

janet

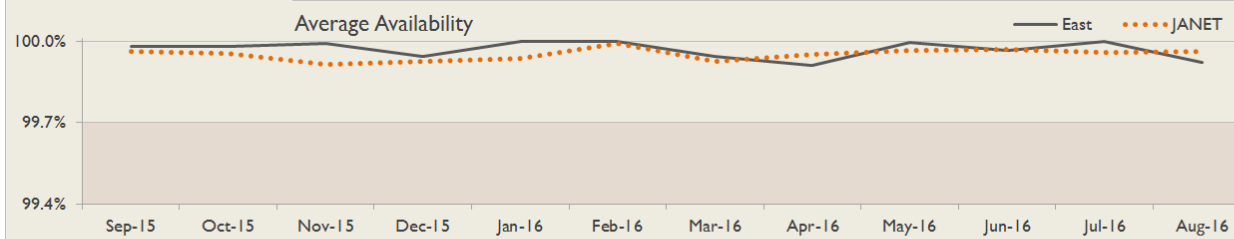
East Service Report

August 2016

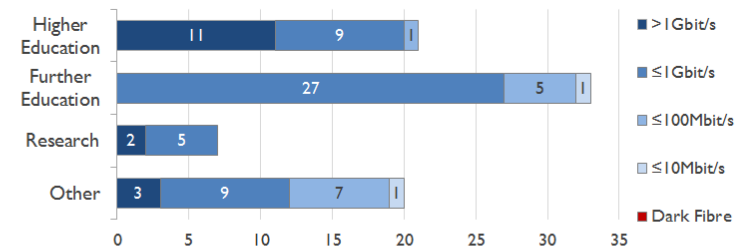


Service Reliability

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

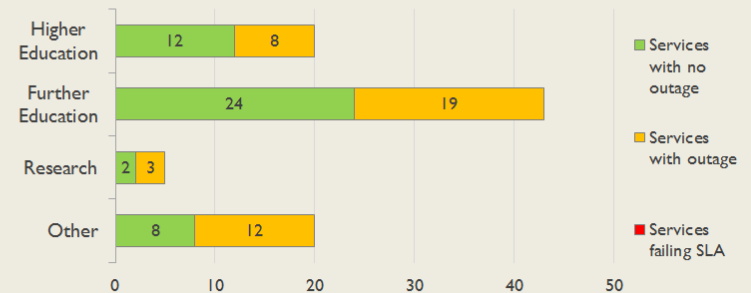


Connections in East by Contractual Bandwidth



Average Availability of All Services in East				Average Availability of All Services in Janet			
Aug 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service	Aug 2016	Equivalent Unavailability in Minutes per Service	12 Months Rolling	Equivalent Unavailability in Minutes per Service
99.92%	34	99.97%	164	99.96%	16	99.95%	247
Mean Time to Repair		Average Faults per Service per Year		Mean Time to Repair		Average Faults per Service per Year	
6h 11m		0.65		5h 48m		0.66	
Based on 124 faults over the last 24 months				Based on 1471 faults over the last 24 months			

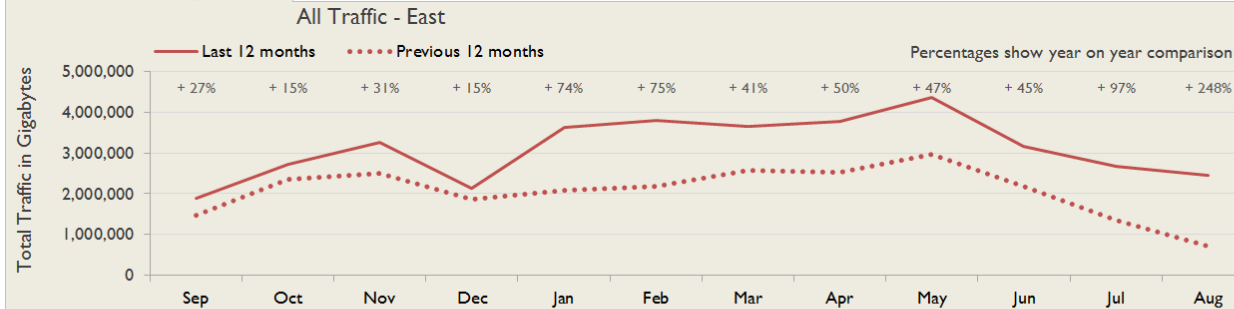
East Service Outages - Last 12 Months



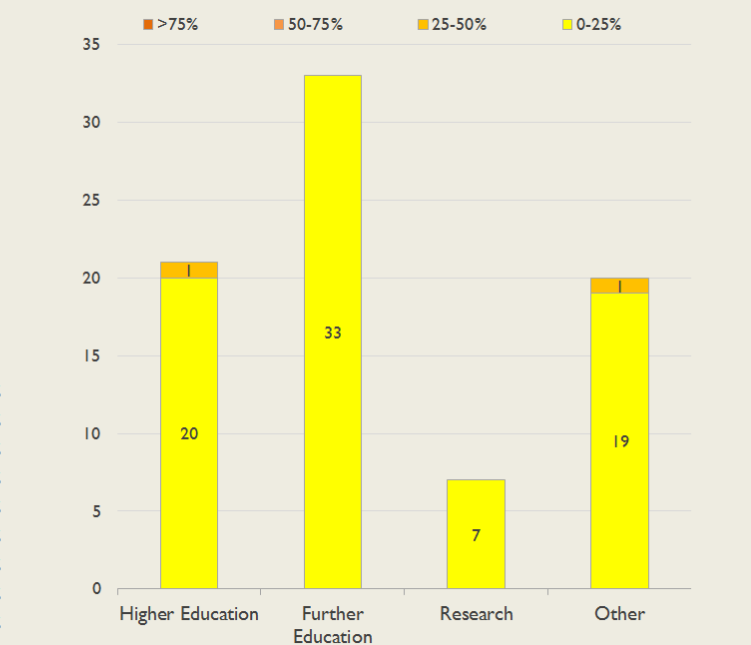
NB: Periods of scheduled and emergency maintenance are not included in reliability performance statistics

Connection Usage

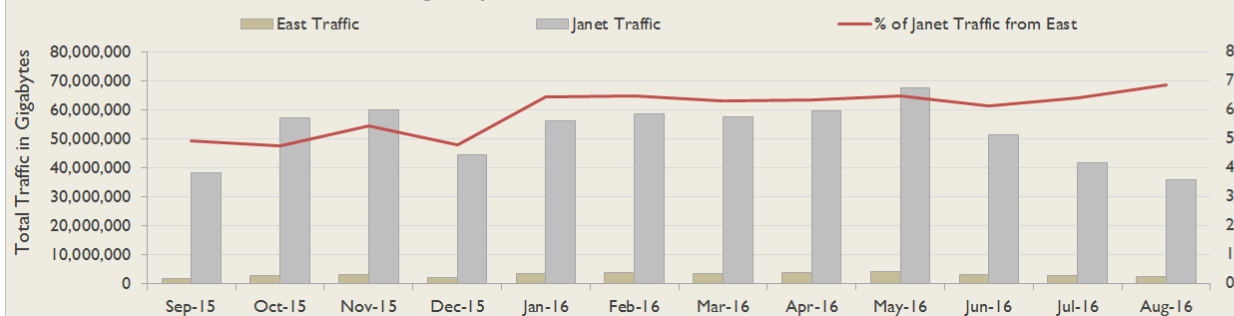
Traffic usage is expressed as the sum, in gigabytes, of the volume of data carried in both directions in the month, for all links being charted



% Utilisation of Available Contractual Bandwidth at 90th Percentile



East 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 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Anglia Ruskin University, Chelmsford Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Anglia Ruskin University, Cambridge Campus	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
Barnfield College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bedford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Brunel University London, National Structural Integrity Research Centre	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	>99.99%
Cambridge Regional College	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	>99.99%
Central Bedfordshire College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.76%	99.81%
Chelmsford College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
City College Norwich, via Norwich	100%	100%	100%	100%	100%	100%	99.69%	100%	100%	100%	100%	99.03%	99.89%
City College Norwich, via Telehouse West	99.60%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	99.96%
Colchester Institute Enterprises Limited, Colchester Campus [1]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Braintree Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Colchester Institute Enterprises Limited, Colchester Campus [2]							100%	100%	100%	100%	100%	100%	<12 Months

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Cranfield University *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East Norfolk Sixth Form College	100%	99.87%	100%	100%	100%	100%	99.69%	100%	100%	100%	100%	100%	99.96%
East of England Broadband Network, Peterborough City Council	100%	99.47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
East of England Broadband Network, Norfolk County Council	100%	100%	100%	100%	100%	100%	99.79%	100%	100%	100%	100%	100%	99.98%
East of England Broadband Network, Bedford Borough Council *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Thurrock Council, Tilbury	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Central Bedfordshire Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Luton Borough Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Peterborough City Council - Bayard Place											100%	100%	<12 Months
East of England Broadband Network, Cambridgeshire County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Suffolk County Council	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
East of England Broadband Network, Southend on Sea Borough Council	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	>99.99%
Easton and Otley College, Otley Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Easton and Otley College, Easton Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	>99.99%	>99.99%	>99.99%	>99.99%
Essex County Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC						100%	98.16%	100%	100%	96.85%	100%	95.91%	<12 Months
European Bioinformatics Institute, EBI Hinxton *	100%	100%	100%	99.54%	100%	100%	100%	100%	100%	100%	100%	100%	99.96%
GEANT Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.95%	100%	100%	>99.99%
Genome Research Limited, Wellcome Trust Sanger Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Great Yarmouth College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Harlow College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Broxbourne Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hertford Regional College, Ware Campus	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	99.96%
Hertfordshire County Council	100%	100%	100%	98.50%	100%	100%	100%	100%	100%	100%	100%	100%	99.87%
Hills Road Sixth Form College	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
Huntingdonshire Regional College	100%	100%	100%	100%	100%	100%	98.55%	99.97%	99.98%	100%	100%	100%	99.88%
Huntingdonshire Regional College, California Road Campus	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	99.96%
Imperial War Museum, IWM Duxford	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
Long Road Sixth Form College *	100%	100%	100%	96.78%	100%	100%	100%	100%	100%	100%	100%	100%	99.73%
Lowestoft College	100%	99.87%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	100%	99.82%
Lowestoft Sixth Form College	100%	99.87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.99%
Luton Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical Research Council, Stevenage Bioscience Catalyst						100%	100%	100%	100%	100%	100%	100%	<12 Months
Milton Keynes College, Bletchley Campus	100%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
Milton Keynes College, Bletchley Campus	100%	100%	100%	100%	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Milton Keynes College, Chaffron Way Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Milton Keynes Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	>99.99%
Natural Environment Research Council, British Antarctic Survey	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
NBI Partnership Limited *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North Hertfordshire College, Hitchin Centre	99.60%	100%	100%	100%	100%	100%	99.94%	100%	100%	100%	100%	100%	99.96%
North Hertfordshire College, Stevenage Centre	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Norwich University of the Arts	100%	100%	100%	100%	100%	100%	99.46%	100%	100%	100%	100%	100%	99.96%
Oaklands College, Welwyn Garden City Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Oaklands College, St Albans Campus	100%	100%	100%	100%	100%	100%	100%	100%	99.86%	99.90%	100%	100%	99.98%
Paston Sixth Form College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Peterborough City Council, Personal & Community Development	100%	99.13%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	99.93%
Peterborough Regional College	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	>99.99%
Peterborough Regional College, Additional Connection	100%	100%	100%	100%	100%	100%	99.90%	99.77%	100%	100%	100%	100%	99.97%
Rothamsted Research Limited, Harpenden	100%	100%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	100%	99.83%
SEEVIC College	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southend-on-Sea Borough Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	100%	99.83%
South Essex College of Further and Higher Education	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Suffolk New College, via Telety Powergate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
Suffolk New College, via University of Essex	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Babraham Institute *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The College of West Anglia, Wisbech Campus	100%	100%	100%	100%	100%	100%	99.90%	100%	100%	100%	100%	100%	>99.99%
The College of West Anglia, King's Lynn Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Congregation Of The Daughters Of The Cross Of Liege	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Milton Keynes *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Open University, Cambridge	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
The Sixth Form College, Colchester	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Thurrock Council, Personal & Community Development	100%	100%	100%	100%	100%	100%	100%	97.99%	100%	100%	100%	100%	99.83%
TWI Ltd	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	100%	100%	>99.99%
University of Bedfordshire, Bedford Campus						100%	100%	100%	100%	100%	100%	100%	<12 Months
University of Bedfordshire, Milton Keynes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Bedfordshire, Luton Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Buckingham	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Cambridge, Cambridge University Press	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
University of Cambridge *	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
University of Cambridge *	100%	100%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%	>99.99%
University of East Anglia, Norwich Campus *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Social Science Research Centre Building	99.77%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%

Service	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	12 Month Rolling Availability
University of Essex, Southend Campus, University Square	100%	100%	100%	100%	100%	100%	99.64%	100%	99.97%	100%	100%	100%	99.97%
University of Essex, Colchester Campus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Essex, Southend Campus, Gateway Building	100%	100%	100%	100%	100%	100%	100%	99.96%	100%	100%	100%	100%	>99.99%
University of Hertfordshire *	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
University of Suffolk Limited, Perry Building	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
West Herts College, Dacorum Campus							100%	100%	100%	100%	100%	100%	<12 Months
West Herts College, Watford Campus	100%	100%	99.33%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.94%
West Suffolk College, Additional Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Workers' Educational Association, Eastern	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	100%	100%	100%	>99.99%
Writtle 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
Anglia Ruskin University, Chelmsford Campus	10/08/2016 08:00	10/08/2016 08:34	00:00	00:34	Customer Maintenance	Unscheduled customer maintenance
City College Norwich, via Norwich	03/08/2016 23:02	04/08/2016 15:53	09:37	07:14	Telco Equipment	Telco equipment issue
Cranfield University, via Telehouse North	12/08/2016 04:26	12/08/2016 05:16	00:00	00:50	Telco Maintenance	Telco scheduled maintenance
Central Bedfordshire College	05/08/2016 08:13	06/08/2016 00:54	00:00	16:41	Telco Line	Fibre break caused by construction works
Easton and Otley College, Otley Campus	27/08/2016 16:40	27/08/2016 17:24	00:00	00:44	Customer Environment	Area power cut
Thurrock Council, Personal & Community Development	01/08/2016 11:34	04/08/2016 09:28	00:00	69:54	Customer Maintenance	Power works
Thurrock Council, Personal & Community Development	04/08/2016 10:03	04/08/2016 10:35	00:00	00:32	Customer Maintenance	Further power works
University of East Anglia, Norwich Campus, via Lowdham	07/08/2016 15:31	08/08/2016 18:07	00:00	26:36	Regional Other	Power shut off at PoP due to gas leak
University of East Anglia, Norwich Campus, via Lowdham	13/08/2016 04:41	13/08/2016 08:31	00:00	03:50	Regional Environment	Power shut down by PoP for Health and Safety reasons
NBI Partnership Limited, John Innes Centre	07/08/2016 15:31	08/08/2016 18:07	00:00	26:36	Regional Other	Power shut off at PoP due to gas leak
NBI Partnership Limited, John Innes Centre	13/08/2016 04:41	15/08/2016 14:17	00:00	57:36	Regional Environment	Power shut down by PoP for Health and Safety reasons
The Babraham Institute, via Cambridge	24/08/2016 12:59	24/08/2016 13:13	00:00	00:14	Customer Maintenance	Site emergency kit restart

Connection	Start Date and Time	End Date and Time	Parking hh:mm	Duration hh:mm	Fault Type	Description
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecite Powergate	07/08/2016 15:31	08/08/2016 18:07	00:00	26:36	Regional Other	Power shut off at PoP due to gas leak
Genome Research Limited, Wellcome Trust Sanger Institute, via Telecite Powergate	13/08/2016 04:41	13/08/2016 08:31	00:00	03:50	Regional Environment	Power shut down by PoP for Health and Safety reasons
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	07/08/2016 15:31	08/08/2016 18:07	00:00	26:36	Regional Other	Power shut off at PoP due to gas leak
European Bioinformatics Institute, EBI Gyron Hemel Hempstead DC	13/08/2016 04:41	13/08/2016 08:31	00:00	03:50	Regional Environment	Power shut down by PoP for Health and Safety reasons