

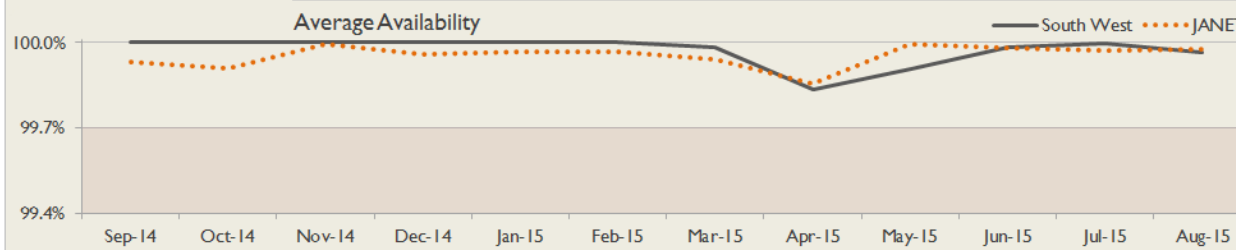


## South West Service Report

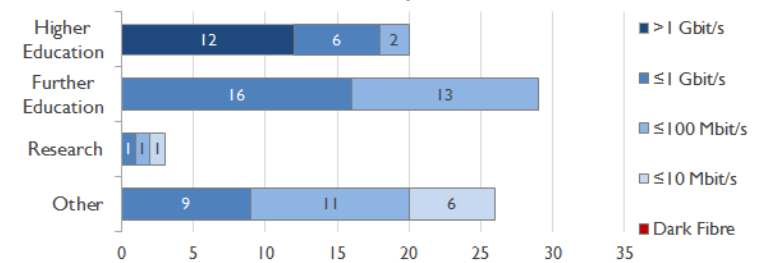
August 2015

Service Reliability

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

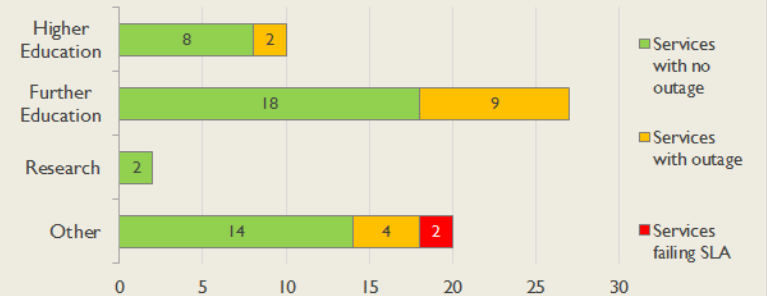


Connections in South West by Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.96%	16	99.97%	148	99.98%	10	99.95%	241
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
7h 48m		0.25		5h 13m		0.68	
Based on 31 faults over the last 24 months				Based on 1395 faults over the last 24 months			

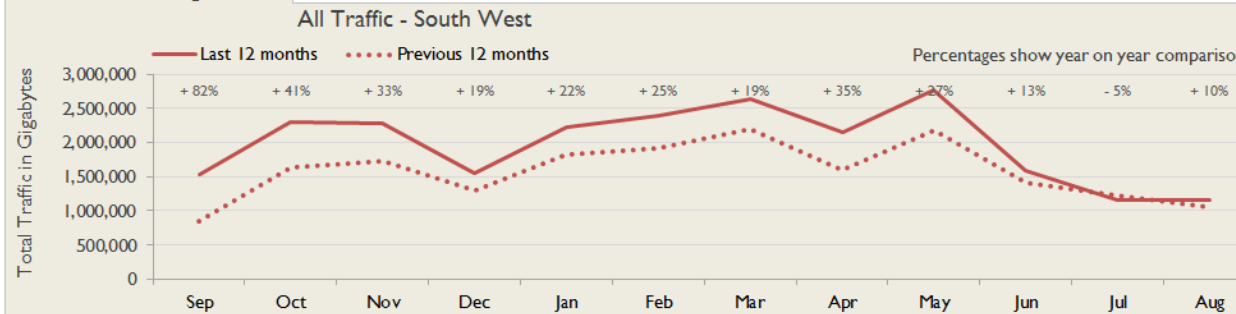
South West Service Outages - Last 12 Months



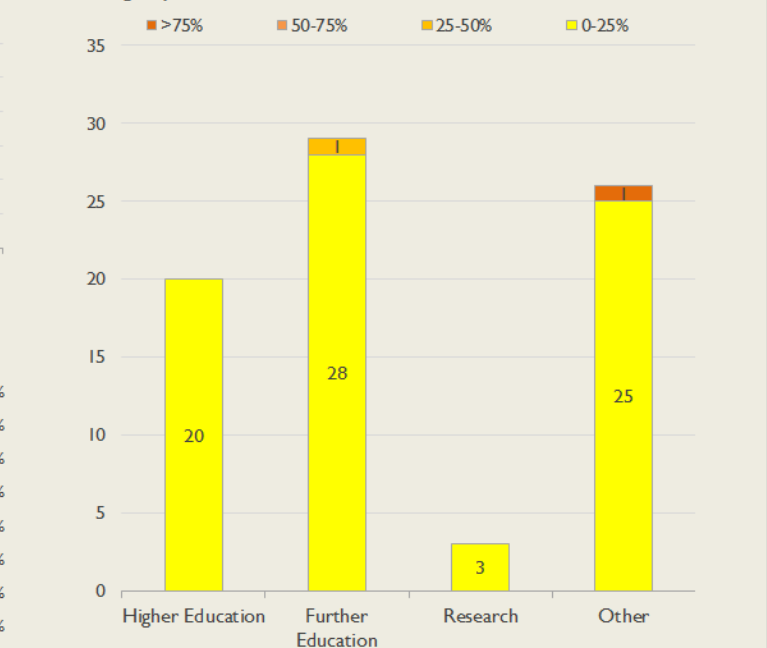
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

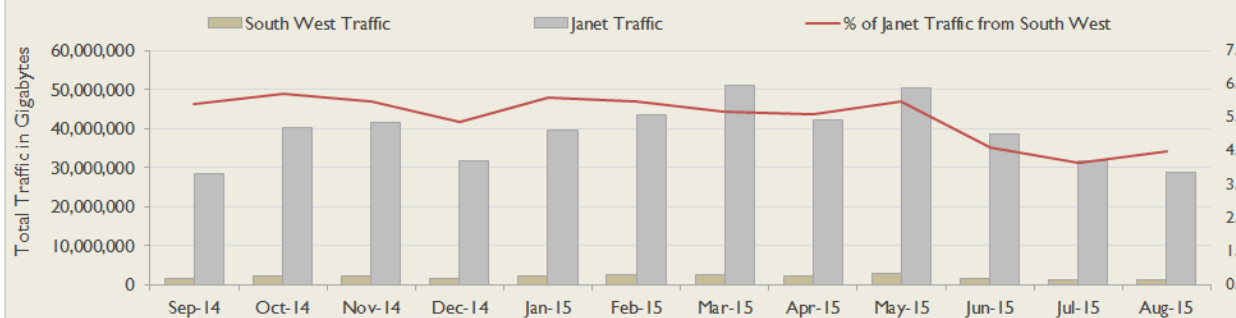
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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



South West 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	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Bath College, Somer Valley Campus	100%	100%	100%	100%	100%	100%	99.70%	100%	100%	100%	100%	100%	99.97%
Bath College, City Centre Campus*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bath Spa University*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bicton College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bridgwater College	100%	100%	100%	100%	100%	100%	100%	100%	98.71%	100%	100%	100%	99.89%
Bristol City Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cirencester College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	97.68%	99.80%
City College Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City of Bristol College*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Camborne	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall College, Saltash	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cornwall Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter College, Hele Road Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exeter Royal Academy for Deaf Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fairfield Opportunity Farm (Dilton) Ltd	100%	100%	100%	100%	100%	100%	99.70%	93.54%	100%	100%	100%	100%	99.44%
Falmouth University	100%	100%	100%	100%	100%	100%	99.60%	100%	100%	100%	100%	100%	99.97%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gloucestershire College, Gloucester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	>99.99%
Gloucestershire College, Cheltenham Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hartpury College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	>99.99%
Higher Education Funding Council for England, Stoke Gifford*										100%	100%	100%	<12 Months
Higher Education Funding Council for England, Bristol*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher Education Statistics Agency Limited	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Jisc, Bristol*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Met Office, IT Hall 1*							100%	100%	100%	100%	100%	100%	<12 Months
National Star College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Natural Environment Research Council, Hartland Magnetic Observatory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oakwood Court	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, Mid Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Petroc, North Devon Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth College of Art, Tavistock Place	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Plymouth Marine Laboratory	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Richard Huish College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rothamsted Research Limited, North Wyke*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Agricultural University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Royal Mencap Society, Mencap National College - Lufton	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ruskin Mill Educational Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	>99.99%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.89%	100%	100%	99.91%
South Devon College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Filton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
South Gloucestershire and Stroud College, Stroud Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
St Brendan's Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Strode College	100%	100%	100%	100%	100%	100%	100%	100%	98.71%	100%	100%	100%	99.89%
The Marine Biological Association of the United Kingdom		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Open University, Bristol					100%	100%	100%	100%	100%	100%	100%	100%	<12 Months
The Quality Assurance Agency for Higher Education, Head Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	>99.99%
The Universities and Colleges Admissions Service	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Truro and Penwith College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bath*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bristol*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Exeter*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Gloucestershire	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	>99.99%
University of Plymouth*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of St Mark & St John	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of the West of England, Bristol*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
WESC Foundation	100%	100%	100%	100%	100%	100%	100%	95.93%	100%	100%	100%	100%	99.66%
Weston College	100%	100%	100%	100%	100%	100%	100%	100%	97.79%	100%	100%	100%	99.82%
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	>99.99%

Service	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	12 Month Rolling Availability
Wiltshire College, Trowbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, South West	100%	100%	100%	100%	100%	100%	100%	100%	<b>99.97%</b>	<b>99.97%</b>	100%	100%	<b>&gt;99.99%</b>
Workers' Educational Association, Plymouth	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Bristol	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yeovil College	100%	100%	100%	100%	100%	100%	100%	100%	<b>98.71%</b>	100%	100%	100%	<b>99.89%</b>

## 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
Truro and Penwith College	09/08/2015 18:29	09/08/2015 21:34	00:00	03:05	Customer Environment	Customer site power outage
William Morris Camphill Community, Specialist College	07/08/2015 11:06	10/08/2015 08:48	00:00	69:42	Customer Environment	Wide area power failure
City of Bristol College, via Tyndall Avenue	16/08/2015 08:20	16/08/2015 15:21	00:00	07:01	Customer Scheduled Maintenance	Customer scheduled maintenance
City of Bristol College, via Tyndall Avenue	16/08/2015 15:38	16/08/2015 15:52	00:00	00:14	Unknown	Unknown
Bath College, City Centre Campus, Link 1	14/08/2015 17:41	17/08/2015 07:01	00:00	61:20	Customer Scheduled Maintenance	Customer scheduled power maintenance
Bath College, City Centre Campus, Link 2	14/08/2015 17:41	17/08/2015 07:01	00:00	61:20	Customer Scheduled Maintenance	Customer scheduled power maintenance
WESC Foundation	19/08/2015 10:19	19/08/2015 11:58	00:00	01:39	Customer Scheduled Maintenance	Customer scheduled power maintenance
Hartpury College	22/08/2015 22:43	22/08/2015 23:14	00:00	00:31	Customer Environment	Customer power supply failure
University of St Mark & St John	23/08/2015 07:42	24/08/2015 14:19	00:00	30:37	Customer Scheduled Maintenance	Customer scheduled maintenance
Hartpury College	26/08/2015 08:59	26/08/2015 11:38	00:00	02:39	Customer Environment	Customer unscheduled maintenance

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Cirencester College	27/08/2015 08:53	28/08/2015 14:40	12:30	17:17	Telco Line	Fibre break