

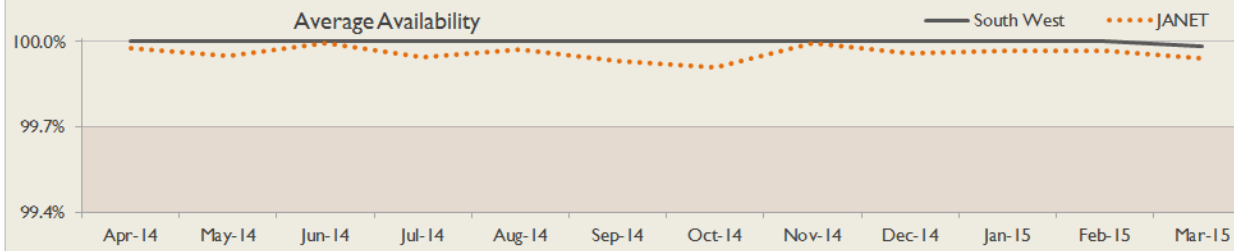


South West Service Report

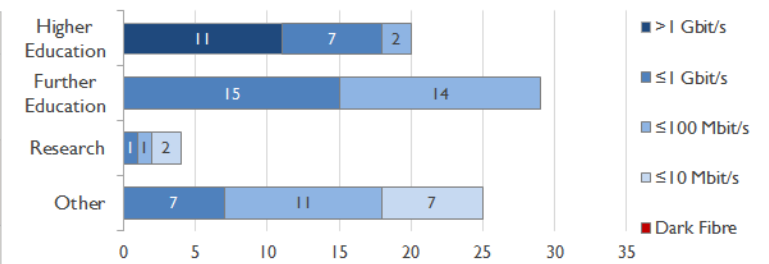
March 2015

Service Reliability

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

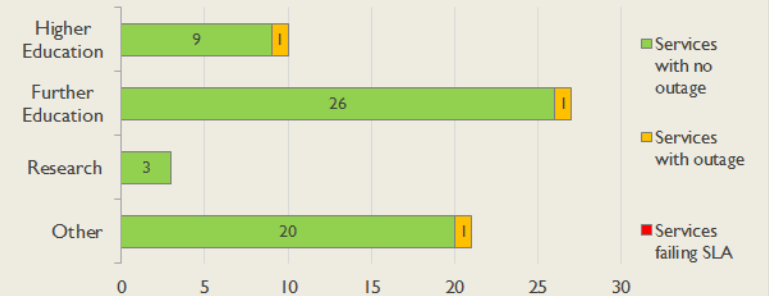


Connections in South West by Bandwidth



Average Availability of All Services in South West				Average Availability of All Services in Janet			
Mar 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Mar 2015	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.98%	7	>99.99%	7	99.94%	27	99.96%	219
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
13h 35m		0.12		5h 49m		0.62	
Based on 15 faults over the last 24 months				Based on 1253 faults over the last 24 months			

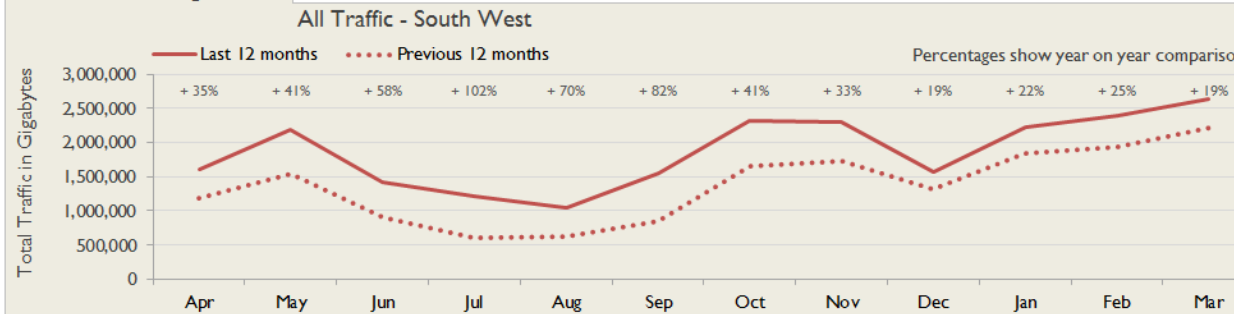
South West Service Outages - Last 12 Months



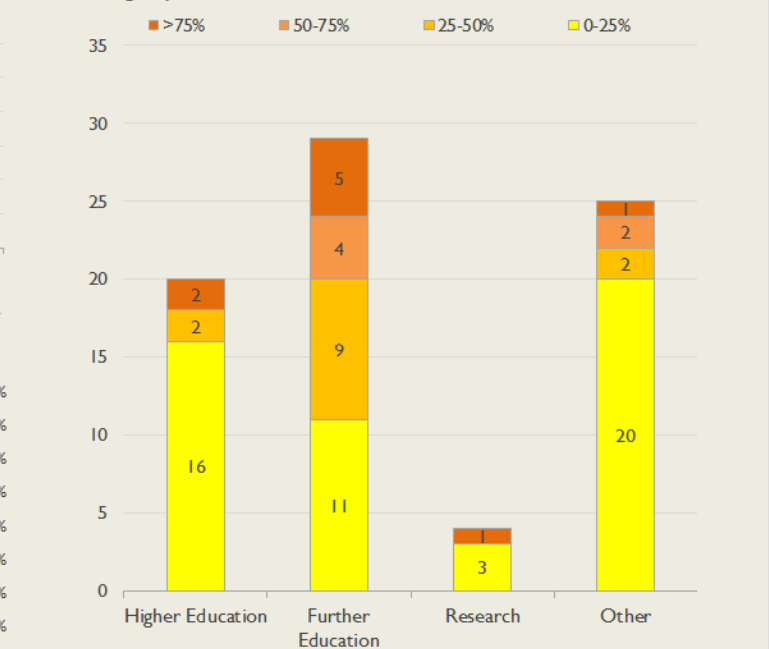
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

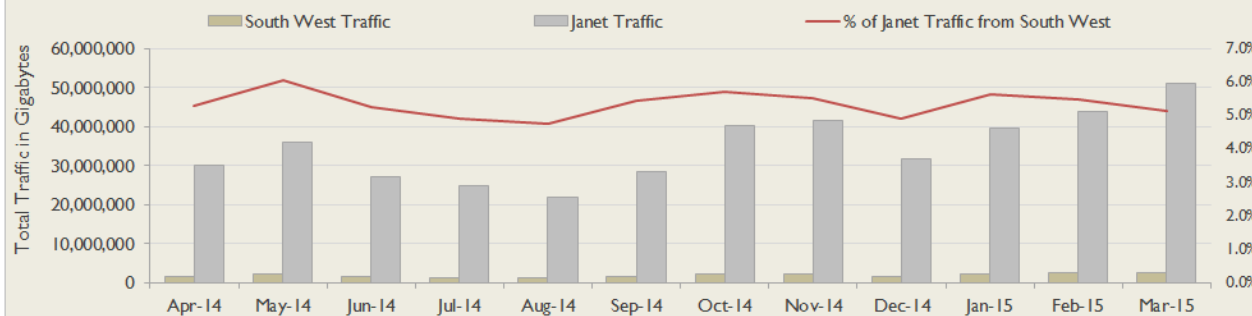
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



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	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 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%	100%	100%	100%
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, Saltash	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 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%	100%	100%	100%	99.70%	99.97%
Falmouth University	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.60%	99.97%
Foxes Academy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 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, 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%	<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%
Natural Environment Research Council, ARSF Operations Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norton Radstock College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.70%	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	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%
Queen's College	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%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
Ruskin Mill Educational Trust Limited, Ruskin College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Somerset College of Arts and Technology	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	100%	100%	100%
The Marine Biological Association of the United Kingdom							100%	100%	100%	100%	100%	100%	<12 Months
The Open University, Bristol										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%
Truro and Penwith College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCAS Limited	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%	100%	100%	100%	100%
Weston College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	12 Month Rolling Availability
William Morris Camphill Community, Specialist College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wiltshire College, Trowbridge Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Plymouth	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%	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%	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
Richard Huish College	05/03/2015 14:54	06/03/2015 09:20	00:00	18:26	Customer Line	Site contractors damaged fibre
Higher Education Funding Council for England, Bristol, via UWE	06/03/2015 10:17	06/03/2015 10:32	00:00	00:15	Customer Maintenance	Customer unscheduled maintenance
Met Office, IT Hall 1, via Bradley Stoke	23/03/2015 11:50	23/03/2015 13:13	00:00	01:23	Regional Line	Fibres disturbed by third party engineers whilst performing site survey. Fibre tray was dislodged.
Falmouth University	23/03/2015 11:26	23/03/2015 15:01	00:35	03:00	Telco Other	Power failure to Telco equipment
Petroc, North Devon Campus	24/03/2015 08:02	24/03/2015 08:16	00:00	00:14	MRS Maintenance	MRS router upgrade
The Open University, Bristol	28/03/2015 10:13	28/03/2015 12:55	00:00	02:42	Customer Maintenance	Scheduled maintenance at The Open University, Bristol
Oakwood Court	29/03/2015 19:36	29/03/2015 20:43	00:00	01:07	Customer Environment	Customer power supply failure.
Bath Spa University, Newton Park Campus	30/03/2015 13:06	30/03/2015 15:17	00:00	02:11	Regional Environment	Power cable cut by contractors
City of Bath College, Link 2	30/03/2015 13:02	30/03/2015 15:17	00:00	02:15	Regional Environment	Power cable cut by contractors
Fairfield Opportunity Farm (Dilton) Ltd	30/03/2015 13:02	30/03/2015 15:17	00:00	02:15	Regional Environment	Power cable cut by contractors
Norton Radstock College	30/03/2015 13:02	30/03/2015 15:17	00:00	02:15	Regional Environment	Power cable cut by contractors
University of Bath, Link 2	30/03/2015 13:08	30/03/2015 15:20	00:00	02:12	Regional Environment	Power cable cut by contractors

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
------------	---------------------	-------------------	------------------	-------------------	------------	-------------