

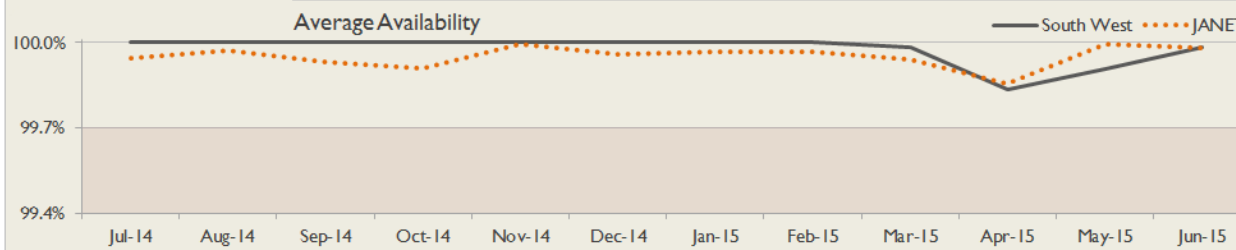
janet

South West Service Report

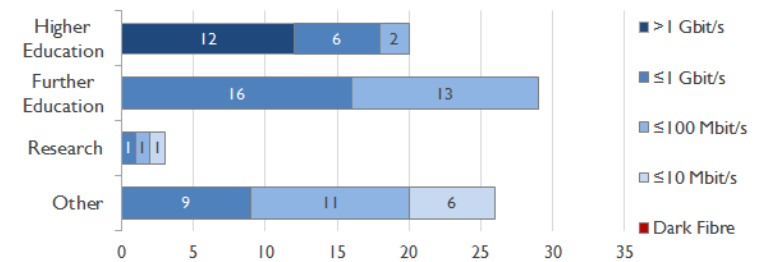
June 2015

**Service Reliability**

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

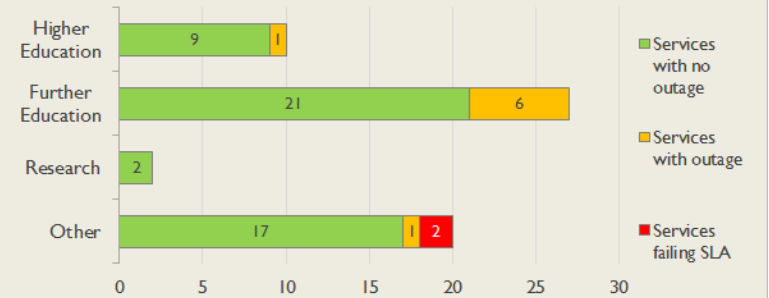


**Connections in South West by Bandwidth**



| Average Availability of All Services in South West |  |                                     |  | Average Availability of All Services in Janet |  |                                     |  |
|--|--|-------------------------------------|--|---|--|-------------------------------------|--|
| Jun 2015   | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service | Jun 2015                                      | Equivalent Unavailability in Minutes per Service | 12 Months Rolling                   | Equivalent Unavailability in Minutes per Service |
| 99.98%   | 8  | 99.98%                              | 130  | 99.98%  | 9  | 99.95%                              | 259  |
| Mean Time to Repair                                |  | Average Faults per Service per Year |  | Mean Time to Repair                           |  | Average Faults per Service per Year |  |
| 10h 12m  |  | 0.21                                |  | 5h 40m  |  | 0.66                                |  |
| Based on 27 faults over the last 24 months         |  |                                     |  | Based on 1342 faults over the last 24 months  |  |                                     |  |

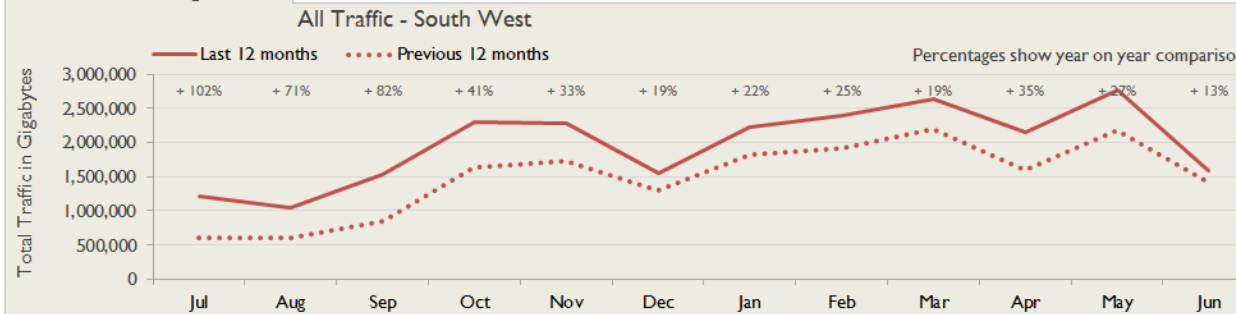
**South West Service Outages - Last 12 Months**



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

**Connection Usage**

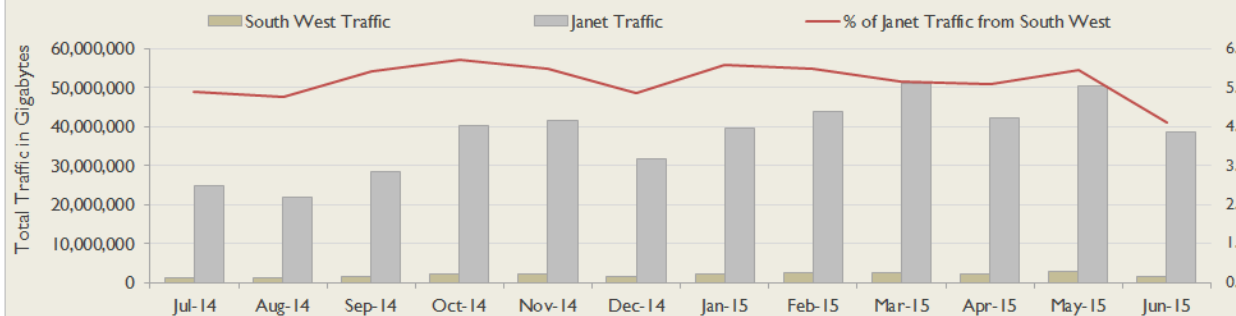
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



**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  | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| 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%   | 100%   | 100%   | 98.71% | 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%   | 100%   | 100%   | 100%                          |
| City College Plymouth                              | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                          |
| City of Bath College*                              | 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%   | 100%   | 100%   | 99.70% | 93.54% | 100%   | 100%   | 99.44%                        |
| Falmouth University                                | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 99.60% | 100%   | 100%   | 100%   | 99.97%                        |
| Foxes Academy                                      | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                          |

| Service   | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | 12 Month Rolling Availability |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------------------|
| Gloucestershire College, Cheltenham Campus                          | 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%   | 100%   | 100%   | 100%                          |
| Hartpury College  | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%                          |
| Higher Education Funding Council for England, Stoke Gifford*        |        |        |        |        |        |        |        |        |        |        |        | 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%   | <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%                          |
| Norton Radstock College   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 99.70% | 100%   | 100%   | 100%   | 99.97%                        |
| 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%   | 100%   | 100%   | 100%                          |

| Service  | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15        | May 15        | Jun 15        | 12 Month Rolling Availability |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|---------------|---------------|-------------------------------|
| Somerset College of Arts and Technology                        | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%          | <b>98.89%</b> | <b>99.91%</b>                 |
| 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%   | 100%   | 100%          | <b>98.71%</b> | 100%          | <b>99.89%</b>                 |
| The Marine Biological Association of the United Kingdom        |        |        |        | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%          | 100%          | <12 Months                    |
| The Open University, Bristol                                   |        |        |        |        |        |        | 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%          | 100%          | 100%          | 100%                          |
| 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%          | 100%          | 100%          | 100%                          |
| 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%   | 100%   | 100%   | <b>95.93%</b> | 100%          | 100%          | <b>99.66%</b>                 |
| Weston College   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | <b>97.79%</b> | 100%          | <b>99.82%</b>                 |
| William Morris Camphill Community, Specialist College          | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%          | 100%          | 100%                          |

| Service                                      | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15        | Jun 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, Bristol    | 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%   | 100%   | 100%   | <b>99.97%</b> | <b>99.97%</b> | <b>&gt;99.99%</b>             |
| Workers' Educational Association, Plymouth   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%          | 100%          | 100%                          |
| Yeovil College                               | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | <b>98.71%</b> | 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                             |
|---|---------------------|-------------------|---------------|----------------|----------------------------------|---|
| South Gloucestershire and Stroud College, Filton Campus | 05/06/2015 13:57    | 05/06/2015 17:26  | 00:00         | 03:29          | Customer Environment             | Area power cut                          |
| Workers' Educational Association, South West            | 12/06/2015 09:39    | 12/06/2015 09:51  | 00:00         | 00:12          | Telco Equipment                  | Slow rotation for fan 2 in Cisco router |
| Cornwall College, Saltash                               | 14/06/2015 08:39    | 14/06/2015 09:29  | 00:00         | 00:50          | Customer Unscheduled Maintenance | Customer Unscheduled Maintenance        |
| Met Office, IT Hall 1, via Bradley Stoke                | 16/06/2015 07:02    | 16/06/2015 07:09  | 00:00         | 00:07          | Regional Maintenance             | Emergency router software upgrade       |
| Wiltshire College, Trowbridge Campus                    | 22/06/2015 14:50    | 22/06/2015 15:55  | 00:00         | 01:05          | Customer Environment             | Local area power cut                    |
| Bristol City Council                                    | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance   | Scheduled router software upgrades      |
| City College Plymouth                                   | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance   | Scheduled router software upgrades      |
| City of Bath College, Link 1                            | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance   | Scheduled router software upgrades      |
| City of Bristol College, via Tyndall Avenue             | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance   | Scheduled router software upgrades      |

| Connection   | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type                     | Description                        |
|--|---------------------|-------------------|---------------|----------------|--------------------------------|------------------------------------|
| Higher Education Funding Council for England, Bristol, via UB  | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| Higher Education Funding Council for England, Bristol, via UWE | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| Jisc, Bristol, via University of Bristol                       | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| South Gloucestershire and Stroud College, Filton Campus        | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| St Brendan's Sixth Form College                                | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| Strode College   | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| The Open University, Bristol                                   | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| University of Bristol, via UB                                  | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| University of the West of England, Bristol, Link 3             | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |
| Weston College   | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance | Scheduled router software upgrades |



| Connection                                    | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type                       | Description                                     |
|---|---------------------|-------------------|---------------|----------------|----------------------------------|---|
| Workers' Educational Association, Bristol     | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| Yeovil College                                | 23/06/2015 07:16    | 23/06/2015 07:18  | 00:00         | 00:02          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| Bath Spa University, Newton Park Campus       | 23/06/2015 07:42    | 23/06/2015 07:55  | 00:00         | 00:13          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| City of Bath College, Link 2                  | 23/06/2015 07:42    | 23/06/2015 07:55  | 00:00         | 00:13          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| Fairfield Opportunity Farm (Dilton) Ltd       | 23/06/2015 07:42    | 23/06/2015 07:55  | 00:00         | 00:13          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| Norton Radstock College                       | 23/06/2015 07:42    | 23/06/2015 07:55  | 00:00         | 00:13          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| University of Bath, Link 2                    | 23/06/2015 07:42    | 23/06/2015 07:55  | 00:00         | 00:13          | Regional Scheduled Maintenance   | Scheduled router software upgrades              |
| Somerset College of Arts and Technology       | 23/06/2015 00:35    | 23/06/2015 08:33  | 00:00         | 07:58          | Regional Environment             | Loss of connectivity to Taunton PoP             |
| Weston College                                | 27/06/2015 08:56    | 27/06/2015 09:50  | 00:00         | 00:54          | Customer Unscheduled Maintenance | Unscheduled power maintenance at Weston College |
| City of Bristol College, via Coldharbour Lane | 30/06/2015 07:01    | 30/06/2015 07:12  | 00:00         | 00:11          | Regional Scheduled Maintenance   | Scheduled maintenance                           |

| Connection   | Start Date and Time | End Date and Time | Parking hh:mm | Duration hh:mm | Fault Type                     | Description           |
|--|---------------------|-------------------|---------------|----------------|--------------------------------|-----------------------|
| Higher Education Funding Council for England, Stoke Gifford, Nicholson House | 30/06/2015 07:01    | 30/06/2015 07:12  | 00:00         | 00:11          | Regional Scheduled Maintenance | Scheduled maintenance |
| Jisc, Bristol, via University of the West of England                         | 30/06/2015 07:01    | 30/06/2015 07:12  | 00:00         | 00:11          | Regional Scheduled Maintenance | Scheduled maintenance |
| University of Bristol, via UB  | 30/06/2015 07:01    | 30/06/2015 07:12  | 00:00         | 00:11          | Regional Scheduled Maintenance | Scheduled maintenance |
| University of Plymouth, Link 1   | 30/06/2015 07:01    | 30/06/2015 07:12  | 00:00         | 00:11          | Regional Scheduled Maintenance | Scheduled maintenance |
| University of the West of England, Bristol, Link 1                           | 30/06/2015 07:01    | 30/06/2015 07:12  | 00:00         | 00:11          | Regional Scheduled Maintenance | Scheduled maintenance |
| Bath Spa University, Newton Park Campus                                      | 30/06/2015 07:30    | 30/06/2015 07:44  | 00:00         | 00:14          | Regional Scheduled Maintenance | Scheduled maintenance |
| City of Bath College, Link 2   | 30/06/2015 07:30    | 30/06/2015 07:44  | 00:00         | 00:14          | Regional Scheduled Maintenance | Scheduled maintenance |
| University of Bath, Link 1   | 30/06/2015 07:30    | 30/06/2015 07:44  | 00:00         | 00:14          | Regional Scheduled Maintenance | Scheduled maintenance |
| Wiltshire College, Trowbridge Campus   | 30/06/2015 07:30    | 30/06/2015 07:44  | 00:00         | 00:14          | Regional Scheduled Maintenance | Scheduled maintenance |