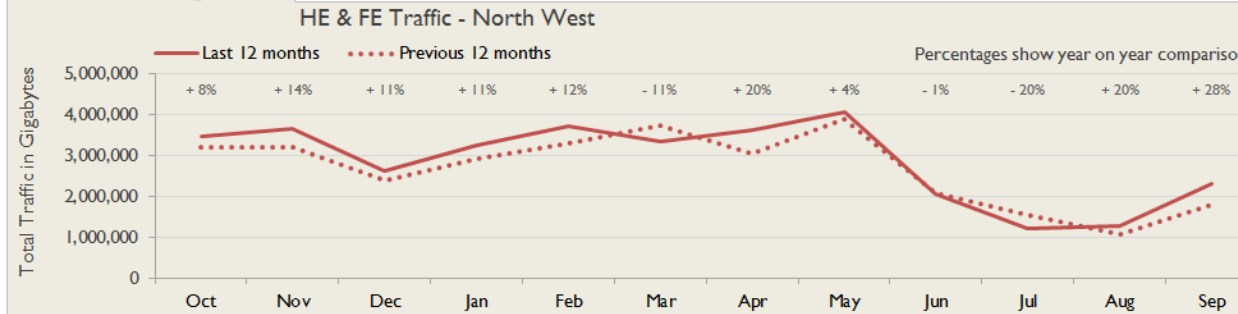
North West Service Outages - Last 12 Months



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



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 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | 12 Month Rolling Availability |
|---|---------------|---------------|--------|---------------|---------------|--------|--------|--------|---------------|--------|--------|---------------|-------------------------------|
| Accrington and Rossendale College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 99.91% |
| Aquinas College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Ashton Sixth Form College | 100% | 99.65% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% |
| Birkenhead Sixth Form College | 100% | 98.94% | 100% | 100% | 98.64% | 100% | 100% | 100% | 100% | 100% | 100% | 97.92% | 99.62% |
| Blackburn College | 100% | 98.94% | 100% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.90% |
| Blackpool and The Fylde College, University Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Blackpool and The Fylde College, South Building Annex | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Bolton College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Bolton Sixth Form College, Town Centre Campus | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Bridge College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | >99.99% |
| Burnley College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bury College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Cardinal Newman College * | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Carmel College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.82% |
| Cheadle and Marple Sixth Form College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.91% |
| City of Stoke-on-Trent Sixth Form College * | 97.92% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.83% |

| Service | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | 12 Month Rolling Availability |
|---|--------|---------------|---------------|---------------|--------|---------------|---------------|--------|---------------|--------|--------|---------------|-------------------------------|
| Edge Hill University, Manchester | | | | | | | | | | | | 100% | <12 Months |
| Edge Hill University, Medway Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Holy Cross College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.58% | 99.79% |
| Hopwood Hall College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Hugh Baird College, via Telehouse West | 100% | 100% | 100% | 100% | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| Hugh Baird College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.82% |
| King George V College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | 99.91% |
| Knowsley Community College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.82% |
| Langdon College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.56% | 99.88% |
| Liverpool Hope University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | >99.99% |
| Liverpool Institute for Performing Arts | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | >99.99% |
| Liverpool John Moores University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | >99.99% |
| Loreto Sixth Form College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.91% |
| Macclesfield College | 100% | 98.94% | 100% | 99.85% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.90% |
| Manchester Metropolitan University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Mid-Cheshire College | 100% | 96.78% | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 99.68% |
| Myerscough College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Myerscough College, Additional Connection | 100% | 100% | 100% | 100% | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% | >99.99% |
| NCG, West Lancashire College | 100% | 100% | 100% | 100% | 100% | 99.46% | 100% | 100% | 98.99% | 100% | 100% | 97.92% | 99.70% |
| Nelson and Colne College | 100% | 98.94% | 96.39% | 100% | 100% | 97.93% | 100% | 100% | 100% | 100% | 100% | 99.03% | 99.36% |
| Newcastle-under-Lyme College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Oldham Sixth Form College, Science Centre | | | | | | | 100% | 100% | 100% | 100% | 100% | 99.97% | <12 Months |

| Service | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | 12 Month Rolling Availability |
|--|--------|---------------|---------------|--------|---------------|--------|---------------|---------------|---------------|--------|--------|---------------|-------------------------------|
| Oldham Sixth Form College, Union Street West | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Preston College, Link 1 | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Preston College, Link 2 | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <12 Months |
| Priestley College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97.92% | 99.74% |
| Reaseheath College | 100% | 100% | 100% | 100% | 100% | 100% | 99.41% | 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% | 98.94% | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 99.86% |
| Rochdale Sixth Form College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Royal Northern College of Music * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Runshaw College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| Salford City College, Pendleton Sixth Form Centre | 100% | 99.59% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.96% |
| Salford City College, Walkden Sixth Form Centre | 100% | 99.66% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% |
| Seashell Trust | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 99.74% | 100% | 100% | 100% | 100% | 99.89% |
| Sir John Deane's College | 100% | 96.76% | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 99.68% |
| South Cheshire College | 100% | 100% | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Southport College, Additional Connection | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Southport College | 100% | 95.32% | 96.39% | 100% | 99.84% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.12% |
| Staffordshire University * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| St Helens College | 100% | 95.32% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.43% |
| St John Rigby College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.82% |
| St Mary's College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |

| Service | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | 12 Month Rolling Availability |
|---|---------------|---------------|---------------|---------------|---------------|--------|--------|---------------|---------------|---------------|--------|---------------|-------------------------------|
| Stockport College | 100% | 98.94% | 99.19% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.84% |
| Stockton Riverside College, via Telecity Powergate | 100% | 100% | 100% | 99.22% | 100% | 100% | 100% | 100% | 100% | 99.16% | 100% | 100% | 99.87% |
| Stoke-on-Trent College, Burslem Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Stoke-on-Trent College | 97.92% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.83% |
| Tameside College * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| The City of Liverpool College, Bankfield Road Campus | 100% | 100% | 98.51% | 99.29% | 100% | 100% | 100% | 100% | 99.97% | 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% | 98.94% | 100% | 100% | 97.69% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.72% |
| The David Lewis Centre | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.57% | 100% | 100% | 99.88% |
| The Liverpool School of Tropical Medicine * | | | | | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | <12 Months |
| The Manchester College, Openshaw Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | >99.99% |
| The Oldham College, Bellis Building | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.91% |
| The Oldham College, University Campus Oldham | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| 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% | 100% | 100% | 99.71% | 99.97% | 100% | 100% | 100% | 99.97% |
| The University of Manchester * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Trafford College, The Centre for Science and Technology | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.91% |
| Trafford College, Altrincham Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | <12 Months |
| University of Keele, University Campus * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.93% | 100% | 100% | >99.99% |

| Service | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| University of Liverpool * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 100% | >99.99% |
| University of Salford * | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| University of Salford, via Manchester | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | >99.99% |
| University of Salford, via Salford | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Warrington Collegiate | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.91% |
| West Cheshire College | 100% | 100% | 100% | 100% | 100% | 100% | 99.41% | 100% | 100% | 100% | 100% | 100% | 99.95% |
| Wigan & Leigh College, Sixth Form Centre - Leigh | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.74% |
| Wigan & Leigh College, Parson's Walk Centre | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.82% |
| Winstanley College * | 100% | 95.32% | 96.39% | 96.33% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97.92% | 98.83% |
| Wirral Metropolitan College | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 100% | 100% | 97.92% | 99.82% |
| Wirral Metropolitan College, Conway Park Campus | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Xaverian College | 100% | 98.94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.97% | 99.91% |

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 |
|--|---------------------|-------------------|---------------|----------------|----------------------|--|
| Nelson and Colne College | 27/09/2016 11:54 | 27/09/2016 19:09 | 00:17 | 06:58 | Telco Line | Fibre break caused by civil works |
| Birkenhead Sixth Form College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Birkenhead Sixth Form College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Bridge College | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Cardinal Newman College, via University of Manchester | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Carmel College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Carmel College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Cheadle and Marple Sixth Form College, via University of Liverpool | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| City of Stoke-on-Trent Sixth Form College, Link 2 | 18/09/2016 06:33 | 19/09/2016 07:40 | 00:00 | 25:07 | Regional Maintenance | Unscheduled power maintenance |
| Holy Cross College | 01/09/2016 14:21 | 02/09/2016 00:57 | 00:24 | 10:12 | Telco Line | Fibre break with Vodafone core |
| Hugh Baird College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Hugh Baird College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|--|---------------------|-------------------|---------------|----------------|--------------------|--|
| Knowsley Community College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Knowsley Community College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Knowsley Community College | 23/09/2016 10:07 | 28/09/2016 14:29 | 00:00 | 124:22 | Denial of Service | DDoS |
| Langdon College | 07/09/2016 01:46 | 07/09/2016 04:44 | 00:00 | 02:58 | Telco Equipment | Power failure at telco exchange |
| Langdon College | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Loreto Sixth Form College | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Macclesfield College | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Manchester Metropolitan University, John Dalton Building | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Salford City College, Pendleton Sixth Form Centre | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Priestley College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Priestley College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| NCG, West Lancashire College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| NCG, West Lancashire College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| South Cheshire College | 10/09/2016 23:08 | 11/09/2016 04:00 | 00:00 | 04:52 | Unknown | Telco investigated, cause could not be proven |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|---|---------------------|-------------------|---------------|----------------|----------------------|--|
| Southport College, via University of Manchester | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Southport College, via University of Manchester | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| St Helens College | 09/09/2016 15:20 | 09/09/2016 15:36 | 00:00 | 00:16 | Unknown | Unknown |
| St Helens College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| St Helens College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| St Helens College | 16/09/2016 15:16 | 16/09/2016 16:40 | 00:00 | 01:24 | MRS Equipment | Faulty SFP on customer LAN |
| St John Rigby College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| St John Rigby College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Staffordshire University, Leek Road Campus | 18/09/2016 06:33 | 19/09/2016 07:40 | 00:00 | 25:07 | Customer Maintenance | Unscheduled power maintenance |
| Stockport College | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| The Manchester College, Openshaw Campus | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| The Oldham College, Bellis Building | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Trafford College, The Centre for Science and Technology | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| University of Keele, University Campus, Library and IT Services | 18/09/2016 06:33 | 19/09/2016 07:40 | 00:00 | 25:07 | Regional Maintenance | Unscheduled power maintenance |

| Connection | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type | Description |
|---|---------------------|-------------------|---------------|----------------|--------------------|--|
| Winstanley College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Winstanley College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Wirral Metropolitan College | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Wirral Metropolitan College | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Xaverian College | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| University of Salford, via Manchester | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |
| Wigan & Leigh College, Sixth Form Centre - Leigh | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Wigan & Leigh College, Sixth Form Centre - Leigh | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Wigan & Leigh College, Parson's Walk Centre | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| Wigan & Leigh College, Parson's Walk Centre | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| The Liverpool School of Tropical Medicine, Wolfson Building | 13/09/2016 11:36 | 14/09/2016 02:05 | 00:00 | 14:29 | Telco Line | Fibre break |
| The Liverpool School of Tropical Medicine, Wolfson Building | 14/09/2016 15:16 | 14/09/2016 15:46 | 00:00 | 00:30 | Telco Maintenance | Fibre break |
| Oldham Sixth Form College, Science Centre | 08/09/2016 18:53 | 08/09/2016 19:04 | 00:00 | 00:11 | Regional Equipment | Janet router suffered system reset due to a parity error |